

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #8
September 23, 2017 – September 29, 2017

September 30, 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 29, 2017, survey submissions increased by 201 from the previous week, making the total submissions 44,419. 37,031 homeowners were determined to be in Phases I – VI.
 - 32,291 environmental reviews have been completed, representing 87% of the 37,031 homeowners in Phases I – VI.
 - 15,968 homeowners have been invited to complete applications from Phase I - III. 9,402 (59%) homeowners have submitted their applications.
 - 2,572 scopes of work have been performed, representing 27% of the 9,402 homeowners that have submitted their application.
 - There have been a total of 889 Grant Awards offered to homeowners, amounting to \$27,572,073.54. Of those, 51 homeowners have acknowledged their grant agreements, obligating \$1,642,880.91.
-

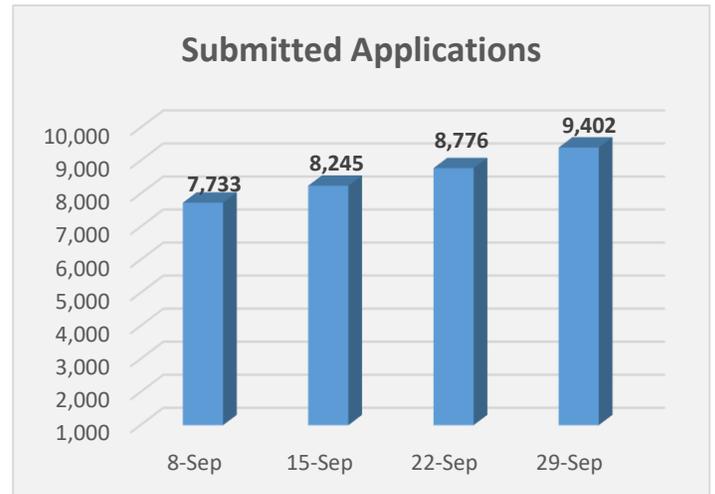
- As of September 29, 2017, there were a total of 13,643 appointments held.
- 72,262 calls were completed by the call center. 54,699 of the completed calls were inbound calls and 17,563 of the completed calls were outbound calls.
- The Program has completed no outreach events for this reporting period. There are no outreach events scheduled for the week of October 2, 2017 – October 8, 2017.

Table 1: Homeowner Program Snapshot

Activity	As of 9/22/2017	Weekly Activity	As of 9/29/2017	Total Dollars
Surveys Recorded				
Total Number of Recorded Surveys	51,657	301	51,958	
<i>Non-Submitted Surveys</i>	7,439	100	7,539	
<i>Submitted Surveys</i>	44,218	201	44,419	
<i>Phase I - VI Subtotal</i>	36,836	195	37,031	
<i>Phase I</i>	5,662	43	5,705	
<i>Phase II</i>	5,340	41	5,381	
<i>Phase III</i>	9,197	35	9,232	
<i>Phase IV</i>	8,962	28	8,990	
<i>Phase V</i>	1,202	22	1,224	
<i>Phase VI</i>	6,473	26	6,499	
<i>Duplicate Address</i>	1,853	52	1,905	
<i>Undetermined</i>	460	10	470	
<i>Not Currently In A Phase</i>	5,069	-56	5,013	
Environmental Reviews				
Environmental Reviews Available to Work	6,758	-2,018	4,740	
Environmental Reviews Completed	30,078	2,213	32,291	
Applications Invited				
Total Number of Invited Applications	14,803	1,165	15,968	
Applications Submitted	8,776	626	9,402	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	6,946	-116	6,830	
Total Scope of Work Completed	1,830	742	2,572	
Grant Awards				
Zero Award Grants	183	69	252	
Grant Awards Offered	593	296	889	27,572,073.54
Grant Awards Obligated	50	1	51	1,642,880.91
<i>Solution 1 Only</i>	2	-2	0	0.00
<i>Solution 2 Only</i>	5	1	6	196,014.96
<i>Solution 3 Only</i>	18	4	22	630,210.35
<i>Solution 3 and 1</i>	1	-1	0	0.00
<i>Solution 3 and 2</i>	24	-1	23	816,655.60
Disbursements				
Total Disbursements	14	1	15	513,690.75
<i>Solution 1</i>	0	0	0	0.00
<i>Solution 2</i>	1	0	1	3,777.32
<i>Solution 3</i>	13	1	14	509,913.43

