

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #7
September 16, 2017 – September 22, 2017

September 23, 2017

Table of Contents

Program Overview	1
Executive Summary	4
Key Program Statistics	6
Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons	7
Low to Moderate Income (LMI), Senior Adults and Disabled Reported	8
Demographics for Submitted Applications	9
Housing Assistance Center Activity (HAC)	10
Call Center Activity	11
APPENDIX A	12
APPENDIX B	14
APPENDIX C	15
APPENDIX D	16
APPENDIX E	17
Glossary	18

List of Tables

Table 1: Homeowner Program Snapshot	5
Table 2: Key Program Statistics	6
Table 3: Not In Phase and Undetermined Reasons	7
Table 4 & 5: Surveys with LMI and Urgent Need Data	8
Table 6: Submitted Surveys with Senior Adult or Disabled Reported	8
Table 7: Submitted Applications by Race	9
Table 8: Housing Assistance Center Activity	10
Table 9: Call Center Activity	11
Table 10: Submitted Surveys and Submitted Applications by Louisiana House Districts	12
Table 11: Submitted Surveys and Submitted Applications by Louisiana Senate Districts	13
Table 12: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish	14

List of Figures

Figure 1: Not Currently In A Phase Reasons	7
Figure 2: Submitted Applications by Race	9
Figure 3: Requested Assistance	15
Figure 4: Phase and Tiers	16
Figure 5: Housing Assistance Centers	17

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 will take 10-15 minutes and no documentation is required. It can be completed online at **RESTORE.LA.GOV** or by calling **866.735.2001**. Personalized assistance is also provided at our Housing Assistance Centers.

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

Once environmental reviews are completed, homeowners will be invited in phases to complete the formal application. The application can be completed online or over the phone, or by scheduling an appointment at one of our Housing Assistance Centers.

4



ELIGIBILITY

Our program team will review the homeowner's application and supporting documentation to ensure the homeowner is able to prove that they meet all of the eligibility requirements for the program. The program has instituted a number of ways to streamline the verification process.

5



DAMAGE AND LEAD ASSESSMENT

During this scheduled appointment, inspectors will utilize industry standard software to inspect work already completed and to determine a scope of work for prospective repairs needed to complete the home. Our team will also send inspectors to test for lead-based paint in homes constructed prior to 1978.

6



POTENTIAL AWARD DETERMINATION

The program will use a four-step formula to calculate an Applicant's award amount. This process considers duplication of benefits already received for restoration activities and the tiered award structure.

7



GRANT AGREEMENT EXECUTION

Once these steps are complete, a homeowner will be asked to meet with our team to review and accept their award and sign their grant agreement.

8



REIMBURSEMENT/ REPAIR

Once the grant agreement is executed, a homeowner will be issued a reimbursement check and/or will be provided a grant award to repair or reconstruct their home.

