

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #81
February 16, 2019 – February 22, 2019
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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

- 45,790 environmental reviews have been completed, representing 100% of the 45,790 homeowners in Phases I – VI.
 - 45,870 homeowners have been invited to complete applications from Phase I - VI. 37,189 (81%) homeowners have submitted their applications.
 - 36,172 scopes of work have been completed, representing 97% of the 37,189 homeowners that have submitted their application.
 - There have been a total of 15,781 Grant Awards offered to homeowners, amounting to \$562,450,406.35. Of those, 13,111 homeowners have acknowledged their grant agreements, obligating \$454,661,749.05.
 - 7,744 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of February 22, 2019, there were a total of 79,797 appointments held.
 - 320,050 calls were completed by the call center. 202,603 of the completed calls were inbound calls and 117,447 of the completed calls were outbound calls.
**These numbers have not increased since 2/8/2019 due to a Call Center system migration and associated delay in reporting.*
 - The Program has completed 4 outreach events for this reporting period. The following events are scheduled for the week of February 25 – March 3, 2019.
 - 2/25 – 3/1: FEMA MHU Case Review Meeting

Table 1: Outreach Events

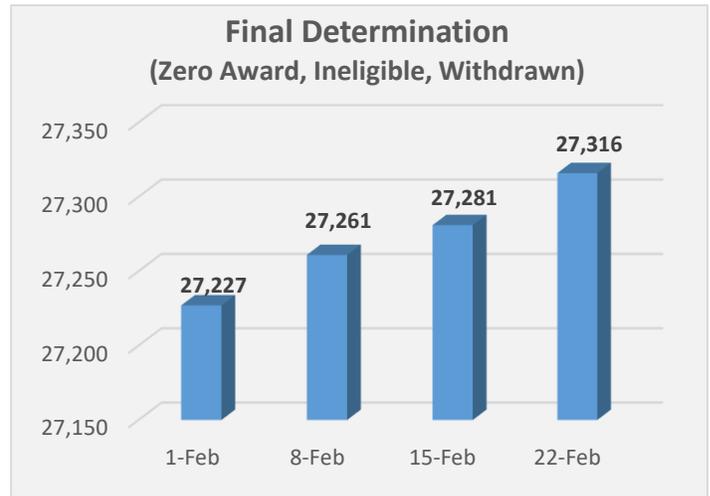
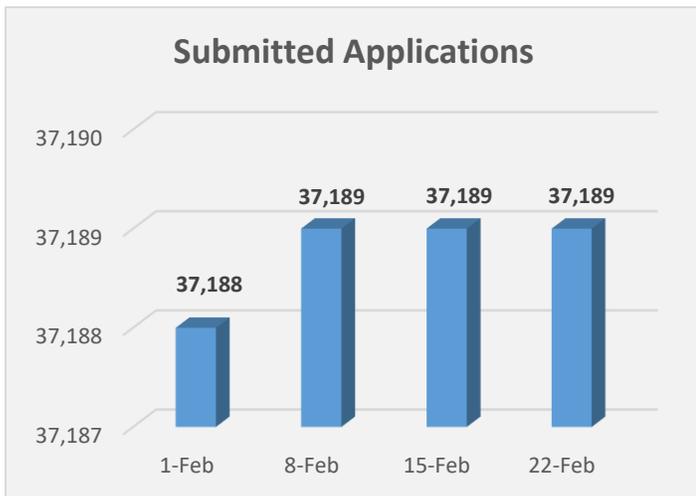
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
October 2018	30
November 2018	16
December 2018	14
January 2019	29
Total	364