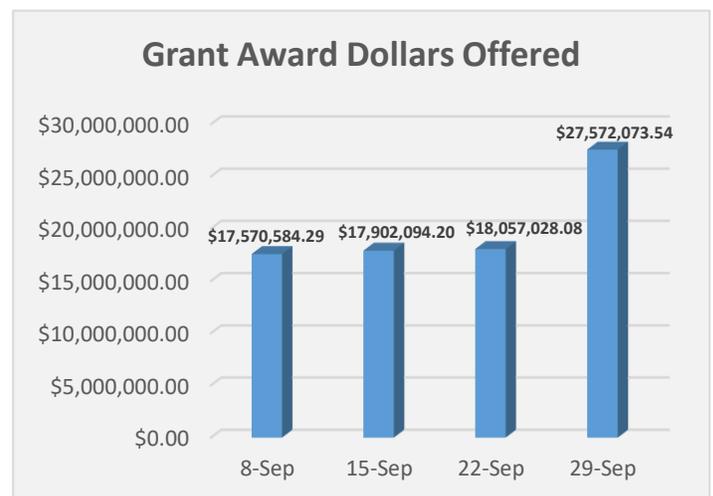
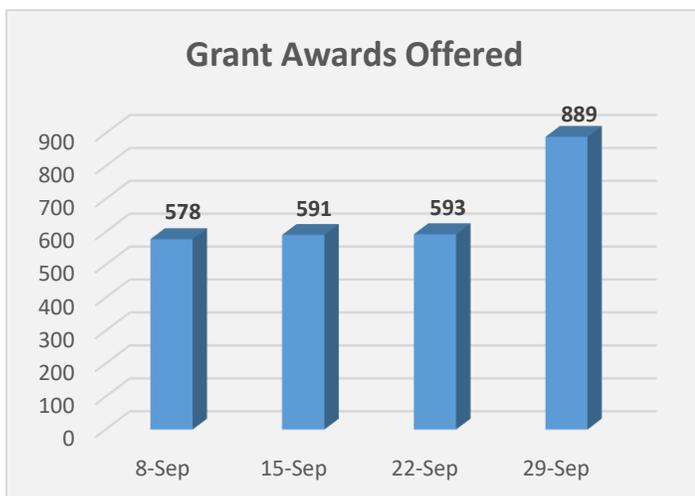
Key Program Statistics

Table 2: Key Program Statistics



37,031 of the 44,419 meet requirements for Phases I – VI.

Invited 15,968 Homeowners to complete Applications.

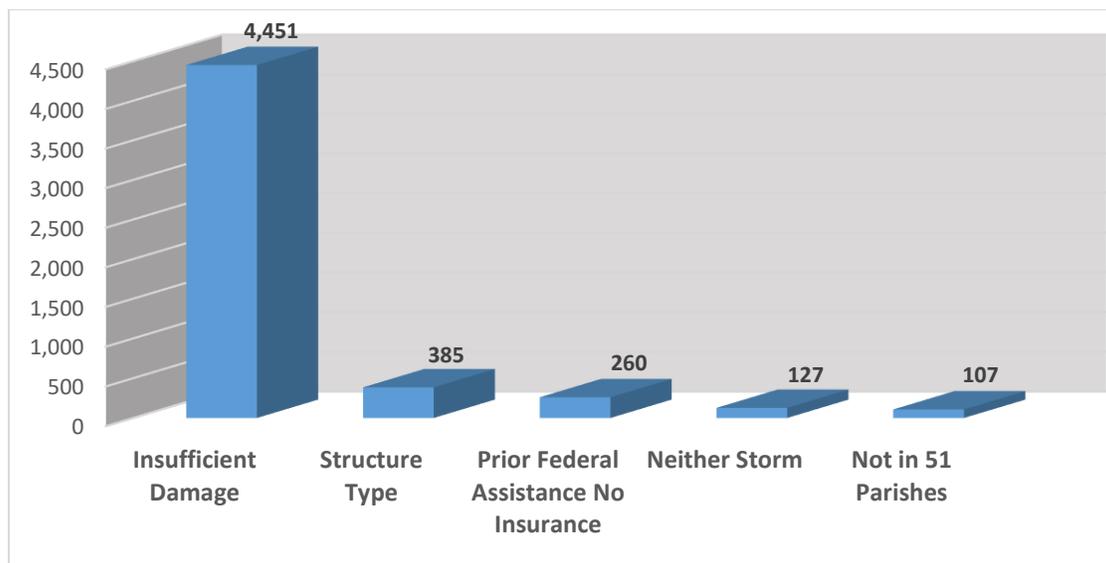


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 3: Not In Phase and Undetermined Reasons

