

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #76
January 12, 2019 – January 18, 2019
Rev #52

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Program Overview

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

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

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

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

| |
|-------------------|
| ALL PHASES |
|-------------------|

Must have major/severe home damage.

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

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

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

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

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

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

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

- 45,788 environmental reviews have been completed, representing 99% of the 45,789 homeowners in Phases I – VI.
 - 45,862 homeowners have been invited to complete applications from Phase I - VI. 37,187 (81%) homeowners have submitted their applications.
 - 36,161 scopes of work have been completed, representing 97% of the 37,187 homeowners that have submitted their application.
 - There have been a total of 15,778 Grant Awards offered to homeowners, amounting to \$558,476,241.93. Of those, 12,716 homeowners have acknowledged their grant agreements, obligating \$432,546,854.94.
 - 7,246 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of January 18, 2019, there were a total of 78,549 appointments held.
 - 317,651 calls were completed by the call center. 200,828 of the completed calls were inbound calls and 116,823 of the completed calls were outbound calls.
 - The Program has completed 7 outreach events for this reporting period. The following events are scheduled for the week of January 21 – January 27, 2019.
 - 1/22 – 1/23, 1/25: FEMA MHU Case Review Meeting
 - 1/22: Contractor Selection Population Outreach - Baton Rouge, Lafayette, Hammond, Monroe
 - 1/23: Contractor Selection Population Outreach - Baton Rouge

Table 1: Outreach Events

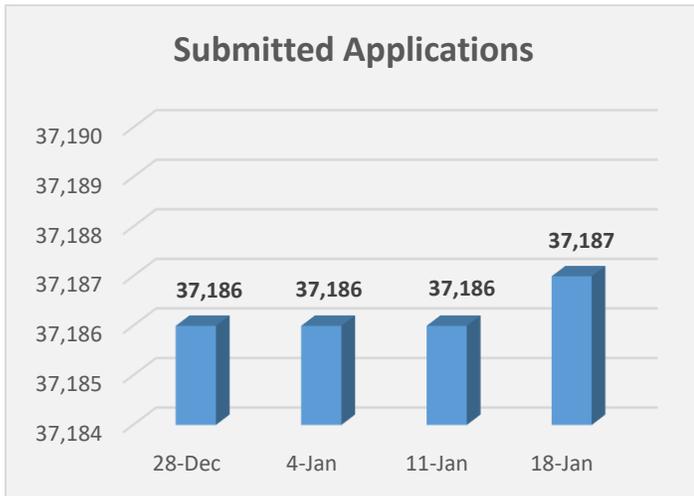
| Month | # of Events Hosted/ Participated In |
|----------------|--|
| May 2017 | 17 |
| June 2017 | 15 |
| July 2017 | 38 |
| August 2017 | 26 |
| September 2017 | 8 |
| October 2017 | 15 |
| November 2017 | 8 |
| December 2017 | 4 |
| January 2018 | 11 |
| February 2018 | 10 |
| March 2018 | 12 |
| April 2018 | 7 |
| May 2018 | 6 |
| June 2018 | 17 |
| July 2018 | 25 |
| August 2018 | 29 |
| September 2018 | 27 |
| October 2018 | 30 |
| November 2018 | 16 |
| December 2018 | 14 |
| Total | 335 |