Table 2: Homeowner Program Snapshot

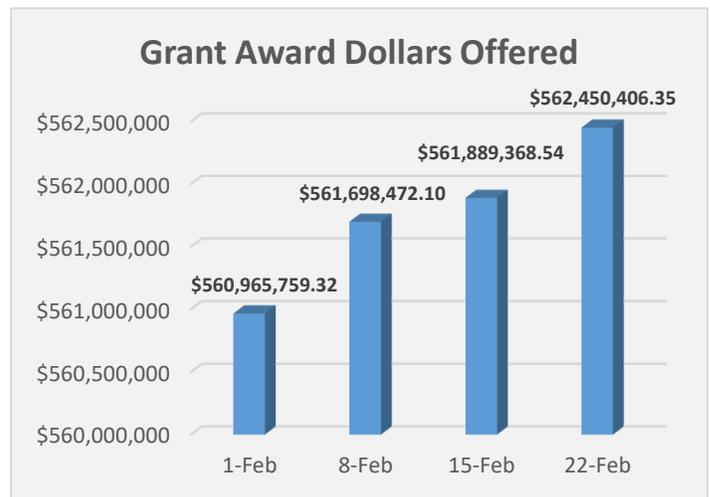
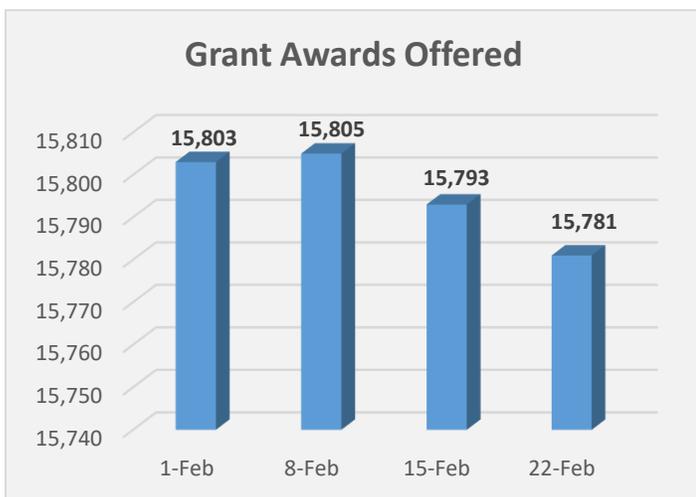
	As of 2/15/19	Weekly Activity	As of 2/22/19	Percentage	
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	56,260	0	56,260		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,790	0	45,790	81%	
<i>Duplicate Address</i>	4,297	0	4,297	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,173	0	6,173	11%	
Environmental Reviews					
Environmental Reviews Available to Work	1	-1	0		
Environmental Reviews Completed	45,789	1	45,790		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	2	0	2		
Total Scope of Work Completed	36,172	0	36,172		
Applications In Process					
Total Number of Invited Applications	45,870	0	45,870		
Applications Not Submitted	2,670	-1	2,669		11/16/2018 deadline
Applications Available For Grant Determination	43,200	1	43,201		
Pending Grant Determination	126	-22	104	< 0.5%	
Grant Determinations			99% Grant Determinations		
Zero Award	11,462	2	11,464	26%	
Ineligible Determination	10,290	22	10,312	24%	
Withdrawn By Applicant	5,529	11	5,540	13%	
Grant Award Offered To Applicant	15,793	-12	15,781	36%	
Appeals In Progress	7	0	7		
Grant Awards					Total Dollars
Grant Awards Offered	15,793	-12	15,781		562,450,406.35
Grant Awards Obligated	13,032	79	13,111		454,661,749.05
<i>Solution 1 Only</i>	489	12	501		36,293,723.19
<i>Solution 2 Only</i>	1,908	37	1,945		67,787,837.20
<i>Solution 3 Only</i>	2,651	15	2,666		70,673,663.23
<i>Solution 3 and 1</i>	1,888	3	1,891		75,301,107.83
<i>Solution 3 and 2</i>	6,096	12	6,108		204,605,417.60
Disbursements					
Total Disbursements	11,857	71	11,928		346,440,614.49
<i>Solution 1 Only</i>	244	12	256		9,219,055.34
<i>Solution 2 Only</i>	1,047	25	1,072		30,537,605.28
<i>Solution 3 Only</i>	2,622	9	2,631		69,666,833.54
<i>Solution 3 and 1</i>	1,886	4	1,890		62,399,884.95
<i>Solution 3 and 2</i>	6,058	21	6,079		174,617,235.38
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	7,652	92	7,744		
<i>Solution 1</i>	2,021	21	2,042		
<i>Solution 2</i>	3,019	62	3,081		
<i>Solution 3 Only</i>	2,612	9	2,621		

Key Program Statistics

Table 3: Key Program Statistics



Invited 45,870 Homeowners to complete Applications.