Activity	As of 9/22/2017	Weekly Activity	As of 9/29/2017
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,069	-56	5,013
Total Submitted Surveys Undetermined	460	10	470
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,386	-56	5,330
<i>Insufficient Damage</i>	4,441	10	4,451
<i>Structure Type</i>	427	-42	385
<i>Prior Federal Assistance No Insurance</i>	272	-12	260
<i>Neither Storm</i>	142	-15	127
<i>Not in 51 Parishes</i>	104	3	107
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	465	10	475
<i>Flood Plain (Not determined)</i>	459	10	469
<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>	0	0	0

Figure 1: Not Currently In A Phase Reasons



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

As of September 29, 2017, there are 23,389 homeowners, 52.66% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,180 homeowners, 36.43% 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)	5,705	100.00%	5,705
Phase Two (II)	5,381	100.00%	5,381
Phase Three (III)	3,152	34.14%	9,232
Phase Four (IV)	2,777	30.89%	8,990
Phase Five (V)	620	50.65%	1,224
Phase Six (VI)	1,135	17.46%	6,499
Duplicate Address	1,139	59.79%	1,905
Undetermined	326	69.36%	470
Not In Phase	3,154	62.92%	5,013
Total	23,389	52.66%	44,419

	Submitted Surveys	Percentage
Most Impacted LMI	20,185	45.44%
Most Impacted Urgent Need	19,793	44.56%
LMI	3,207	7.22%
Urgent Need	1,234	2.78%
Total	44,419	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)	4,015	70.38%	3,635	63.72%	5,705
Phase Two (II)	4,104	76.27%	3,136	58.28%	5,381
Phase Three (III)	1,763	19.10%	937	10.15%	9,232
Phase Four (IV)	1,897	21.10%	926	10.30%	8,990
Phase Five (V)	189	15.44%	118	9.64%	1,224
Phase Six (VI)	1,623	24.97%	618	9.51%	6,499
Duplicate Address	687	36.06%	581	30.50%	1,905
Undetermined	195	41.49%	162	34.47%	470
Not In Phase	1,707	34.05%	1,580	31.52%	5,013
Total	16,180	36.43%	11,693	26.32%	44,419

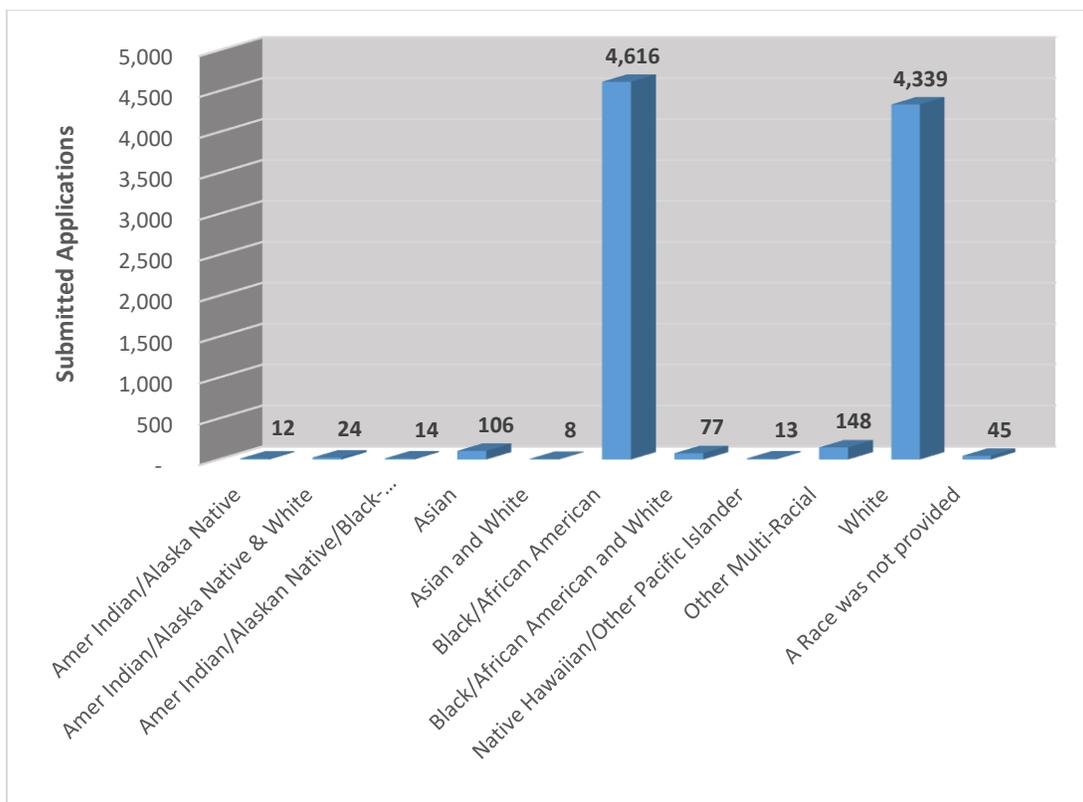
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 7: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	12	0.13%
American Indian/Alaska Native and White	24	0.25%
American Indian/Alaskan Native/Black-African American	14	0.15%
Asian	106	1.13%
Asian and White	8	0.08%
Black/African American	4,616	49.10%
Black/African American and White	77	0.82%
Native Hawaiian/Other Pacific Islander	13	0.14%
Other Multi-Racial	148	1.57%
White	4,339	46.15%
A Race was not provided	45	0.48%
Total	9,402	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 8: Housing Assistance Center Activity