Table 2: Homeowner Program Snapshot

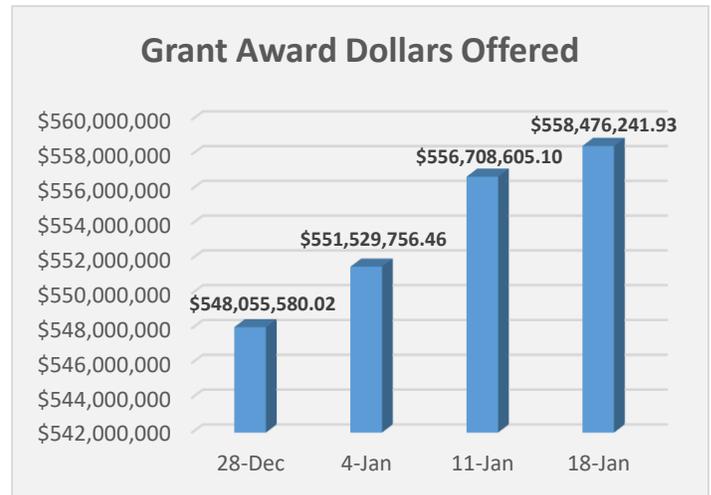
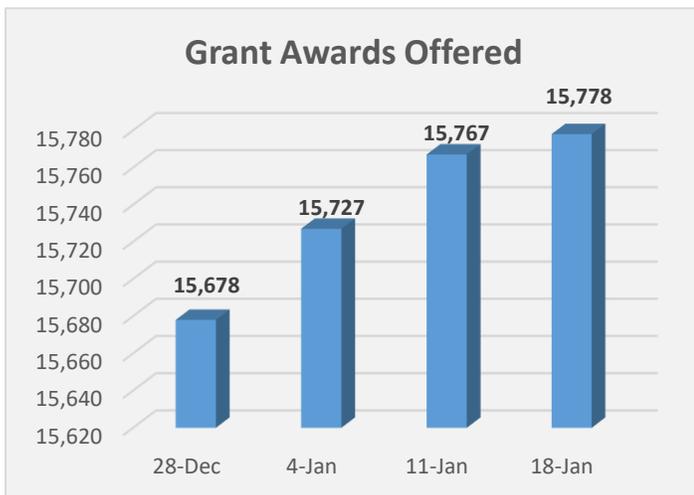
| | As of 1/11/19 | Weekly Activity | As of 1/18/19 | Percentage | |
|---|------------------|--------------------|---------------------------------|-------------------|----------------------|
| Surveys Recorded | | | | Percentage | |
| <i>Submitted Surveys</i> | 56,260 | 0 | 56,260 | | 10/19/2018 deadline |
| <i>Phase I - VI Subtotal</i> | 45,788 | 1 | 45,789 | 81% | |
| <i>Duplicate Address</i> | 4,299 | -1 | 4,298 | 8% | |
| <i>Not Currently In A Phase (mainly FEMA Minor)</i> | 6,173 | 0 | 6,173 | 11% | |
| Environmental Reviews | | | | | |
| Environmental Reviews Available to Work | 0 | 1 | 1 | | |
| Environmental Reviews Completed | 45,788 | 0 | 45,788 | | |
| Scope of Work: Prospective/Completed | | | | | |
| Scope of Work Available to Work | 8 | 1 | 9 | | |
| Total Scope of Work Completed | 36,160 | 1 | 36,161 | | |
| Applications In Process | | | | | |
| Total Number of Invited Applications | 45,861 | 1 | 45,862 | | |
| Applications Not Submitted | 2,669 | 0 | 2,669 | | 11/16/2018 deadline |
| Applications Available For Grant Determination | 43,192 | 1 | 43,193 | | |
| Pending Grant Determination | 349 | -64 | 285 | 1% | |
| Grant Determinations | | | 99% Grant Determinations | | |
| Zero Award | 11,450 | 14 | 11,464 | 26% | |
| Ineligible Determination | 10,173 | 25 | 10,198 | 24% | |
| Withdrawn By Applicant | 5,453 | 15 | 5,468 | 13% | |
| Grant Award Offered To Applicant | 15,767 | 11 | 15,778 | 36% | |
| Appeals In Progress | 36 | -20 | 16 | | |
| Grant Awards | | | | | Total Dollars |
| Grant Awards Offered | 15,767 | 11 | 15,778 | | 558,476,241.93 |
| Grant Awards Obligated | 12,648 | 68 | 12,716 | | 432,546,854.94 |
| <i>Solution 1 Only</i> | 427 | 16 | 443 | | 29,320,838.24 |
| <i>Solution 2 Only</i> | 1,765 | 16 | 1,781 | | 60,142,056.20 |
| <i>Solution 3 Only</i> | 2,571 | 16 | 2,587 | | 68,255,629.23 |
| <i>Solution 3 and 1</i> | 1,874 | 5 | 1,879 | | 74,009,704.80 |
| <i>Solution 3 and 2</i> | 6,011 | 15 | 6,026 | | 200,818,626.47 |
| Disbursements | | | | | |
| Total Disbursements | 11,477 | 102 | 11,579 | | 330,288,579.51 |
| <i>Solution 1 Only</i> | 200 | 15 | 215 | | 7,123,140.00 |
| <i>Solution 2 Only</i> | 923 | 39 | 962 | | 26,926,338.14 |
| <i>Solution 3 Only</i> | 2,524 | 16 | 2,540 | | 67,070,321.58 |
| <i>Solution 3 and 1</i> | 1,863 | 13 | 1,876 | | 58,823,344.52 |
| <i>Solution 3 and 2</i> | 5,967 | 19 | 5,986 | | 170,345,435.27 |
| Housing Rehabilitation/Reconstruction Complete | | | | | |
| Total Housing Rehabilitation/Reconstruction Complete | 7,114 | 132 | 7,246 | | |
| <i>Solution 1</i> | 1,916 | 23 | 1,939 | | |
| <i>Solution 2</i> | 2,686 | 91 | 2,777 | | |
| <i>Solution 3 Only</i> | 2,512 | 18 | 2,530 | | |

Key Program Statistics

Table 3: Key Program Statistics



Invited 45,862 Homeowners to complete Applications.



Completed Appeals

As of January 18, 2019; 5,548 resolved appeals are accounted for in the table below. 16 appeals are currently in process.

