

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #71**  
**December 8, 2018 – December 14, 2018**  
**Rev #52**

December 15, 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

- 45,735 environmental reviews have been completed, representing 99% of the 45,766 homeowners in Phases I – VI.
  - 45,860 homeowners have been invited to complete applications from Phase I - VI. 37,184 (81%) homeowners have submitted their applications.
  - 35,996 scopes of work have been completed, representing 97% of the 37,184 homeowners that have submitted their application.
  - There have been a total of 15,509 Grant Awards offered to homeowners, amounting to \$539,752,255.58. Of those, 12,418 homeowners have acknowledged their grant agreements, obligating \$417,769,174.09.
  - 6,726 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of December 14, 2018, there were a total of 77,416 appointments held.
  - 313,425 calls were completed by the call center. 197,644 of the completed calls were inbound calls and 115,781 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 17 – December 23, 2018.
    - 12/17: Sen. Barrow Community Resource Fair
    - 12/18: Multi-Agency Joint Site Visit, EBR Parish
    - 12/19: GOHSEP Housing Panel – FEMA MHUs

**Table 1: Outreach Events**

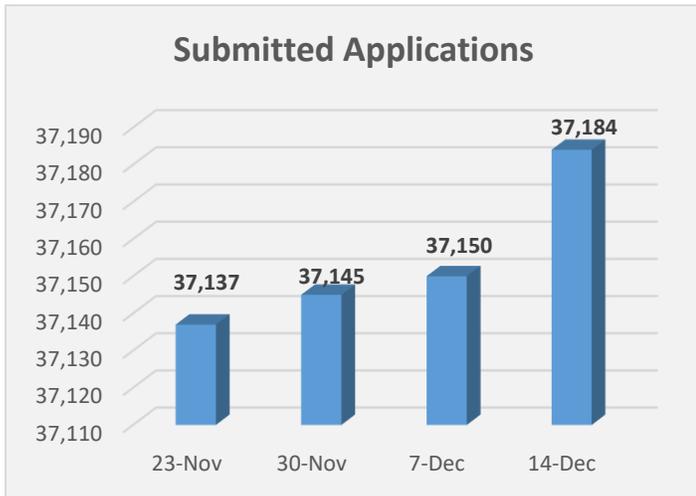
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
October 2018	30
November 2018	16
<b>Total</b>	<b>321</b>