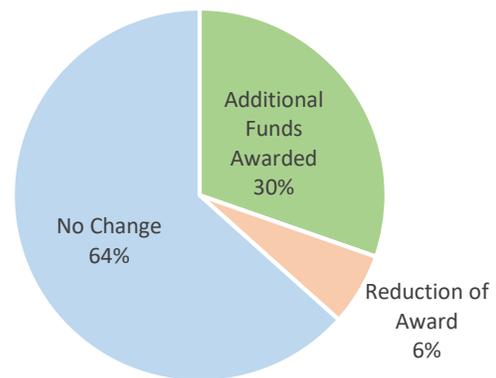
Completed Appeals

As of February 22, 2019; 5,692 resolved appeals are accounted for in the table below. 7 appeals are currently in process.

Table 4: Status of Appeals

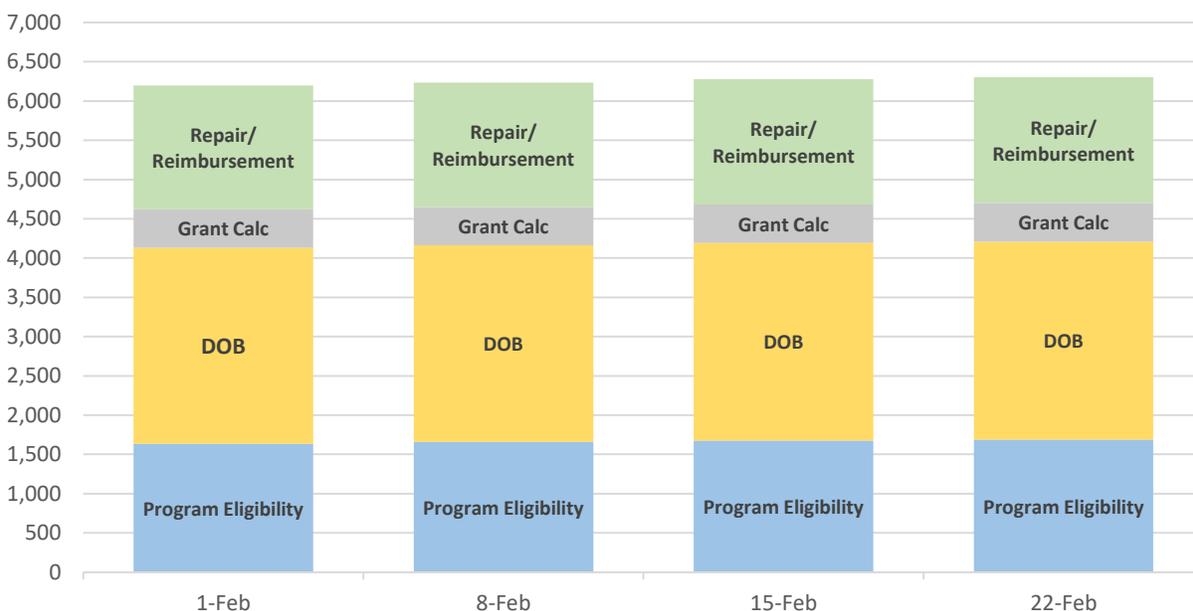
Resolved Cases	Appeals	%	Award Change	Average Award
Additional Funds Awarded	1,189	30%	17,743,239.92	14,922.83
Reduction of Award	248	6%	(2,558,435.95)	(10,316.27)
No Change	2,569	64%		
Total	4,006	100%		

Figure 1: Award Appeals



Resolved Cases	Appeals	%
Eligibility Approved	412	24%
Eligibility Denied	1,274	76%
Total	1,686	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 February 22, 2019, there are 18,919 homeowners, 50.87% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,751 homeowners, 36.98% 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)	5,406	99.89%	5,412
Phase Two (II)	6,242	99.86%	6,251
Phase Three (III)	2,109	28.80%	7,322
Phase Four (IV)	2,371	28.52%	8,313
Phase Five (V)	490	44.50%	1,101
Phase Six (VI)	929	13.10%	7,091
Undetermined	2	100.00%	2
Not In Phase	1,370	80.73%	1,697
Total	18,919	50.87%	37,189