Activity	As of 9/22/2017	Weekly Activity	As of 9/29/2017
Appointments			
Total Number of Appointments	13,857	1,000	14,857
<i>Walk-ins</i>	6,081	547	6,628
<i>Scheduled</i>	7,776	453	8,229
<i>Held at office</i>	6,429	394	6,823
<i>Home visit</i>	186	6	192
<i>Cancelled</i>	803	41	844
<i>No Show</i>	358	12	370
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	8,864	722	9,586
<i>Walk-ins</i>	4,117	426	4,543
<i>Scheduled</i>	4,747	296	5,043
<i>Held at office</i>	4,062	257	4,319
<i>Home visit</i>	19	0	19
<i>Cancelled</i>	563	34	597
<i>No Show</i>	103	5	108
Hammond			
Total Number of Appointments	2,454	173	2,627
<i>Walk-ins</i>	1,116	89	1,205
<i>Scheduled</i>	1,338	84	1,422
<i>Held at office</i>	935	71	1,006
<i>Home visit</i>	150	6	156
<i>Cancelled</i>	142	4	146
<i>No Show</i>	111	3	114
Lafayette			
Total Number of Appointments	1,144	63	1,207
<i>Walk-ins</i>	275	16	291
<i>Scheduled</i>	869	47	916
<i>Held at office</i>	768	43	811
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	59	3	62
<i>No Show</i>	36	1	37
Monroe			
Total Number of Appointments	1,395	42	1,437
<i>Walk-ins</i>	573	16	589
<i>Scheduled</i>	822	26	848
<i>Held at office</i>	664	23	687
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	39	0	39
<i>No Show</i>	108	3	111

Call Center Activity

Table 9: Call Center Activity

Activity	As of 9/22/2017	Weekly Activity	As of 9/29/2017
Call Center			
Total Calls	71,028	3,366	74,394
<i>Total Calls Abandoned</i>	2,120	12	2,132
<i>Abandoned %</i>	2.98%	-0.12%	2.87%
<i>Total Calls Processed</i>	68,908	3,354	72,262
<i>Inbound</i>	52,020	2,679	54,699
<i>Outbound</i>	16,888	675	17,563
Completed Inbound Calls Details			
Total Inbound Calls Completed	52,020	2,679	54,699
Average Wait Time	1.31 min		1.26 min
Average Call Time	6.43 min		6.40 min
<i>Program Inquiry</i>	20,359	725	21,084
<i>Surveys Status Update</i>	410	253	663
<i>Surveys Completed</i>	6,717	63	6,780
<i>Case Manager Request</i>	300	278	578
<i>Application Status Update</i>	17,386	1,083	18,469
<i>Applications Completed</i>	5	17	22
<i>Damage Assessment Inquiry</i>	1,973	15	1,988
<i>Award Acknowledgement Inquiry</i>	16	58	74
<i>Construction Inquiry</i>	8	18	26
<i>Outbound Project</i>	13	0	13
<i>No Answer / Busy / Left Message</i>	2,740	95	2,835
<i>Invalid Number / N/A</i>	2,093	74	2,167
Completed Outbound Calls Details			
Total Outbound Calls Completed	16,888	675	17,563
Average Call Time	2.33 min		2.30 min
<i>Program Inquiry</i>	4,069	49	4,118
<i>Survey Status Update</i>	5	4	9
<i>Surveys Completed</i>	630	0	630
<i>Case Manager Request</i>	5	2	7
<i>Application Status Update</i>	1,768	99	1,867
<i>Applications Completed</i>	0	1	1
<i>Damage Assessment Inquiry</i>	2	0	2
<i>Award Acknowledgement Inquiry</i>	0	4	4
<i>Construction Inquiry</i>	1	0	1
<i>Outbound Project</i>	344	0	344
<i>No Answer / Busy / Left Message</i>	7,133	100	7,233
<i>Invalid Number / N/A</i>	2,931	416	3,347