Table 4: Status of Appeals

| Resolved Cases | Appeals | % | Award Change | Average Award |
|--------------------------|--------------|-------------|----------------|---------------|
| Additional Funds Awarded | 1,181 | 30% | 17,753,364.27 | 15,032.48 |
| Reduction of Award | 244 | 6% | (2,487,838.79) | (10,196.06) |
| No Change | 2,518 | 64% | | |
| Total | 3,943 | 100% | | |

Figure 1: Award Appeals

| Resolved Cases | Appeals | % |
|----------------------|--------------|-------------|
| Eligibility Approved | 386 | 24% |
| Eligibility Denied | 1,219 | 76% |
| Total | 1,605 | 100% |

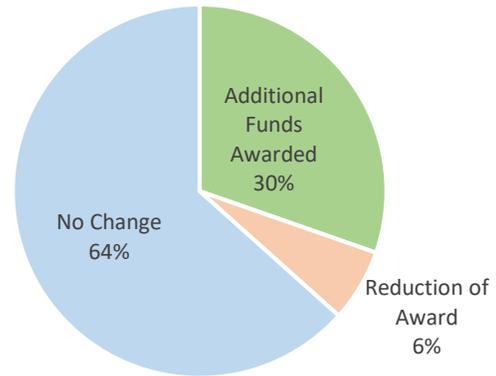
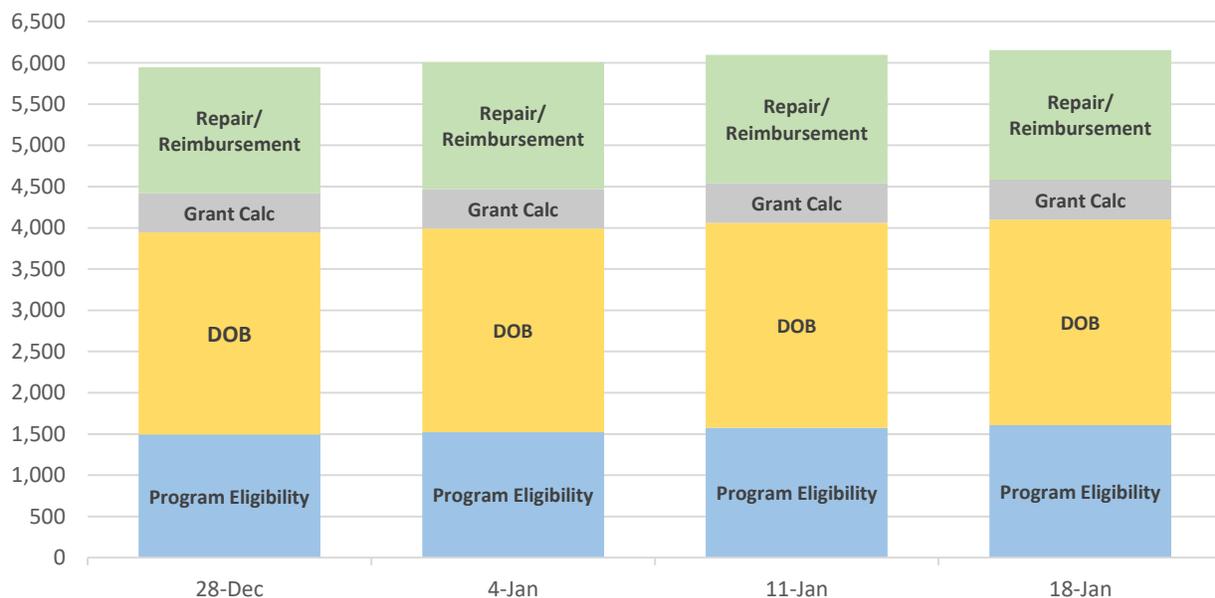


Figure 2: Reason Codes



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

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

As of January 18, 2019, there are 18,921 homeowners, 50.88% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,760 homeowners, 37.00% 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) | 5,405 | 99.85% | 5,413 |
| Phase Two (II) | 6,244 | 99.86% | 6,253 |
| Phase Three (III) | 2,107 | 28.67% | 7,349 |
| Phase Four (IV) | 2,369 | 28.50% | 8,313 |
| Phase Five (V) | 490 | 44.59% | 1,099 |
| Phase Six (VI) | 933 | 13.22% | 7,059 |
| Undetermined | 2 | 100.00% | 2 |
| Not In Phase | 1,371 | 80.69% | 1,699 |
| Total | 18,921 | 50.88% | 37,187 |

| | Submitted Applications | Percentage |
|---------------------------|------------------------|----------------|
| Most Impacted LMI | 16,469 | 44.29% |
| Most Impacted Urgent Need | 17,315 | 46.56% |
| LMI | 2,452 | 6.59% |
| Urgent Need | 951 | 2.56% |
| Total | 37,187 | 100.00% |