Executive Summary

- As of September 22, 2017, survey submissions increased by 225 from the previous week, making the total submissions 44,218. 36,836 homeowners were determined to be in Phases I – VI.
 - 30,078 environmental reviews have been completed, representing 82% of the 36,836 homeowners in Phases I – VI.
 - 14,803 homeowners have been invited to complete applications from Phase I - III. 8,776 (59%) homeowners have submitted their applications.
 - 1,830 scopes of work have been performed, representing 21% of the 8,776 homeowners that have submitted their application.
 - There have been a total of 593 Grant Awards offered to homeowners, amounting to \$18,057,028.08. Of those, 50 homeowners have acknowledged their grant agreements, obligating \$1,645,130.44.
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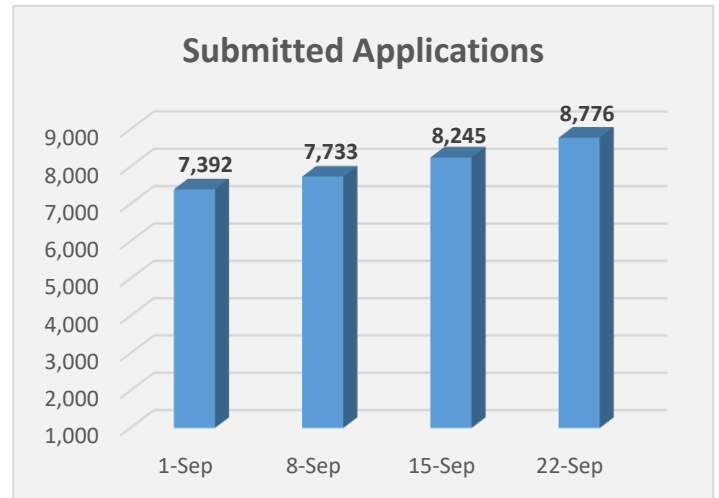
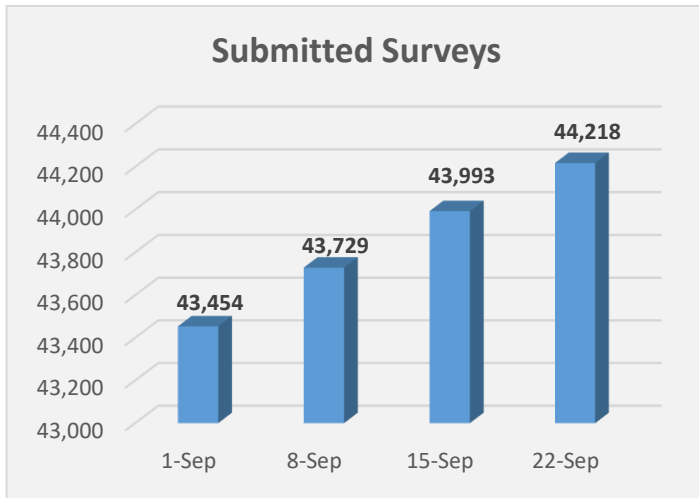
- As of September 22, 2017, there were a total of 12,696 appointments held.
- 68,908 calls were completed by the call center. 52,020 of the completed calls were inbound calls and 16,888 of the completed calls were outbound calls.
- The Program has completed 1 outreach event for this reporting period. There are no outreach events scheduled for the week of September 25, 2017 – October 1, 2017.

Table 1: Homeowner Program Snapshot

Activity	As of 9/15/2017	Weekly Activity	As of 9/22/2017	Total Dollars
Surveys Recorded				
Total Number of Recorded Surveys	51,360	297	51,657	
<i>Non-Submitted Surveys</i>	7,367	72	7,439	
<i>Submitted Surveys</i>	43,993	225	44,218	
<i>Phase I - VI Subtotal</i>	36,432	404	36,836	
<i>Phase I</i>	5,601	61	5,662	
<i>Phase II</i>	5,283	57	5,340	
<i>Phase III</i>	9,091	106	9,197	
<i>Phase IV</i>	8,868	94	8,962	
<i>Phase V</i>	1,191	11	1,202	
<i>Phase VI</i>	6,398	75	6,473	
<i>Duplicate Address</i>	1,814	39	1,853	
<i>Undetermined</i>	469	-9	460	
<i>Not Currently In A Phase</i>	5,278	-209	5,069	
Environmental Reviews				
Environmental Reviews Available to Work	8,738	-1,980	6,758	
Environmental Reviews Completed	27,694	2,384	30,078	
Applications Invited				
Total Number of Invited Applications	14,273	530	14,803	
Applications Submitted	8,245	531	8,776	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	6,080	866	6,946	
Total Scope of Work Completed	2,165	-335	1,830	
Grant Awards				
Zero Award Grants	177	6	183	
Grant Awards Offered	591	2	593	18,057,028.08
Grant Awards Obligated	46	4	50	1,645,130.44
<i>Solution 1 Only</i>	2	0	2	78,506.62
<i>Solution 2 Only</i>	4	1	5	183,681.33
<i>Solution 3 Only</i>	18	0	18	564,727.88
<i>Solution 3 and 1</i>	1	0	1	51,549.87
<i>Solution 3 and 2</i>	21	3	24	766,664.74
Disbursements				
Total Disbursements	14	0	14	492,448.34
<i>Solution 1</i>	0	0	0	0.00
<i>Solution 2</i>	1	0	1	3,777.32
<i>Solution 3</i>	13	0	13	488,671.02