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	1,158	237
2	47	8	37	105	11	74	293	50
3	31	2	38	146	15	75	311	66
4	72	11	39	171	18	76	33	4
5	20	3	40	165	28	77	214	20
6	4	0	41	217	23	78	2	0
7	50	9	42	271	50	80	1	0
8	21	2	43	466	61	81	1,814	360
9	149	11	44	100	20	83	3	0
10	155	19	45	143	13	84	2	0
11	56	7	46	217	42	85	1	0
12	86	15	47	523	86	86	674	123
13	92	13	48	518	95	88	2,513	294
14	362	38	49	316	34	89	2	0
15	66	16	50	31	0	90	22	1
16	477	100	51	2	0	91	4	0
17	1,053	261	53	3	0	92	2	0
18	154	19	55	4	0	93	5	0
19	258	59	56	2	0	95	1,925	375
20	76	16	57	10	0	96	449	89
21	81	15	58	193	32	97	6	0
22	127	18	59	574	82	98	1	0
23	111	11	60	69	8	99	4	0
24	106	13	61	1,343	334	100	6	0
25	10	2	62	495	102	101	5,068	1,903
26	44	5	63	856	209	102	6	0
27	24	10	64	2,905	606	103	2	0
28	115	9	65	5,179	1,121	104	6	2
29	1,546	553	66	1,499	186	105	3	0
30	20	1	67	147	34	Unknown	0	0
31	1,058	223	68	66	4	Total	44,419	9,402
32	43	3	69	201	25			
33	55	7	70	90	7			
34	16	0	71	4,740	786			
35	3	0	72	1,467	358			

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	786	147
2	293	43	23	1,612	274
3	9	0	24	505	76
4	12	0	25	312	39
5	7	0	26	1,332	238
6	7,573	1,562	27	21	0
7	7	0	28	359	38
8	7	0	29	176	28
9	1	0	30	201	19
10	2	0	31	204	23
11	817	122	32	245	48
12	1,873	393	33	609	93
13	8,061	1,401	34	1,472	361
14	1,703	440	35	263	39
15	9,036	3,015	36	294	33
16	474	58	37	96	11
17	816	154	38	108	18
18	4,810	698	39	181	21
19	7	0	Unknown	0	0
20	2	0	Total	44,419	9,402
21	69	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	377	56
Allen	75	17	2
Ascension	6,353	3,511	437
Avoyelles	274	120	9
Beauregard	113	34	2
Bienville	209	44	7
Bossier	607	221	24
Caddo	589	258	35
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	18,246	4,893
East Carroll	237	35	9
East Feliciana	617	218	40
Evangeline	522	102	10
Franklin	58	14	3
Grant	280	65	12
Iberia	1,478	432	73
Iberville	357	92	13
Jackson	74	11	1
Jefferson Davis	508	103	11
Lafayette	4,753	2,290	414
LaSalle	73	21	4
Lincoln	152	24	2

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,027	1,622
Madison	85	49	6
Morehouse	1,005	216	44
Natchitoches	598	128	14
Ouachita	3,418	1,842	395
Pointe Coupee	444	129	17
Rapides	145	78	17
Red River	46	13	1
Richland	445	103	28
Sabine	100	54	5
St. Helena	976	278	71
St. James	162	67	10
St. Landry	1,615	324	48
St. Martin	1,301	398	73
St. Tammany	1,057	372	41
Tangipahoa	6,183	3,163	670
Union	399	79	15
Vermilion	1,786	792	119
Vernon	306	60	6
Washington	1,222	354	75
Webster	525	109	10
West Baton Rouge	110	30	3
West Carroll	336	52	9
West Feliciana	154	50	8
Winn	181	43	6
Total	82,440	44,311	9,402

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	5	0
Cameron	0	0
Concordia	3	0
Jefferson	14	0
Lafourche	4	0
Orleans	33	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	1	0
St. John the Baptist	11	0
St. Mary	30	0
Tensas	2	0
Terrebonne	2	0
Total	108	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.