**Table 2: Homeowner Program Snapshot**

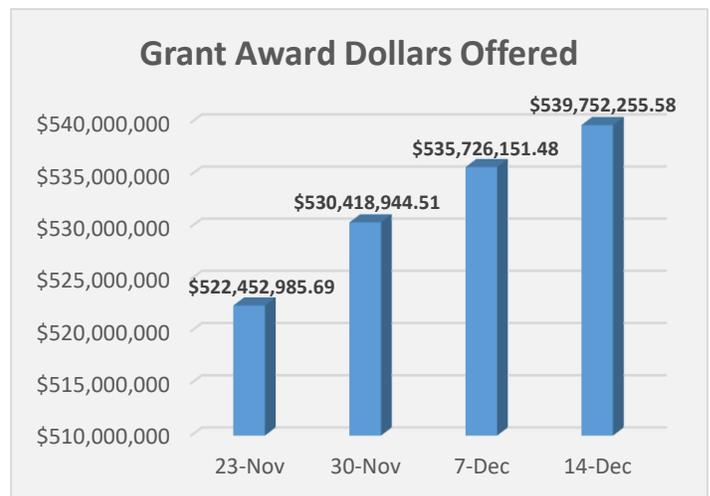
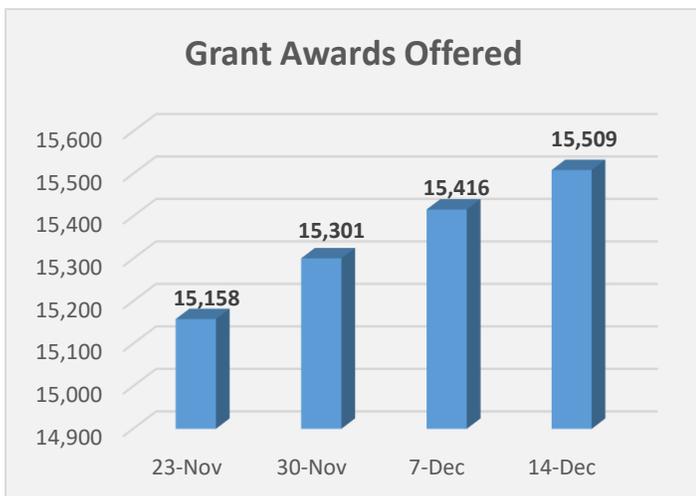
	As of 12/7/18	Weekly Activity	As of 12/14/18	Percentage	
<b>Surveys Recorded</b>				<b>Percentage</b>	
<i>Submitted Surveys</i>	56,235	13	56,248		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,740	26	45,766	81%	
<i>Duplicate Address</i>	4,300	1	4,301	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,195	-14	6,181	11%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	5	26	31		
Environmental Reviews Completed	45,735	0	45,735		
<b>Scope of Work: Prospective/Completed</b>					
Scope of Work Available to Work	384	-156	228		
Total Scope of Work Completed	35,817	179	35,996		
<b>Applications In Process</b>					
Total Number of Invited Applications	45,859	1	<b>45,860</b>		
Applications Not Submitted	2,716	-34	2,682		11/16/2018 deadline
Applications Available For Grant Determination	43,143	35	43,178		
Pending Grant Determination	1,356	-287	1,069	2%	
<b>Grant Determinations</b>			<b>98% Grant Determinations</b>		
Zero Award	11,180	119	11,299	26%	
Ineligible Determination	9,793	98	9,891	23%	
Withdrawn By Applicant	5,398	12	5,410	13%	
Grant Award Offered To Applicant	15,416	93	15,509	36%	
Appeals In Progress	125	-32	93		
<b>Grant Awards</b>					<b>Total Dollars</b>
Grant Awards Offered	15,416	93	15,509		539,752,255.58
Grant Awards Obligated	12,308	110	12,418		417,769,174.09
<i>Solution 1 Only</i>	389	10	399		24,005,983.14
<i>Solution 2 Only</i>	1,665	34	1,699		56,796,582.77
<i>Solution 3 Only</i>	2,486	22	2,508		66,191,147.51
<i>Solution 3 and 1</i>	1,842	11	1,853		72,346,636.75
<i>Solution 3 and 2</i>	5,926	33	5,959		198,428,823.92
<b>Disbursements</b>					
Total Disbursements	11,096	98	11,194		311,726,274.88
<i>Solution 1 Only</i>	146	8	154		4,896,308.72
<i>Solution 2 Only</i>	827	24	851		22,628,236.81
<i>Solution 3 Only</i>	2,435	19	2,454		65,080,153.02
<i>Solution 3 and 1</i>	1,827	9	1,836		53,642,263.06
<i>Solution 3 and 2</i>	5,861	38	5,899		165,479,313.27
<b>Housing Rehabilitation/Reconstruction Complete</b>					
Total Housing Rehabilitation/Reconstruction Complete	6,604	122	6,726		
<i>Solution 1</i>	1,802	31	1,833		
<i>Solution 2</i>	2,378	73	2,451		
<i>Solution 3 Only</i>	2,424	18	2,442		

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 45,860 Homeowners to complete Applications.**



Completed Appeals

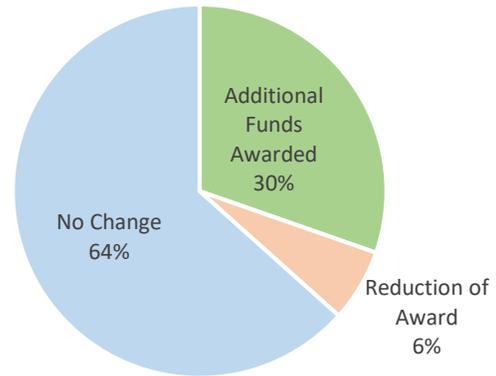
As of December 14, 2018; 5,288 resolved appeals are accounted for in the table below. 93 appeals are currently in process.