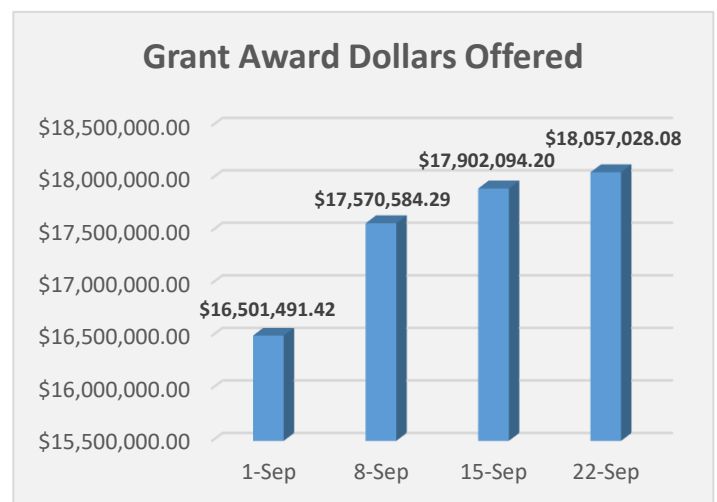
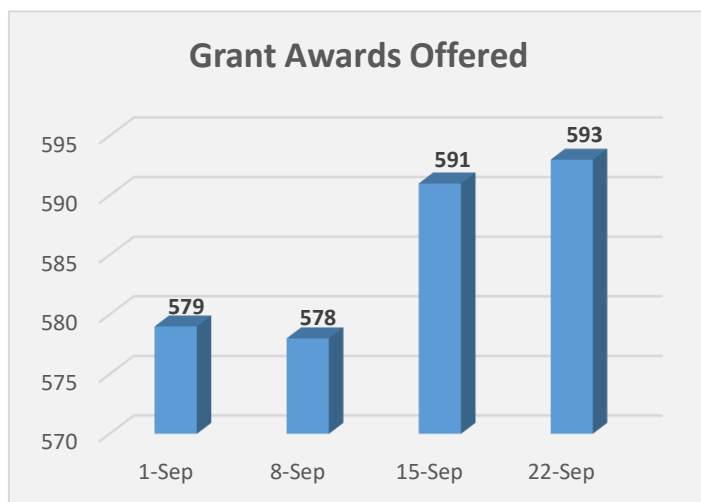
Key Program Statistics

Table 2: Key Program Statistics



36,836 of the 44,218 meet requirements for Phases I – VI.

Invited 14,803 Homeowners to complete Applications.

