

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #86**  
**March 23, 2019 – March 29, 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.

<b>ALL PHASES</b>
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**Must have major/severe home damage.**

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

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

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

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

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

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

Below is an overview of the homeowner journey in the program, from initial survey to reimbursement and/or repair.



### TAKE THE SURVEY

The deadline to complete an initial program survey, which was the required first step in requesting assistance from the program, was October 19, 2018. Homeowners who submitted a survey and qualified for one of the six phases were invited to continue in the program.



### ENVIRONMENTAL REVIEW RECORD

The federally-required environmental review is the process of reviewing a project and its potential environmental impact to determine whether it meets federal, state, and local environmental standards. Reviews were conducted without appointment and from the road or right-of-way.



### COMPLETE THE FORMAL APPLICATION

Qualified homeowners were invited to complete the formal application. The deadline to complete an application for assistance through the Restore Louisiana Homeowner Assistance program was November 16, 2018.



### ELIGIBILITY REVIEW

The Program will review the homeowner's application and supporting documentation to ensure that the information provided confirms that the homeowner meets the eligibility requirements for the program.



### DAMAGE AND LEAD ASSESSMENT

During this scheduled appointment, inspectors will utilize industry-standard software to inspect the home, document completed work, and determine a scope of work for remaining repairs. Homes constructed before 1978 will receive a lead-based paint inspection. At least one homeowner must be present for all inspections.



### REVIEW GRANT AWARD

Once eligibility has been determined, the homeowner will receive a grant award. The homeowner may request to speak to a case manager, accept the award, or appeal the award.



### SIGN GRANT AWARD

Once a homeowner accepts their award, a program representative will reach out to discuss next steps which will depend on which solution is selected.



### REIMBURSEMENT/ REPAIR

Once the grant award is signed, if a homeowner is eligible for reimbursement, funding will be requested and a check will be mailed within 3-4 weeks. Funding for repairs will be disbursed in accordance with the signed grant award.

## Executive Summary

- 45,791 environmental reviews have been completed, representing 99% of the 45,792 homeowners in Phases I – VI.
  - 45,872 homeowners have been invited to complete applications from Phase I - VI. 37,192 (81%) homeowners have submitted their applications.
  - 36,176 scopes of work have been completed, representing 97% of the 37,192 homeowners that have submitted their application.
  - There have been a total of 15,742 Grant Awards offered to homeowners, amounting to \$564,577,098.49. Of those, 13,401 homeowners have acknowledged their grant agreements, obligating \$469,470,831.16.
  - 8,155 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of March 29, 2019, there were a total of 80,799 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 6 outreach events for this reporting period. The following are events scheduled for the week of April 1 – April 7, 2019.
    - 4/1 – 4/3; 4/5: FEMA MHU Case Review Meeting

**Table 1: Outreach Events**

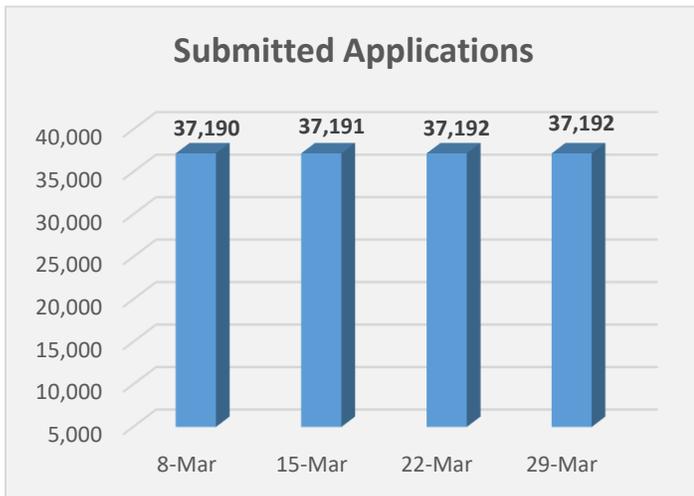
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
October 2018	30
November 2018	16
December 2018	14
January 2019	29
February 2019	15
March 2019	16
<b>Total</b>	<b>395</b>