**Table 4: Status of Appeals**

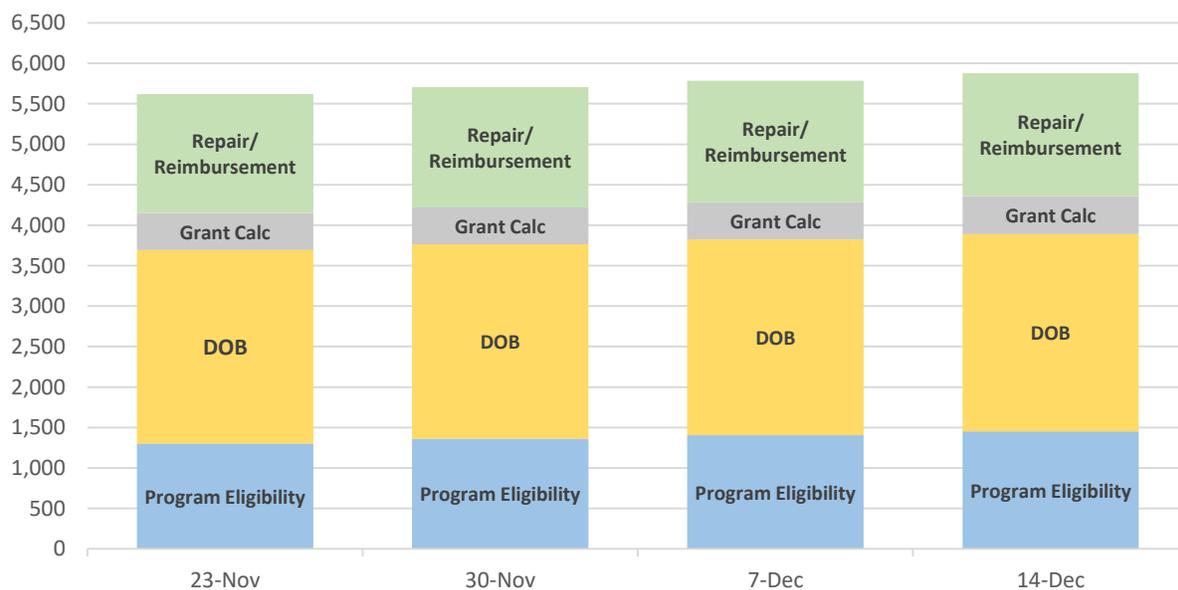
Resolved Cases	Appeals	%	Award Change	Average Award
Additional Funds Awarded	1,164	30%	17,621,408.71	15,138.67
Reduction of Award	241	6%	(2,442,314.49)	(10,134.09)
No Change	2,431	64%		
<b>Total</b>	<b>3,836</b>	<b>100%</b>		

**Figure 1: Award Appeals**

Resolved Cases	Appeals	%
Eligibility Approved	338	23%
Eligibility Denied	1,114	77%
<b>Total</b>	<b>1,452</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 December 14, 2018, there are 20,706 homeowners, 55.69% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,773 homeowners, 37.04% 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)	5,716	100.00%	5,716
Phase Two (II)	6,569	100.00%	6,569
Phase Three (III)	2,251	31.01%	7,260
Phase Four (IV)	2,710	32.81%	8,260
Phase Five (V)	519	50.68%	1,024
Phase Six (VI)	1,277	19.30%	6,618
Undetermined	2	100.00%	2
Not In Phase	1,662	95.79%	1,735
<b>Total</b>	<b>20,706</b>	<b>55.69%</b>	<b>37,184</b>

	Submitted Applications	Percentage
Most Impacted LMI	18,067	48.59%
Most Impacted Urgent Need	15,715	42.26%
LMI	2,639	7.10%
Urgent Need	763	2.05%
<b>Total</b>	<b>37,184</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)	3,545	62.02%	3,818	66.79%	5,716
Phase Two (II)	4,538	69.08%	3,762	57.27%	6,569
Phase Three (III)	1,389	19.13%	669	9.21%	7,260
Phase Four (IV)	1,726	20.90%	880	10.65%	8,260
Phase Five (V)	164	16.02%	109	10.64%	1,024
Phase Six (VI)	1,748	26.41%	707	10.68%	6,618
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	662	38.16%	1,370	78.96%	1,735
<b>Total</b>	<b>13,773</b>	<b>37.04%</b>	<b>11,317</b>	<b>30.44%</b>	<b>37,184</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>12,418</b>	<b>417,769,174.09</b>		<b>11,194</b>	<b>311,726,274.88</b>	
LMI	6,325	230,530,172.14	55.2%	5,537	160,037,033.35	51.3%
Urgent Need	6,093	187,239,001.95	44.8%	5,657	151,689,241.53	48.7%
Most Impacted Parishes	<b>11,863</b>	<b>396,254,738.49</b>	<b>94.9%</b>	<b>10,774</b>	<b>300,433,942.21</b>	<b>96.4%</b>
LMI	5,968	215,566,561.74	51.6%	5,289	153,472,082.58	49.2%
Urgent Need	5,895	180,688,176.75	43.3%	5,485	146,961,859.63	47.2%
Other Parishes	<b>555</b>	<b>21,514,435.60</b>	<b>5.1%</b>	<b>420</b>	<b>11,292,332.67</b>	<b>3.6%</b>
LMI	357	14,963,610.40	3.6%	248	6,564,950.77	2.1%
Urgent Need	198	6,550,825.20	1.5%	172	4,727,381.90	1.5%