	Submitted Applications	Percentage
Most Impacted LMI	16,469	44.28%
Most Impacted Urgent Need	17,317	46.57%
LMI	2,450	6.59%
Urgent Need	953	2.56%
Total	37,189	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)	3,460	63.93%	3,519	65.02%	5,412
Phase Two (II)	4,454	71.25%	3,455	55.27%	6,251
Phase Three (III)	1,394	19.04%	731	9.98%	7,322
Phase Four (IV)	1,718	20.67%	898	10.80%	8,313
Phase Five (V)	190	17.26%	170	15.44%	1,101
Phase Six (VI)	1,888	26.63%	1,077	15.19%	7,091
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	646	38.07%	1,341	79.02%	1,697
Total	13,751	36.98%	11,193	30.10%	37,189

*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	13,111	454,661,749.05		11,928	346,440,614.49	
LMI	6,732	255,168,994.46	56.1%	5,935	180,570,669.47	52.1%
Urgent Need	6,379	199,492,754.59	43.9%	5,993	165,869,945.02	47.9%
Most Impacted Parishes	12,440	426,525,144.63	93.8%	11,440	332,494,665.01	96.0%
LMI	6,295	235,316,205.89	51.7%	5,647	172,174,186.52	49.7%
Urgent Need	6,145	191,208,938.74	42.1%	5,793	160,320,478.49	46.3%
Other Parishes	671	28,136,604.42	6.2%	488	13,945,949.48	4.0%
LMI	437	19,852,788.57	4.4%	288	8,396,482.95	2.4%
Urgent Need	234	8,283,815.85	1.8%	200	5,549,466.53	1.6%

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	14,331	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	21,124	56.80%
A Race was not provided	55	0.15%
Total	37,189	100.00%

Housing Assistance Center Activity (HAC)

Table 10: Housing Assistance Center Activity

Activity	As of 2/15/2019	Weekly Activity	As of 2/22/2019
Appointments			
Total Number of Appointments	83,712	269	83,981
<i>Walk-ins</i>	49,669	203	49,872
<i>Scheduled</i>	34,043	66	34,109
<i>Held at office</i>	29,244	64	29,308
<i>Home visit</i>	617	0	617
<i>Cancelled</i>	2,768	2	2,770
<i>No Show</i>	1,414	0	1,414
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	54,703	146	54,849
<i>Walk-ins</i>	35,629	125	35,754
<i>Scheduled</i>	19,074	21	19,095
<i>Held at office</i>	16,561	19	16,580
<i>Home visit</i>	249	0	249
<i>Cancelled</i>	1,857	2	1,859
<i>No Show</i>	407	0	407
Hammond			
Total Number of Appointments	17,133	78	17,211
<i>Walk-ins</i>	10,508	62	10,570
<i>Scheduled</i>	6,625	16	6,641
<i>Held at office</i>	5,070	16	5,086
<i>Home visit</i>	349	0	349
<i>Cancelled</i>	546	0	546
<i>No Show</i>	660	0	660
Lafayette			
Total Number of Appointments	6,873	24	6,897
<i>Walk-ins</i>	1,520	6	1,526
<i>Scheduled</i>	5,353	18	5,371
<i>Held at office</i>	5,014	18	5,032
<i>Home visit</i>	7	0	7
<i>Cancelled</i>	223	0	223
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	5,003	21	5,024
<i>Walk-ins</i>	2,012	10	2,022
<i>Scheduled</i>	2,991	11	3,002
<i>Held at office</i>	2,599	11	2,610
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	142	0	142
<i>No Show</i>	238	0	238