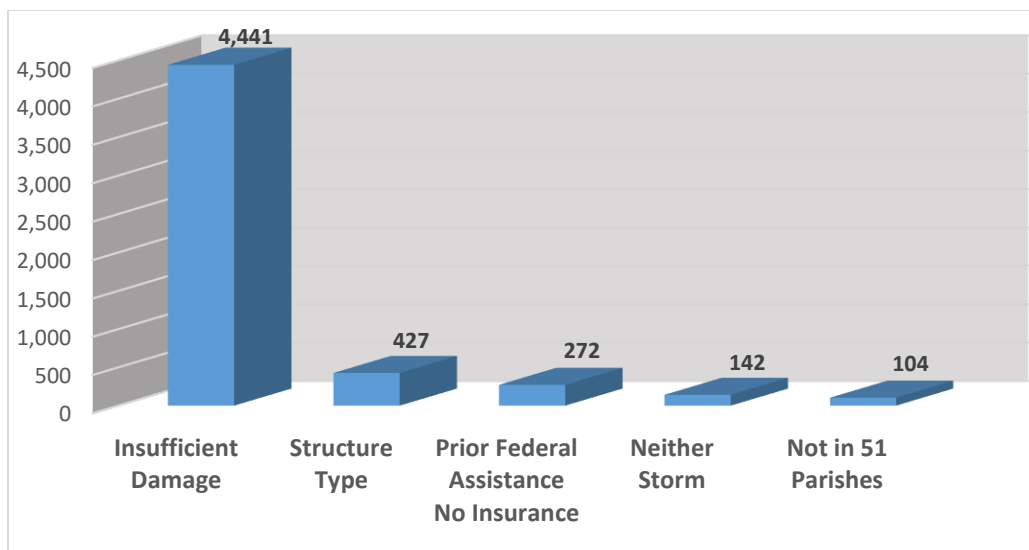


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 3: Not In Phase and Undetermined Reasons

Activity	As of 9/15/2017	Weekly Activity	As of 9/22/2017
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,278	-209	5,069
Total Submitted Surveys Undetermined	469	-9	460
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,594	-208	5,386
<i>Insufficient Damage</i>	4,438	3	4,441
<i>Structure Type</i>	641	-214	427
<i>Prior Federal Assistance No Insurance</i>	270	2	272
<i>Neither Storm</i>	141	1	142
<i>Not in 51 Parishes</i>	104	0	104
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	474	-9	465
<i>Flood Plain (Not determined)</i>	467	-8	459
<i>Income Category</i>	2	0	2
<i>Age > 62</i>	1	0	1
<i>Disability in Household</i>	1	0	1
<i>Flood Level</i>	1	0	1
<i>Storm</i>	1	0	1
<i>Parish</i>	0	0	0
<i>Other</i>	1	-1	0

Figure 1: Not Currently In A Phase Reasons



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

As of September 22, 2017, there are 23,244 homeowners, 52.57% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,103 homeowners, 36.42% of the homeowners who submitted surveys, that reported they were 62 years of age or older.

Table 4 & 5: Surveys with LMI and Urgent Need Data

Phase	Submitted Surveys with LMI Reported	% LMI of Submitted Surveys by Phase	Total Submitted Surveys
Phase One (I)	5,662	100.00%	5,662
Phase Two (II)	5,340	100.00%	5,340
Phase Three (III)	3,141	34.15%	9,197
Phase Four (IV)	2,771	30.92%	8,962
Phase Five (V)	613	51.00%	1,202
Phase Six (VI)	1,129	17.44%	6,473
Duplicate Address	1,101	59.42%	1,853
Undetermined	317	68.91%	460
Not In Phase	3,170	62.54%	5,069
Total	23,244	52.57%	44,218

	Submitted Surveys	Percentage
Most Impacted LMI	19,192	43.40%
Most Impacted Urgent Need	18,428	41.68%
LMI	4,052	9.16%
Urgent Need	2,546	5.76%
Total	44,218	100.00%

Table 6: Submitted Surveys with Senior Adult or Disabled Reported

Phase	Submitted Surveys with Senior Adults Reported	% Senior Adults of Submitted Surveys by Phase	Submitted Surveys with Disabled Reported	% Disabled of Submitted Surveys by Phase	Total Submitted Surveys
Phase One (I)	3,987	70.42%	3,606	63.69%	5,662
Phase Two (II)	4,071	76.24%	3,110	58.24%	5,340
Phase Three (III)	1,759	19.13%	935	10.17%	9,197
Phase Four (IV)	1,895	21.14%	925	10.32%	8,962
Phase Five (V)	183	15.22%	115	9.57%	1,202
Phase Six (VI)	1,615	24.95%	613	9.47%	6,473
Duplicate Address	673	36.32%	570	30.76%	1,853
Undetermined	191	41.52%	160	34.78%	460
Not In Phase	1,729	34.11%	1,585	31.27%	5,069
Total	16,103	36.42%	11,619	26.28%	44,218