Demographics for Submitted Applications

**Table 9: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	50	0.13%
American Indian/Alaska Native and White	87	0.23%
American Indian/Alaskan Native/Black-African American	58	0.16%
Asian	503	1.35%
Asian and White	50	0.13%
Black/African American	14,333	38.55%
Black/African American and White	267	0.72%
Native Hawaiian/Other Pacific Islander	35	0.09%
Other Multi-Racial	627	1.69%
White	21,119	56.80%
A Race was not provided	55	0.15%
<b>Total</b>	<b>37,184</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 10: Housing Assistance Center Activity**

Activity	As of 12/7/2018	Weekly Activity	As of 12/14/2018
<b>Appointments</b>			
Total Number of Appointments	81,181	372	81,553
<i>Walk-ins</i>	47,567	319	47,886
<i>Scheduled</i>	33,614	53	33,667
<i>Held at office</i>	28,876	45	28,921
<i>Home visit</i>	606	3	609
<i>Cancelled</i>	2,726	5	2,731
<i>No Show</i>	1,406	0	1,406
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	53,112	268	53,380
<i>Walk-ins</i>	34,171	243	34,414
<i>Scheduled</i>	18,941	25	18,966
<i>Held at office</i>	16,457	18	16,475
<i>Home visit</i>	239	3	242
<i>Cancelled</i>	1,839	4	1,843
<i>No Show</i>	406	0	406
<b>Hammond</b>			
Total Number of Appointments	16,373	102	16,475
<i>Walk-ins</i>	9,940	76	10,016
<i>Scheduled</i>	6,433	26	6,459
<i>Held at office</i>	4,891	25	4,916
<i>Home visit</i>	348	0	348
<i>Cancelled</i>	541	1	542
<i>No Show</i>	653	0	653
<b>Lafayette</b>			
Total Number of Appointments	6,772	0	6,772
<i>Walk-ins</i>	1,480	0	1,480
<i>Scheduled</i>	5,292	0	5,292
<i>Held at office</i>	4,957	0	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	4,924	2	4,926
<i>Walk-ins</i>	1,976	0	1,976
<i>Scheduled</i>	2,948	2	2,950
<i>Held at office</i>	2,571	2	2,573
<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 12/7/2018	Weekly Activity	As of 12/14/2018
<b>Call Center</b>			
Total Calls	321,889	1,320	323,209
Total Calls Abandoned	9,761	23	9,784
Abandoned %	3.03%	0.00%	3.03%
Total Calls Processed	312,128	1,297	313,425
Inbound	196,709	935	197,644
Outbound	115,419	362	115,781
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	196,709	935	197,644
Average Wait Time	1.27 min		1.26 min
Average Call Time	5.53 min		5.52 min
Program Inquiry	56,859	259	57,118
Surveys Status Update	4,469	0	4,469
Surveys Completed	10,349	0	10,349
Case Manager Request	22,298	222	22,520
Application Status Update	69,267	320	69,587
Application In Progress	1,079	0	1,079
Application Submitted (Pending Document Upload)	6,539	0	6,539
Applications Completed	285	0	285
Damage Assessment Inquiry	2,277	0	2,277
Award Acknowledgement Inquiry	2,836	16	2,852
Construction Inquiry	4,408	71	4,479
Appeals	1,852	14	1,866
Outbound Project	87	0	87
Invalid Number/ No Answer / Busy / Left Message	11,326	21	11,347
Call Transferred	2,778	12	2,790
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	115,419	362	115,781
Average Call Time	1.54 min		1.54 min
Program Inquiry	6,121	4	6,125
Survey Status Update	3,474	0	3,474
Surveys Completed	1,060	0	1,060
Case Manager Request	183	0	183
Application Status Update	19,340	76	19,416
Application In Progress	31	0	31
Application Submitted (Pending Document Upload)	749	0	749
Applications Completed	54	0	54
Damage Assessment Inquiry	15	0	15
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	305	0	305
Appeals	6	0	6
Outbound Project	6,870	0	6,870
Invalid Number/ No Answer / Busy / Left Message	41,465	19	41,484
Call Transferred	35,702	263	35,965