Table 7: Submitted Applications with Senior Adult or Disabled Reported

| Phase | Submitted Applications with Senior Adults Reported | % Senior Adults of Submitted Applications by Phase | Submitted Applications with Disabled Reported | % Disabled of Submitted Applications by Phase | Total Submitted Applications |
|-------------------|--|--|---|---|------------------------------|
| Phase One (I) | 3,462 | 63.96% | 3,515 | 64.94% | 5,413 |
| Phase Two (II) | 4,452 | 71.20% | 3,455 | 55.25% | 6,253 |
| Phase Three (III) | 1,406 | 19.13% | 739 | 10.06% | 7,349 |
| Phase Four (IV) | 1,725 | 20.75% | 910 | 10.95% | 8,313 |
| Phase Five (V) | 188 | 17.11% | 170 | 15.47% | 1,099 |
| Phase Six (VI) | 1,879 | 26.62% | 1,082 | 15.33% | 7,059 |
| Undetermined | 1 | 50.00% | 2 | 100.00% | 2 |
| Not In Phase | 647 | 38.08% | 1,342 | 78.99% | 1,699 |
| Total | 13,760 | 37.00% | 11,215 | 30.16% | 37,187 |

*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 | 12,716 | 432,546,854.94 | | 11,579 | 330,288,579.51 | |
| LMI | 6,489 | 240,201,031.88 | 55.5% | 5,752 | 171,260,385.08 | 51.9% |
| Urgent Need | 6,227 | 192,345,823.06 | 44.5% | 5,827 | 159,028,194.43 | 48.1% |
| Most Impacted Parishes | 12,115 | 408,813,683.40 | 94.5% | 11,123 | 317,631,707.49 | 96.2% |
| LMI | 6,102 | 223,651,008.31 | 51.7% | 5,482 | 163,744,399.55 | 49.6% |
| Urgent Need | 6,013 | 185,162,675.09 | 42.8% | 5,641 | 153,887,307.94 | 46.6% |
| Other Parishes | 601 | 23,733,171.54 | 5.5% | 456 | 12,656,872.02 | 3.8% |
| LMI | 387 | 16,550,023.57 | 3.8% | 270 | 7,515,985.53 | 2.3% |
| Urgent Need | 214 | 7,183,147.97 | 1.7% | 186 | 5,140,886.49 | 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 | 14,332 | 38.54% |
| Black/African American and White | 269 | 0.72% |
| Native Hawaiian/Other Pacific Islander | 35 | 0.10% |
| Other Multi-Racial | 627 | 1.69% |
| White | 21,122 | 56.80% |
| A Race was not provided | 54 | 0.15% |
| Total | 37,187 | 100.00% |

Housing Assistance Center Activity (HAC)

Table 10: Housing Assistance Center Activity

| Activity | As of 1/11/2019 | Weekly Activity | As of 1/18/2019 |
|--|--------------------|--------------------|--------------------|
| Appointments | | | |
| Total Number of Appointments | 82,445 | 252 | 82,697 |
| <i>Walk-ins</i> | 48,669 | 223 | 48,892 |
| <i>Scheduled</i> | 33,776 | 29 | 33,805 |
| <i>Held at office</i> | 29,021 | 24 | 29,045 |
| <i>Home visit</i> | 612 | 0 | 612 |
| <i>Cancelled</i> | 2,735 | 3 | 2,738 |
| <i>No Show</i> | 1,408 | 2 | 1,410 |
| Housing Assistance Center Details | | | |
| Baton Rouge | | | |
| Total Number of Appointments | 53,965 | 171 | 54,136 |
| <i>Walk-ins</i> | 34,956 | 166 | 35,122 |
| <i>Scheduled</i> | 19,009 | 5 | 19,014 |
| <i>Held at office</i> | 16,511 | 4 | 16,515 |
| <i>Home visit</i> | 244 | 0 | 244 |
| <i>Cancelled</i> | 1,847 | 1 | 1,848 |
| <i>No Show</i> | 407 | 0 | 407 |
| Hammond | | | |
| Total Number of Appointments | 16,782 | 81 | 16,863 |
| <i>Walk-ins</i> | 10,257 | 57 | 10,314 |
| <i>Scheduled</i> | 6,525 | 24 | 6,549 |
| <i>Held at office</i> | 4,980 | 20 | 5,000 |
| <i>Home visit</i> | 349 | 0 | 349 |
| <i>Cancelled</i> | 542 | 2 | 544 |
| <i>No Show</i> | 654 | 2 | 656 |
| Lafayette | | | |
| 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 |
| Monroe | | | |
| Total Number of Appointments | 4,926 | 0 | 4,926 |
| <i>Walk-ins</i> | 1,976 | 0 | 1,976 |
| <i>Scheduled</i> | 2,950 | 0 | 2,950 |
| <i>Held at office</i> | 2,573 | 0 | 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 1/11/2019 | Weekly Activity | As of 1/18/2019 |
|---|--------------------|--------------------|--------------------|
| Call Center | | | |
| Total Calls | 326,536 | 954 | 327,490 |
| Total Calls Abandoned | 9,834 | 5 | 9,839 |
| Abandoned % | 3.01% | -0.01% | 3.00% |
| Total Calls Processed | 316,702 | 949 | 317,651 |
| Inbound | 200,105 | 723 | 200,828 |
| Outbound | 116,597 | 226 | 116,823 |
| Completed Inbound Calls Details | | | |
| Total Inbound Calls Completed | 200,105 | 723 | 200,828 |
| Average Wait Time | 1.25 min | | 1.25 min |
| Average Call Time | 5.50 min | | 5.50 min |
| Program Inquiry | 57,761 | 198 | 57,959 |
| Surveys Status Update | 4,473 | 6 | 4,479 |
| Surveys Completed | 10,349 | 0 | 10,349 |
| Case Manager Request | 23,261 | 215 | 23,476 |
| Application Status Update | 70,223 | 177 | 70,400 |
| 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 | 2,880 | 9 | 2,889 |
| Construction Inquiry | 4,656 | 62 | 4,718 |
| Appeals | 1,892 | 6 | 1,898 |
| Outbound Project | 87 | 0 | 87 |
| Invalid Number/ No Answer / Busy / Left Message | 11,521 | 38 | 11,559 |
| Call Transferred | 2,822 | 12 | 2,834 |
| Completed Outbound Calls Details | | | |
| Total Outbound Calls Completed | 116,597 | 226 | 116,823 |
| Average Call Time | 1.53 min | | 1.53 min |
| Program Inquiry | 6,147 | 8 | 6,155 |
| Survey Status Update | 3,475 | 0 | 3,475 |
| Surveys Completed | 1,060 | 0 | 1,060 |
| Case Manager Request | 185 | 0 | 185 |
| Application Status Update | 19,425 | 1 | 19,426 |
| 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 | 45 | 0 | 45 |
| Construction Inquiry | 305 | 0 | 305 |
| Appeals | 6 | 0 | 6 |
| Outbound Project | 6,883 | 1 | 6,884 |
| Invalid Number/ No Answer / Busy / Left Message | 41,512 | 5 | 41,517 |
| Call Transferred | 36,705 | 211 | 36,916 |