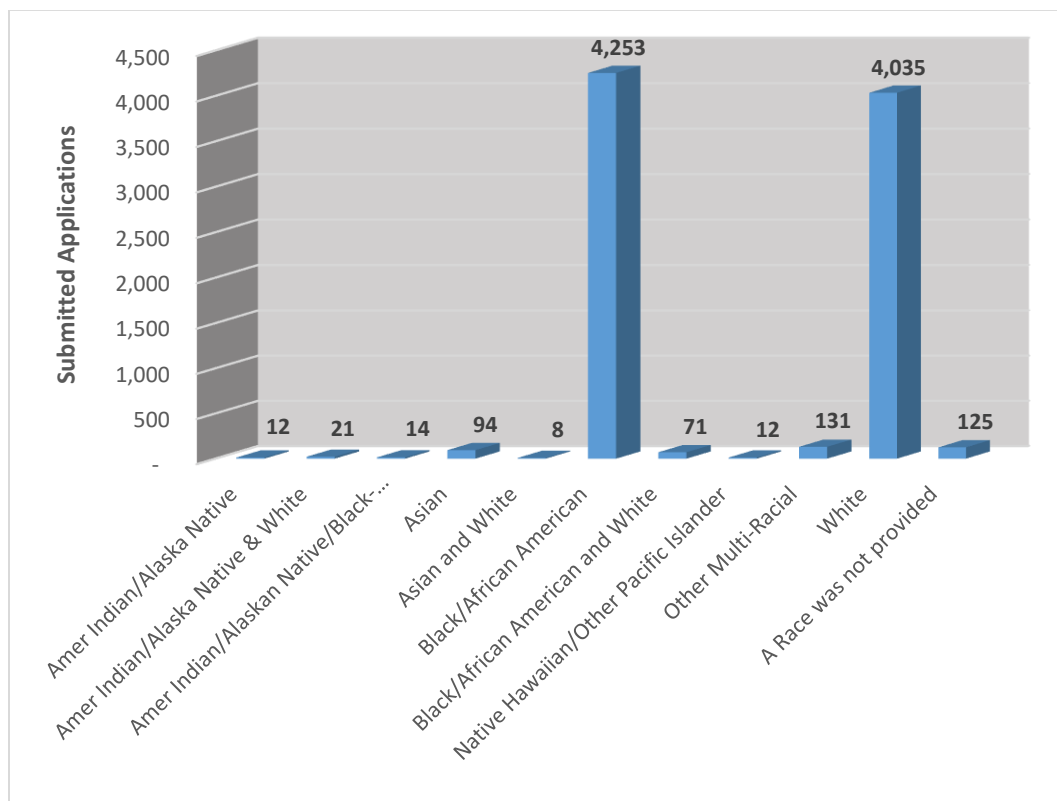
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 7: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	12	0.14%
American Indian/Alaska Native and White	21	0.24%
American Indian/Alaskan Native/Black-African American	14	0.16%
Asian	94	1.07%
Asian and White	8	0.09%
Black/African American	4,253	48.46%
Black/African American and White	71	0.81%
Native Hawaiian/Other Pacific Islander	12	0.14%
Other Multi-Racial	131	1.49%
White	4,035	45.98%
A Race was not provided	125	1.42%
Total	8,776	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 8: Housing Assistance Center Activity

Activity	As of 9/15/2017	Weekly Activity	As of 9/22/2017
Appointments			
Total Number of Appointments	12,765	1,092	13,857
<i>Walk-ins</i>	5,530	551	6,081
<i>Scheduled</i>	7,235	541	7,776
<i>Held at office</i>	6,006	423	6,429
<i>Home visit</i>	161	25	186
<i>Cancelled</i>	728	75	803
<i>No Show</i>	340	18	358
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	8,099	765	8,864
<i>Walk-ins</i>	3,702	415	4,117
<i>Scheduled</i>	4,397	350	4,747
<i>Held at office</i>	3,779	283	4,062
<i>Home visit</i>	13	6	19
<i>Cancelled</i>	505	58	563
<i>No Show</i>	100	3	103
Hammond			
Total Number of Appointments	2,265	189	2,454
<i>Walk-ins</i>	1,030	86	1,116
<i>Scheduled</i>	1,235	103	1,338
<i>Held at office</i>	863	72	935
<i>Home visit</i>	134	16	150
<i>Cancelled</i>	136	6	142
<i>No Show</i>	102	9	111
Lafayette			
Total Number of Appointments	1,071	73	1,144
<i>Walk-ins</i>	266	9	275
<i>Scheduled</i>	805	64	869
<i>Held at office</i>	722	46	768
<i>Home visit</i>	3	3	6
<i>Cancelled</i>	48	11	59
<i>No Show</i>	32	4	36
Monroe			
Total Number of Appointments	1,330	65	1,395
<i>Walk-ins</i>	532	41	573
<i>Scheduled</i>	798	24	822
<i>Held at office</i>	642	22	664
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	39	0	39
<i>No Show</i>	106	2	108