**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	12	36	2	0	71	4,115	1,615
2	27	0	37	69	15	72	1,496	364
3	16	1	38	110	34	73	926	336
4	51	9	39	116	34	74	223	60
5	13	2	40	117	37	75	234	50
6	2	0	41	164	50	76	20	4
7	30	11	42	225	78	77	154	46
8	13	0	43	324	147	78	0	0
9	91	28	44	52	5	79	0	0
10	100	32	45	90	27	80	0	0
11	38	9	46	150	50	81	1,652	667
12	69	15	47	346	109	83	0	0
13	46	15	48	410	194	84	0	0
14	251	63	49	227	79	85	0	0
15	42	15	50	1	0	86	574	182
16	383	102	51	0	0	88	2,200	781
17	813	308	52	0	0	89	1	0
18	89	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	46	95	1,839	883
24	69	27	59	507	165	96	351	112
25	5	0	60	53	12	97	0	0
26	18	0	61	1,142	512	98	0	0
27	16	9	62	432	174	99	0	0
28	49	10	63	718	349	100	0	0
29	1,294	738	64	2,578	1,162	101	4,421	2,661
30	9	2	65	4,383	2,020	102	0	0
31	795	340	66	1,220	401	103	0	0
32	31	11	67	102	18	104	5	0
33	43	22	68	52	15	105	0	0
34	21	2	69	152	48	Unknown	0	0
35	5	0	70	55	18	<b>Total</b>	<b>37,184</b>	<b>15,509</b>

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

Senate District	Application Count	Offered Count
1	31	5
2	247	64
3	0	0
4	0	0
5	0	0
6	6,561	2,720
7	0	0
8	0	0
9	0	0
10	0	0
11	588	206
12	1,626	422
13	7,168	3,003
14	1,351	613
15	7,850	4,389
16	364	126
17	745	247
18	4,255	1,542
19	0	0
20	0	0
21	32	5

Senate District	Application Count	Offered Count
22	602	204
23	1,190	535
24	333	71
25	240	66
26	948	355
27	26	2
28	233	76
29	96	22
30	151	67
31	115	34
32	184	56
33	508	130
34	1,145	394
35	165	47
36	188	55
37	59	16
38	63	19
39	120	18
Unknown	0	0
<b>Total</b>	<b>37,184</b>	<b>15,509</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	584	307
Allen	75	23	14
Ascension	6,353	4,506	3,067
Avoyelles	274	138	49
Beauregard	113	56	22
Bienville	209	60	25
Bossier	607	298	140
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	21,430	15,547
East Carroll	237	55	33
East Feliciana	617	303	192
Evangeline	522	149	78
Franklin	58	29	13
Grant	280	83	45
Iberia	1,478	689	344
Iberville	357	159	95
Jackson	74	13	4
Jefferson Davis	508	137	65
Lafayette	4,753	2,870	1,653
LaSalle	73	31	17
Lincoln	152	42	23