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 | 14 | 36 | 2 | 0 | 71 | 4,116 | 1,637 |
| 2 | 27 | 0 | 37 | 69 | 16 | 72 | 1,496 | 373 |
| 3 | 16 | 1 | 38 | 110 | 39 | 73 | 926 | 337 |
| 4 | 51 | 10 | 39 | 116 | 36 | 74 | 223 | 60 |
| 5 | 13 | 2 | 40 | 117 | 42 | 75 | 234 | 53 |
| 6 | 2 | 0 | 41 | 164 | 55 | 76 | 20 | 4 |
| 7 | 30 | 10 | 42 | 225 | 85 | 77 | 154 | 45 |
| 8 | 13 | 0 | 43 | 325 | 147 | 78 | 0 | 0 |
| 9 | 91 | 29 | 44 | 52 | 5 | 79 | 0 | 0 |
| 10 | 100 | 34 | 45 | 90 | 28 | 80 | 0 | 0 |
| 11 | 38 | 8 | 46 | 150 | 50 | 81 | 1,652 | 684 |
| 12 | 69 | 15 | 47 | 346 | 118 | 83 | 0 | 0 |
| 13 | 46 | 15 | 48 | 410 | 200 | 84 | 0 | 0 |
| 14 | 251 | 67 | 49 | 227 | 84 | 85 | 0 | 0 |
| 15 | 42 | 15 | 50 | 1 | 0 | 86 | 574 | 189 |
| 16 | 383 | 107 | 51 | 0 | 0 | 88 | 2,200 | 799 |
| 17 | 813 | 316 | 52 | 0 | 0 | 89 | 1 | 0 |
| 18 | 89 | 25 | 53 | 0 | 0 | 90 | 7 | 0 |
| 19 | 236 | 78 | 54 | 0 | 0 | 91 | 0 | 0 |
| 20 | 63 | 17 | 55 | 0 | 0 | 92 | 0 | 0 |
| 21 | 46 | 8 | 56 | 0 | 0 | 93 | 0 | 0 |
| 22 | 96 | 33 | 57 | 0 | 0 | 94 | 0 | 0 |
| 23 | 63 | 16 | 58 | 187 | 50 | 95 | 1,839 | 916 |
| 24 | 69 | 29 | 59 | 508 | 171 | 96 | 351 | 112 |
| 25 | 5 | 0 | 60 | 53 | 15 | 97 | 0 | 0 |
| 26 | 18 | 1 | 61 | 1,142 | 509 | 98 | 0 | 0 |
| 27 | 16 | 9 | 62 | 432 | 184 | 99 | 0 | 0 |
| 28 | 49 | 9 | 63 | 718 | 353 | 100 | 0 | 0 |
| 29 | 1,294 | 741 | 64 | 2,578 | 1,173 | 101 | 4,421 | 2,678 |
| 30 | 9 | 2 | 65 | 4,383 | 2,021 | 102 | 0 | 0 |
| 31 | 795 | 350 | 66 | 1,220 | 409 | 103 | 0 | 0 |
| 32 | 31 | 13 | 67 | 102 | 20 | 104 | 5 | 0 |
| 33 | 43 | 24 | 68 | 52 | 15 | 105 | 0 | 0 |
| 34 | 21 | 2 | 69 | 152 | 48 | Unknown | 0 | 0 |
| 35 | 5 | 0 | 70 | 55 | 18 | Total | 37,187 | 15,778 |