Call Center Activity

Table 9: Call Center Activity

Activity	As of 9/15/2017	Weekly Activity	As of 9/22/2017
Call Center			
Total Calls	67,285	3,743	71,028
<i>Total Calls Abandoned</i>	2,091	29	2,120
<i>Abandoned %</i>	3.11%	-0.12%	2.98%
<i>Total Calls Processed</i>	65,194	3,714	68,908
<i>Inbound</i>	49,127	2,893	52,020
<i>Outbound</i>	16,067	821	16,888
Completed Inbound Calls Details			
Total Inbound Calls Completed	49,127	2,893	52,020
Average Wait Time	1.37 min		1.31 min
Average Call Time	6.47 min		6.43 min
<i>Program Inquiry</i>	19,580	779	20,359
<i>Surveys Status Update</i>	145	265	410
<i>Surveys Completed</i>	6,637	80	6,717
<i>Case Manager Request</i>	119	181	300
<i>Application Status Update</i>	14,057	3,329	17,386
<i>Applications Completed</i>	1,942	-1,937	5
<i>Damage Assessment Inquiry</i>	1,962	11	1,973
<i>Award Acknowledgement Inquiry</i>	4	12	16
<i>Construction Inquiry</i>	0	8	8
<i>Outbound Project</i>	13	0	13
<i>No Answer / Busy / Left Message</i>	2,668	72	2,740
<i>Invalid Number / N/A</i>	2,000	93	2,093
Completed Outbound Calls Details			
Total Outbound Calls Completed	16,067	821	16,888
Average Call Time	2.35 min		2.33 min
<i>Program Inquiry</i>	3,982	87	4,069
<i>Survey Status Update</i>	3	2	5
<i>Surveys Completed</i>	630	0	630
<i>Case Manager Request</i>	1	4	5
<i>Application Status Update</i>	1,389	379	1,768
<i>Applications Completed</i>	184	-184	0
<i>Damage Assessment Inquiry</i>	1	1	2
<i>Award Acknowledgement Inquiry</i>	0	0	0
<i>Construction Inquiry</i>	0	1	1
<i>Outbound Project</i>	343	1	344
<i>No Answer / Busy / Left Message</i>	6,921	212	7,133
<i>Invalid Number / N/A</i>	2,613	318	2,931

APPENDIX A

Table 10: Submitted Surveys and Submitted Applications by Louisiana House Districts