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,513	8,085
Madison	85	57	29
Morehouse	1,005	354	210
Natchitoches	598	173	83
Ouachita	3,418	2,275	1,366
Pointe Coupee	444	169	79
Rapides	145	93	39
Red River	46	18	8
Richland	445	154	87
Sabine	100	64	19
St. Helena	976	591	376
St. James	162	107	52
St. Landry	1,615	468	236
St. Martin	1,301	569	296
St. Tammany	1,057	480	270
Tangipahoa	6,183	4,431	2,693
Union	399	111	68
Vermilion	1,786	1,012	527
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>56,051</b>	<b>37,177</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	104	\$3,861,573.92	70	\$2,271,696.21	57	\$1,311,969.30
Allen	4	\$120,259.56	3	\$81,577.88	2	\$36,512.47
Ascension	1,054	\$35,743,008.52	808	\$26,540,544.33	717	\$20,052,301.97
Avoyelles	10	\$336,315.06	5	\$154,169.11	3	\$20,034.57
Beauregard	8	\$340,448.25	6	\$229,839.57	5	\$143,181.05
Bienville	8	\$318,011.18	5	\$200,921.23	3	\$73,464.14
Bossier	39	\$1,469,428.24	14	\$555,300.49	9	\$343,083.96
Caddo	31	\$1,297,433.81	16	\$529,103.69	13	\$277,231.47
Calcasieu	37	\$1,309,889.86	23	\$885,179.61	18	\$516,322.02
Caldwell	13	\$501,590.43	5	\$159,992.83	2	\$66,176.59
Catahoula	3	\$250,057.42	0	\$0.00	0	\$0.00
Claiborne	6	\$215,412.16	3	\$93,585.86	1	\$36,997.14
Concordia	2	\$73,680.27	2	\$73,680.27	2	\$71,670.49
De Soto	29	\$1,119,619.15	20	\$640,094.37	17	\$482,530.11
East Baton Rouge	7,711	\$258,856,780.47	6,629	\$222,829,563.01	6,192	\$174,906,677.35
East Carroll	11	\$443,365.56	7	\$241,037.90	6	\$133,011.38
East Feliciana	76	\$2,749,187.77	44	\$1,545,572.39	39	\$1,019,139.28
Evangeline	31	\$1,195,029.26	21	\$609,024.45	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	101	\$3,629,249.31	59	\$2,046,689.74	45	\$1,160,540.70
Iberville	27	\$1,308,245.08	15	\$671,929.50	9	\$263,130.41
Jefferson Davis	14	\$797,855.91	8	\$379,120.81	6	\$121,024.98
Lafayette	694	\$20,542,851.29	608	\$17,516,753.82	576	\$14,668,938.26
LaSalle	6	\$180,964.67	6	\$180,964.67	5	\$114,817.71
Lincoln	5	\$218,592.63	3	\$91,144.88	3	\$89,988.22
Livingston	3,384	\$119,476,272.27	2,592	\$86,113,108.40	2,336	\$66,402,664.63
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	60	\$2,865,565.50	41	\$1,777,878.33	31	\$503,221.92
Natchitoches	22	\$1,077,668.55	10	\$362,667.15	9	\$226,330.72
Ouachita	456	\$17,181,737.32	329	\$11,706,728.28	271	\$6,428,346.91
Plaquemines	1	\$60,987.39	1	\$60,987.39	1	\$13,593.28
Pointe Coupee	18	\$702,733.29	9	\$366,344.56	7	\$221,683.76
Rapides	9	\$511,862.96	2	\$50,712.64	2	\$50,712.64
Red River	4	\$186,103.64	2	\$67,067.02	1	\$15,281.74
Richland	28	\$1,402,668.54	16	\$903,754.72	8	\$234,440.13
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$18,076.84
St. Helena	79	\$3,426,287.27	44	\$1,921,123.35	29	\$905,051.90
St. James	11	\$567,919.50	6	\$347,274.51	3	\$124,385.11
St. Landry	63	\$2,754,179.81	29	\$1,216,885.77	20	\$478,430.55
St. Martin	104	\$4,548,853.67	67	\$2,588,162.38	56	\$1,781,304.23
St. Tammany	86	\$3,070,051.66	62	\$1,974,102.70	56	\$1,410,831.86
Tangipahoa	804	\$30,674,724.18	587	\$21,142,499.60	415	\$11,485,104.96
Union	17	\$629,235.35	9	\$270,392.01	7	\$169,033.65
Vermilion	181	\$6,178,239.68	138	\$4,453,116.79	120	\$2,893,445.13
Vernon	23	\$935,941.21	7	\$290,834.83	5	\$208,670.88
Washington	58	\$2,975,194.59	40	\$1,706,625.35	34	\$873,661.84
Webster	22	\$990,192.34	13	\$365,210.71	13	\$323,365.46
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	5	\$210,262.26
West Feliciana	12	\$464,324.96	9	\$365,056.79	7	\$215,543.14
Winn	8	\$585,374.75	4	\$153,294.63	3	\$29,165.03
<b>Total</b>	<b>15,509</b>	<b>\$539,752,255.58</b>	<b>12,418</b>	<b>\$417,769,174.09</b>	<b>11,194</b>	<b>\$311,726,274.88</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.