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

| Senate District | Application Count | Offered Count |
|-----------------|-------------------|---------------|
| 1 | 31 | 5 |
| 2 | 247 | 70 |
| 3 | 0 | 0 |
| 4 | 0 | 0 |
| 5 | 0 | 0 |
| 6 | 6,561 | 2,739 |
| 7 | 0 | 0 |
| 8 | 0 | 0 |
| 9 | 0 | 0 |
| 10 | 0 | 0 |
| 11 | 588 | 204 |
| 12 | 1,626 | 437 |
| 13 | 7,169 | 3,061 |
| 14 | 1,351 | 612 |
| 15 | 7,850 | 4,420 |
| 16 | 364 | 128 |
| 17 | 745 | 263 |
| 18 | 4,256 | 1,578 |
| 19 | 0 | 0 |
| 20 | 0 | 0 |
| 21 | 32 | 5 |

| Senate District | Application Count | Offered Count |
|-----------------|-------------------|---------------|
| 22 | 602 | 207 |
| 23 | 1,191 | 546 |
| 24 | 333 | 77 |
| 25 | 240 | 71 |
| 26 | 948 | 379 |
| 27 | 26 | 2 |
| 28 | 233 | 82 |
| 29 | 96 | 23 |
| 30 | 151 | 73 |
| 31 | 115 | 37 |
| 32 | 184 | 53 |
| 33 | 508 | 141 |
| 34 | 1,145 | 404 |
| 35 | 165 | 49 |
| 36 | 188 | 56 |
| 37 | 59 | 17 |
| 38 | 63 | 18 |
| 39 | 120 | 21 |
| Unknown | 0 | 0 |
| Total | 37,187 | 15,778 |

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 | 4,507 | 3,069 |
| Avoyelles | 274 | 138 | 49 |
| Beauregard | 113 | 56 | 22 |
| Bienville | 209 | 60 | 25 |
| Bossier | 607 | 298 | 140 |
| Caddo | 589 | 321 | 171 |
| 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 | 21,428 | 15,545 |
| East Carroll | 237 | 55 | 33 |
| East Feliciana | 617 | 304 | 193 |
| 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 | 1,654 |
| LaSalle | 73 | 31 | 17 |
| Lincoln | 152 | 42 | 23 |

| Parish | FVL Count | Survey Count | Application Count |
|------------------|----------------|---------------|-------------------|
| Livingston | 15,892 | 11,515 | 8,088 |
| Madison | 85 | 57 | 29 |
| Morehouse | 1,005 | 354 | 210 |
| Natchitoches | 598 | 173 | 83 |
| Ouachita | 3,418 | 2,275 | 1,366 |
| Pointe Coupee | 444 | 181 | 79 |
| 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 | 236 |
| St. Martin | 1,301 | 569 | 296 |
| St. Tammany | 1,057 | 480 | 270 |
| Tangipahoa | 6,183 | 4,429 | 2,691 |
| 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 |
| Total | *82,440 | 56,063 | 37,180 |

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

| Ineligible Parishes | | |
|----------------------|--------------|-------------------|
| Parish | Survey Count | Application Count |
| Assumption | 9 | 1 |
| Cameron | 0 | 0 |
| Concordia | 7 | 2 |
| Jefferson | 22 | 1 |
| Lafourche | 5 | 1 |
| Orleans | 56 | 0 |
| Plaquemines | 4 | 1 |
| St. Bernard | 1 | 0 |
| St. Charles | 3 | 0 |
| St. John the Baptist | 34 | 0 |
| St. Mary | 49 | 1 |
| Tensas | 2 | 0 |
| Terrebonne | 5 | 0 |
| Total | 197 | 7 |