Call Center Activity

Table 11: Call Center Activity

Activity	As of 2/1/2019	Weekly Activity	As of 2/8/2019
Call Center			
Total Calls	329,105	816	329,921
Total Calls Abandoned	9,861	10	9,871
Abandoned %	3.00%	-0.01%	2.99%
Total Calls Processed	319,244	806	320,050
Inbound	202,002	601	202,603
Outbound	117,242	205	117,447
Completed Inbound Calls Details			
Total Inbound Calls Completed	202,002	601	202,603
Average Wait Time	1.25 min		1.25 min
Average Call Time	5.49 min		5.48 min
Program Inquiry	58,274	183	58,457
Surveys Status Update	4,484	3	4,487
Surveys Completed	10,349	0	10,349
Case Manager Request	23,796	161	23,957
Application Status Update	70,707	142	70,849
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	2,899	7	2,906
Construction Inquiry	4,815	47	4,862
Appeals	1,901	2	1,903
Outbound Project	87	0	87
Invalid Number/ No Answer / Busy / Left Message	11,658	44	11,702
Call Transferred	2,852	12	2,864
Completed Outbound Calls Details			
Total Outbound Calls Completed	117,242	205	117,447
Average Call Time	1.53 min		1.53 min
Program Inquiry	6,170	8	6,178
Survey Status Update	3,475	0	3,475
Surveys Completed	1,060	0	1,060
Case Manager Request	185	0	185
Application Status Update	19,429	3	19,432
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	6,885	0	6,885
Invalid Number/ No Answer / Busy / Left Message	41,526	1	41,527
Call Transferred	37,307	193	37,500

*This chart has not been updated since 2/8/2019 due to a Call Center system migration and associated delay in reporting.

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	16	36	2	0	71	4,117	1,634
2	27	0	37	69	16	72	1,496	380
3	16	1	38	110	40	73	926	337
4	51	11	39	116	35	74	223	61
5	13	2	40	117	41	75	234	55
6	2	0	41	164	57	76	20	4
7	30	10	42	225	88	77	154	44
8	13	0	43	325	145	78	0	0
9	91	30	44	52	5	79	0	0
10	100	36	45	90	28	80	0	0
11	38	8	46	150	52	81	1,652	681
12	69	15	47	346	116	83	0	0
13	46	15	48	410	201	84	0	0
14	251	67	49	227	83	85	0	0
15	42	15	50	1	0	86	574	186
16	383	109	51	0	0	88	2,200	794
17	813	316	52	0	0	89	1	0
18	89	22	53	0	0	90	7	0
19	236	79	54	0	0	91	0	0
20	63	16	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	1,840	922
24	69	31	59	508	174	96	351	113
25	5	0	60	53	15	97	0	0
26	18	1	61	1,142	508	98	0	0
27	16	9	62	432	187	99	0	0
28	49	7	63	718	348	100	0	0
29	1,294	740	64	2,578	1,170	101	4,421	2,681
30	9	2	65	4,383	2,020	102	0	0
31	795	345	66	1,220	409	103	0	0
32	31	13	67	102	21	104	5	0
33	43	23	68	52	16	105	0	0
34	21	2	69	152	48	Unknown	0	0
35	5	0	70	55	18	Total	37,189	15,781

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	2,746
7	0	0
8	0	0
9	0	0
10	0	0
11	588	200
12	1,626	443
13	7,171	3,061
14	1,351	615
15	7,850	4,411
16	364	129
17	745	262
18	4,256	1,573
19	0	0
20	0	0
21	32	5

Senate District	Application Count	Offered Count
22	602	209
23	1,191	541
24	333	78
25	240	75
26	948	376
27	26	2
28	233	80
29	96	23
30	151	73
31	115	37
32	184	52
33	508	142
34	1,145	406
35	165	49
36	188	58
37	59	18
38	63	18
39	120	24
Unknown	0	0
Total	37,189	15,781

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	583	306
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	21,427	15,544
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	11,518	8,093
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	4,428	2,690
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	37,182