House District	Survey Count	Application Count	House District	Survey Count	Application Count	House District	Survey Count	Application Count
1	65	9	36	2	0	73	1,152	227
2	47	6	37	104	10	74	291	50
3	31	2	38	146	15	75	307	65
4	72	10	39	171	18	76	33	4
5	20	3	40	164	25	77	212	18
6	4	0	41	216	21	78	2	0
7	50	9	42	269	46	80	1	0
8	21	2	43	463	58	81	1,799	337
9	149	11	44	100	20	83	3	0
10	155	19	45	143	11	84	2	0
11	56	7	46	216	40	85	1	0
12	85	15	47	520	80	86	671	117
13	91	13	48	516	95	88	2,503	271
14	360	36	49	314	32	89	2	0
15	65	15	50	30	0	90	22	1
16	476	95	51	2	0	91	4	0
17	1,051	249	53	3	0	92	2	0
18	153	18	55	4	0	93	5	0
19	257	58	56	2	0	95	1,912	349
20	76	16	57	10	0	96	448	84
21	80	15	58	190	29	97	6	0
22	127	17	59	573	74	98	1	0
23	110	11	60	68	8	99	3	0
24	106	11	61	1,340	307	100	6	0
25	10	2	62	492	93	101	5,047	1,738
26	44	4	63	848	192	102	5	0
27	24	9	64	2,891	570	103	2	0
28	114	7	65	5,155	1,032	104	6	2
29	1,544	524	66	1,495	169	105	3	0
30	19	1	67	147	33	Unknown	0	0
31	1,055	212	68	66	3	Total	44,218	8,776
32	42	3	69	201	24			
33	55	7	70	90	6			
34	16	0	71	4,723	741			
35	3	0	72	1,460	345			

Table 11: Submitted Surveys and Submitted Applications by Louisiana Senate Districts

Senate District	Survey Count	Application Count	Senate District	Survey Count	Application Count
1	64	7	22	783	140
2	289	39	23	1,607	266
3	8	0	24	504	74
4	12	0	25	309	33
5	7	0	26	1,326	222
6	7,535	1,454	27	21	0
7	6	0	28	356	34
8	7	0	29	176	25
9	1	0	30	200	19
10	2	0	31	202	21
11	813	118	32	245	46
12	1,864	380	33	606	88
13	8,025	1,311	34	1,468	348
14	1,700	411	35	262	37
15	8,994	2,776	36	294	33
16	474	55	37	96	10
17	812	145	38	108	18
18	4,785	644	39	181	19
19	7	0	Unknown	0	0
20	2	0	Total	44,218	8,776
21	67	3			

APPENDIX B

Table 12: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	375	51
Allen	75	16	2
Ascension	6,353	3,497	401
Avoyelles	274	119	7
Beauregard	113	34	2
Bienville	209	44	7
Bossier	607	221	24
Caddo	589	258	32
Calcasieu	266	131	11
Caldwell	154	37	7
Catahoula	72	17	3
Claiborne	208	36	4
De Soto	141	45	7
East Baton Rouge	24,248	18,171	4,512
East Carroll	237	34	9
East Feliciana	617	216	38
Evangeline	522	102	10
Franklin	58	14	3
Grant	280	65	11
Iberia	1,478	431	70
Iberville	357	90	13
Jackson	74	11	1
Jefferson Davis	508	102	10
Lafayette	4,753	2,284	399
LaSalle	73	21	4
Lincoln	152	24	2

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	8,981	1,524
Madison	85	49	6
Morehouse	1,005	215	44
Natchitoches	598	127	14
Ouachita	3,418	1,837	375
Pointe Coupee	444	128	16
Rapides	145	78	15
Red River	46	13	1
Richland	445	102	28
Sabine	100	54	3
St. Helena	976	277	69
St. James	162	67	9
St. Landry	1,615	323	43
St. Martin	1,301	395	71
St. Tammany	1,057	368	39
Tangipahoa	6,183	3,147	641
Union	399	78	15
Vermilion	1,786	787	109
Vernon	306	59	6
Washington	1,222	350	74
Webster	525	109	10
West Baton Rouge	110	30	3
West Carroll	336	52	8
West Feliciana	154	50	7
Winn	181	42	6
Total	82,440	44,113	8,776

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	5	0
Cameron	0	0
Concordia	3	0
Jefferson	14	0
Lafourche	4	0
Orleans	31	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	1	0
St. John the Baptist	11	0
St. Mary	29	0
Tensas	2	0
Terrebonne	2	0
Total	105	0

APPENDIX C

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 D

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%	50%	50%	50%	50%
	PROSPECTIVE CONSTRUCTION	100%	100%	100%	100%	100%	N/A

APPENDIX E

The Housing Assistance Centers will be open 8 a.m. - 5 p.m. Monday through Friday to help homeowners respond to surveys or 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.