APPENDIX C

Table 15: Grant Awards by Parish

| Parish | Grant Awards Offered Count | Grant Awards Offered Amount | Grant Awards Obligated Count | Grant Awards Obligated Amount | Disbursed Count | Disbursed Amount |
|------------------|----------------------------|-----------------------------|------------------------------|-------------------------------|-----------------|-------------------------|
| Acadia | 113 | \$4,768,642.97 | 73 | \$2,518,711.72 | 65 | \$1,494,755.68 |
| Allen | 5 | \$156,063.22 | 4 | \$117,381.54 | 4 | \$88,954.17 |
| Ascension | 1,086 | \$38,402,982.83 | 828 | \$27,744,920.37 | 753 | \$21,428,394.67 |
| Avoyelles | 9 | \$516,535.45 | 5 | \$184,325.23 | 4 | \$23,714.89 |
| Beauregard | 9 | \$343,128.76 | 6 | \$229,839.57 | 5 | \$143,181.05 |
| Bienville | 8 | \$318,011.18 | 6 | \$235,172.80 | 4 | \$107,715.71 |
| Bossier | 40 | \$1,567,582.05 | 16 | \$633,400.54 | 9 | \$343,083.96 |
| Caddo | 34 | \$1,496,140.43 | 19 | \$738,011.39 | 14 | \$281,601.85 |
| Calcasieu | 40 | \$1,405,766.88 | 23 | \$882,867.04 | 19 | \$566,229.06 |
| Caldwell | 12 | \$479,415.39 | 4 | \$151,743.31 | 2 | \$66,176.59 |
| Catahoula | 3 | \$250,057.42 | 0 | \$0.00 | 0 | \$0.00 |
| Claiborne | 5 | \$189,094.79 | 2 | \$67,268.49 | 1 | \$36,997.14 |
| Concordia | 2 | \$73,680.27 | 2 | \$73,680.27 | 2 | \$71,670.49 |
| De Soto | 29 | \$1,118,612.06 | 20 | \$639,087.28 | 18 | \$510,928.45 |
| East Baton Rouge | 7,753 | \$261,839,771.80 | 6,731 | \$227,750,288.33 | 6,329 | \$183,023,621.34 |
| East Carroll | 11 | \$453,084.30 | 7 | \$242,174.62 | 6 | \$133,011.38 |
| East Feliciana | 83 | \$3,233,966.46 | 48 | \$1,777,112.46 | 40 | \$1,089,113.89 |
| Evangeline | 35 | \$1,464,861.98 | 24 | \$699,035.73 | 19 | \$405,331.38 |
| Franklin | 1 | \$45,000.00 | 1 | \$45,000.00 | 1 | \$45,000.00 |
| Grant | 14 | \$614,516.53 | 7 | \$269,686.10 | 6 | \$113,232.37 |
| Iberia | 105 | \$3,863,838.82 | 60 | \$2,088,169.19 | 49 | \$1,378,108.85 |
| Iberville | 30 | \$1,539,592.10 | 19 | \$812,493.43 | 9 | \$272,511.44 |
| Jefferson Davis | 15 | \$994,910.14 | 9 | \$445,605.87 | 6 | \$121,024.98 |
| Lafayette | 716 | \$21,668,146.73 | 622 | \$17,875,112.68 | 593 | \$15,341,432.69 |
| LaSalle | 7 | \$187,194.88 | 6 | \$180,964.67 | 5 | \$114,817.71 |
| Lincoln | 5 | \$218,592.63 | 3 | \$91,144.88 | 3 | \$89,988.22 |
| Livingston | 3,457 | \$123,274,078.66 | 2,662 | \$89,320,162.40 | 2,419 | \$70,230,604.84 |
| Madison | 1 | \$57,405.95 | 1 | \$57,405.95 | 0 | \$0.00 |
| Morehouse | 64 | \$3,161,746.97 | 41 | \$1,880,486.41 | 34 | \$711,451.53 |
| Natchitoches | 26 | \$1,218,412.99 | 11 | \$403,937.11 | 9 | \$226,330.72 |
| Ouachita | 468 | \$17,594,217.80 | 341 | \$12,453,185.02 | 291 | \$7,523,417.94 |
| Plaquemines | 1 | \$60,987.39 | 1 | \$60,987.39 | 1 | \$13,593.28 |
| Pointe Coupee | 22 | \$1,264,356.98 | 10 | \$407,115.64 | 7 | \$231,429.29 |
| Rapides | 10 | \$556,862.96 | 4 | \$165,653.61 | 4 | \$78,421.71 |
| Red River | 4 | \$186,103.64 | 3 | \$129,996.47 | 1 | \$15,281.74 |
| Richland | 31 | \$1,550,861.82 | 16 | \$927,758.72 | 10 | \$303,001.45 |
| Sabine | 4 | \$165,376.42 | 2 | \$86,173.77 | 1 | \$18,076.84 |
| St. Helena | 80 | \$3,632,523.67 | 51 | \$2,232,136.78 | 30 | \$973,128.41 |
| St. James | 11 | \$567,919.50 | 7 | \$392,274.51 | 3 | \$124,385.11 |
| St. Landry | 69 | \$3,046,400.88 | 35 | \$1,529,261.34 | 23 | \$568,094.52 |
| St. Martin | 102 | \$4,536,974.76 | 70 | \$2,729,112.69 | 61 | \$2,040,211.44 |
| St. Tammany | 86 | \$3,466,300.24 | 64 | \$2,094,345.97 | 57 | \$1,512,613.22 |
| Tangipahoa | 819 | \$31,833,628.00 | 606 | \$22,381,374.43 | 451 | \$12,966,500.34 |
| Union | 17 | \$599,332.78 | 11 | \$291,711.06 | 8 | \$178,518.88 |
| Vermilion | 192 | \$7,092,258.51 | 145 | \$4,783,393.16 | 130 | \$3,138,340.62 |
| Vernon | 25 | \$990,469.58 | 12 | \$490,255.22 | 8 | \$296,901.48 |
| Washington | 60 | \$3,502,989.63 | 43 | \$1,892,189.32 | 35 | \$972,026.15 |
| Webster | 24 | \$1,054,891.10 | 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 | 14 | \$739,326.90 | 7 | \$356,343.28 | 5 | \$212,104.91 |
| West Feliciana | 11 | \$423,414.93 | 9 | \$365,056.79 | 7 | \$216,901.52 |
| Winn | 8 | \$585,374.75 | 4 | \$153,294.63 | 4 | \$63,445.10 |
| Total | 15,778 | \$558,476,241.93 | 12,716 | \$432,546,854.94 | 11,579 | \$330,288,579.51 |