* 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	118	\$5,045,927.76	79	\$2,868,312.67	69	\$1,864,807.39
Allen	5	\$156,063.22	4	\$117,381.54	4	\$90,775.77
Ascension	1,082	\$38,634,176.04	864	\$29,903,845.71	787	\$22,760,564.35
Avoyelles	7	\$442,290.37	7	\$442,290.37	5	\$50,583.79
Beauregard	9	\$343,128.76	7	\$334,077.57	6	\$187,970.90
Bienville	8	\$318,011.18	6	\$235,172.80	4	\$107,715.71
Bossier	41	\$1,606,000.65	19	\$762,797.42	9	\$343,083.96
Caddo	37	\$1,875,200.31	20	\$902,521.57	15	\$319,449.88
Calcasieu	38	\$1,352,550.29	24	\$940,903.46	21	\$651,647.59
Caldwell	11	\$439,550.45	4	\$151,743.31	2	\$66,176.59
Catahoula	3	\$250,057.42	1	\$175,952.59	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	\$1,136,635.78	21	\$658,752.85	20	\$560,411.34
East Baton Rouge	7,750	\$262,865,292.76	6,847	\$233,736,648.29	6,461	\$189,666,986.37
East Carroll	11	\$451,895.66	8	\$298,107.01	6	\$133,011.38
East Feliciana	84	\$3,276,705.53	52	\$2,079,869.16	41	\$1,148,124.27
Evangeline	36	\$1,465,794.30	24	\$696,596.99	21	\$463,311.72
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	15	\$762,560.36	6	\$216,302.11	5	\$111,306.81
Iberia	104	\$3,884,576.02	68	\$2,547,564.11	52	\$1,519,381.39
Iberville	31	\$1,576,349.54	21	\$882,139.79	12	\$342,490.86
Jefferson Davis	15	\$994,910.14	12	\$872,549.75	7	\$123,411.62
Lafayette	711	\$21,549,323.64	645	\$19,056,252.46	607	\$15,976,265.45
LaSalle	7	\$278,498.76	6	\$272,268.55	5	\$114,817.71
Lincoln	5	\$218,592.63	3	\$91,144.88	3	\$90,676.20
Livingston	3,457	\$123,694,558.57	2,751	\$94,055,912.77	2,508	\$73,575,720.56
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	67	\$3,483,790.07	44	\$2,006,415.81	36	\$862,597.20
Natchitoches	25	\$1,201,344.73	12	\$409,962.40	10	\$232,356.01
Ouachita	468	\$17,416,279.20	361	\$13,448,506.11	302	\$8,301,564.49
Plaquemines	1	\$60,987.39	1	\$60,987.39	1	\$13,593.28
Pointe Coupee	19	\$1,156,432.77	11	\$461,126.77	8	\$256,256.03
Rapides	10	\$556,862.96	5	\$187,988.25	4	\$78,421.71
Red River	4	\$209,801.66	4	\$209,801.66	1	\$15,281.74
Richland	31	\$1,546,863.39	18	\$1,034,539.94	11	\$310,264.15
Sabine	4	\$165,376.42	3	\$131,173.77	1	\$18,076.84
St. Helena	82	\$3,697,659.81	58	\$2,684,453.65	31	\$1,060,496.76
St. James	11	\$596,127.66	8	\$462,622.97	3	\$124,385.11
St. Landry	68	\$3,047,871.40	39	\$1,733,834.59	26	\$654,240.84
St. Martin	105	\$4,641,316.49	82	\$3,359,079.52	63	\$2,134,466.38
St. Tammany	85	\$3,442,045.04	66	\$2,209,881.37	60	\$1,625,364.48
Tangipahoa	822	\$32,657,584.56	632	\$23,985,044.15	478	\$14,409,347.04
Union	17	\$599,332.78	13	\$371,398.84	9	\$221,503.13
Vermilion	189	\$7,209,301.13	150	\$5,158,419.03	133	\$3,265,325.51
Vernon	27	\$1,098,416.11	17	\$687,349.03	11	\$425,534.83
Washington	62	\$3,663,250.74	45	\$2,102,322.07	35	\$1,048,719.37
Webster	26	\$1,164,008.69	15	\$434,849.54	13	\$339,032.09
West Baton Rouge	2	\$103,805.62	2	\$104,835.05	1	\$59,835.05
West Carroll	14	\$739,326.90	7	\$356,343.28	6	\$255,034.14
West Feliciana	11	\$423,414.93	9	\$365,056.79	7	\$229,849.58
Winn	8	\$585,374.75	4	\$153,294.63	4	\$76,709.49
Total	15,781	\$562,450,406.35	13,111	\$454,661,749.05	11,928	\$346,440,614.49

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.