APPENDIX D

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

Figure 3: Requested Assistance

| PROGRAM AREA | 2016 SEVERE STORMS & FLOODING: FIRST & SECOND ALLOCATIONS | THIRD ALLOCATION | TOTAL PROGRAM BUDGETS | TOTAL CONGRESSIONAL REQUEST | APPROXIMATE UNMET NEED GAP |
|------------------------------|---|---------------------|------------------------|-----------------------------|----------------------------|
| HOMEOWNER ASSISTANCE PROGRAM | \$1,293,693,120 | \$37,470,799 | \$1,331,163,919 | \$2,667,800,000 | \$1,336,636,081 |
| RENTAL HOUSING | \$130,000,000 | \$4,163,422 | \$134,163,422 | \$180,000,000 | \$45,836,578 |
| INTERIM MORTGAGE ASSISTANCE | \$0 | \$0 | \$0 | \$40,000,000 | \$40,000,000 |
| BUSINESS AND AGRICULTURE | \$62,000,000 | \$0 | \$62,000,000 | \$120,000,000 | \$58,000,000 |
| FEMA NONFEDERAL SHARE MATCH | \$105,000,000 | \$0 | \$105,000,000 | \$130,000,000 | \$25,000,000 |
| INFRASTRUCTURE ENHANCEMENT | \$0 | \$9,800,799 | \$9,800,799 | \$600,000,000 | \$590,199,201 |
| ADMIN AND PLANNING | \$66,278,880 | \$0 | \$66,278,880 | | |
| TOTALS | \$1,656,972,000 | \$51,435,020 | \$1,708,407,020 | \$3,737,800,000 | \$2,095,671,860 |

APPENDIX E

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

Figure 4: Phase and Tiers

| RESTORE LOUISIANA HOMEOWNER ASSISTANCE PROGRAM | | PHASE I | PHASE II | PHASE III | PHASE IV | PHASE V | PHASE VI |
|---|----------------------------------|---------|----------|-----------|----------|---------|----------|
| DAMAGE LEVEL | MAJOR AND SEVERE | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| STATUS OF REPAIRS | 100% OF REPAIRS COMPLETED | ✓ | ✓ | | | | ✓ |
| | PARTIAL REPAIRS COMPLETED | ✓ | ✓ | ✓ | ✓ | ✓ | |
| | REMAINING PROSPECTIVE WORK | ✓ | ✓ | ✓ | ✓ | ✓ | |
| GEOGRAPHY | ALL 51 IMPACTED PARISHES | ✓ | ✓ | | | ✓ | ✓ |
| | 10 MOST IMPACTED PARISHES | | | ✓ | ✓ | | |
| 100-YEAR FLOOD PLAIN | INSIDE | | ✓ | | ✓ | ✓ | ✓ |
| | OUTSIDE | ✓ | | ✓ | | ✓ | ✓ |
| INCOME | ALL INCOME LEVELS | | | ✓ | ✓ | ✓ | ✓ |
| | LMI ONLY | ✓ | ✓ | | | | |
| HOMEOWNER 62+ AND/OR PERSON WITH DISABILITY IN HOME | YES | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | NO | | | ✓ | ✓ | ✓ | ✓ |
| TIERED AWARD | REIMBURSEMENT OF COMPLETED WORK* | 100% | 100% | 100% | 100% | 100% | 100% |
| | PROSPECTIVE CONSTRUCTION | 100% | 100% | 100% | 100% | 100% | N/A |

* Applicants who have completed partial or full repairs on their home before applying to the Program may be eligible for reimbursement of eligible expenses incurred prior to the application process, which includes inspection, to the Program or prior to December 31, 2018, whichever occurs first.

Notes:

- The deadline to complete the homeowner survey was October 19, 2018.
- The deadline to complete the homeowner application 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>866-735-2001</p> | <h2>HAMMOND</h2> <p>130 Robin Hood Dr</p> <p>985-520-6716</p> |
| <h2>LAFAYETTE</h2> <p>Lafayette Public Library – East Regional Branch 215 La Neuville Rd in Youngsville, Meeting Room 4</p> <p>337-252-4082</p> | <h2>MONROE</h2> <p>Old State Farm Building 24 Accent Dr, Suite 116</p> <p>318-267-3728</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.