**Table 2: Homeowner Program Snapshot**

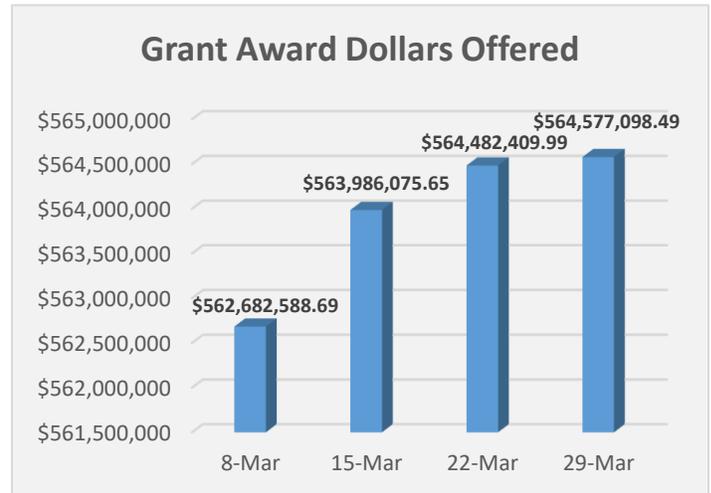
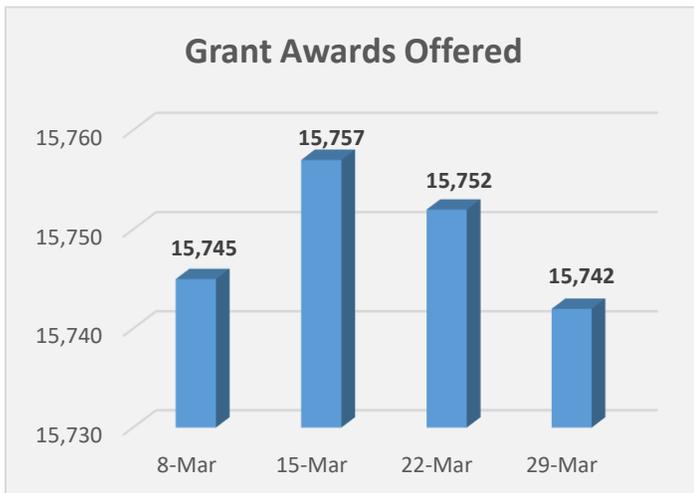
	As of 3/22/19	Weekly Activity	As of 3/29/19	Percentage	
<b>Surveys Recorded</b>				<b>Percentage</b>	
<i>Submitted Surveys</i>	56,261	0	56,261		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,792	0	45,792	81%	
<i>Duplicate Address</i>	4,297	0	4,297	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,172	0	6,172	11%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	1	0	1		
Environmental Reviews Completed	45,791	0	45,791		
<b>Scope of Work: Prospective/Completed</b>					
Scope of Work Available to Work	2	-1	1		
Total Scope of Work Completed	36,175	1	36,176		
<b>Applications In Process</b>					
Total Number of Invited Applications	45,872	0	<b>45,872</b>		
Applications Not Submitted	2,669	0	2,669		11/16/2018 deadline
Applications Available For Grant Determination	43,203	0	43,203		
Pending Grant Determination	77	-5	72	< 0.5%	
<b>Grant Determinations</b>			<b>99% Grant Determinations</b>		
Zero Award	11,466	-1	11,465	26%	
Ineligible Determination	10,320	5	10,325	24%	
Withdrawn By Applicant	5,588	11	5,599	13%	
Grant Award Offered To Applicant	15,752	-10	15,742	36%	
Appeals In Progress	3	1	4		
<b>Grant Awards</b>					<b>Total Dollars</b>
Grant Awards Offered	15,752	-10	15,742		564,577,098.49
Grant Awards Obligated	13,333	68	13,401		469,470,831.16
<i>Solution 1 Only</i>	536	12	548		41,728,501.77
<i>Solution 2 Only</i>	2,030	19	2,049		72,937,509.91
<i>Solution 3 Only</i>	2,711	15	2,726		71,955,139.83
<i>Solution 3 and 1</i>	1,911	4	1,915		76,578,931.97
<i>Solution 3 and 2</i>	6,145	18	6,163		206,270,747.68
<b>Disbursements</b>					
Total Disbursements	12,185	51	12,236		360,369,582.13
<i>Solution 1 Only</i>	301	1	302		11,871,908.92
<i>Solution 2 Only</i>	1,177	11	1,188		34,795,256.04
<i>Solution 3 Only</i>	2,674	22	2,696		71,237,561.24
<i>Solution 3 and 1</i>	1,906	2	1,908		64,479,391.85
<i>Solution 3 and 2</i>	6,127	15	6,142		177,985,464.08
<b>Housing Rehabilitation/Reconstruction Complete</b>					
Total Housing Rehabilitation/Reconstruction Complete	8,075	80	8,155		
<i>Solution 1</i>	2,099	13	2,112		
<i>Solution 2</i>	3,310	44	3,354		
<i>Solution 3 Only</i>	2,666	23	2,689		

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 45,872 Homeowners to complete Applications.**



Completed Appeals

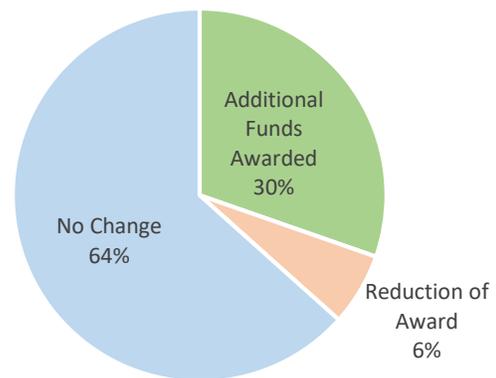
As of March 29, 2019; 5,787 resolved appeals are accounted for in the table below. 4 appeals are currently in process.

**Table 4: Status of Appeals**

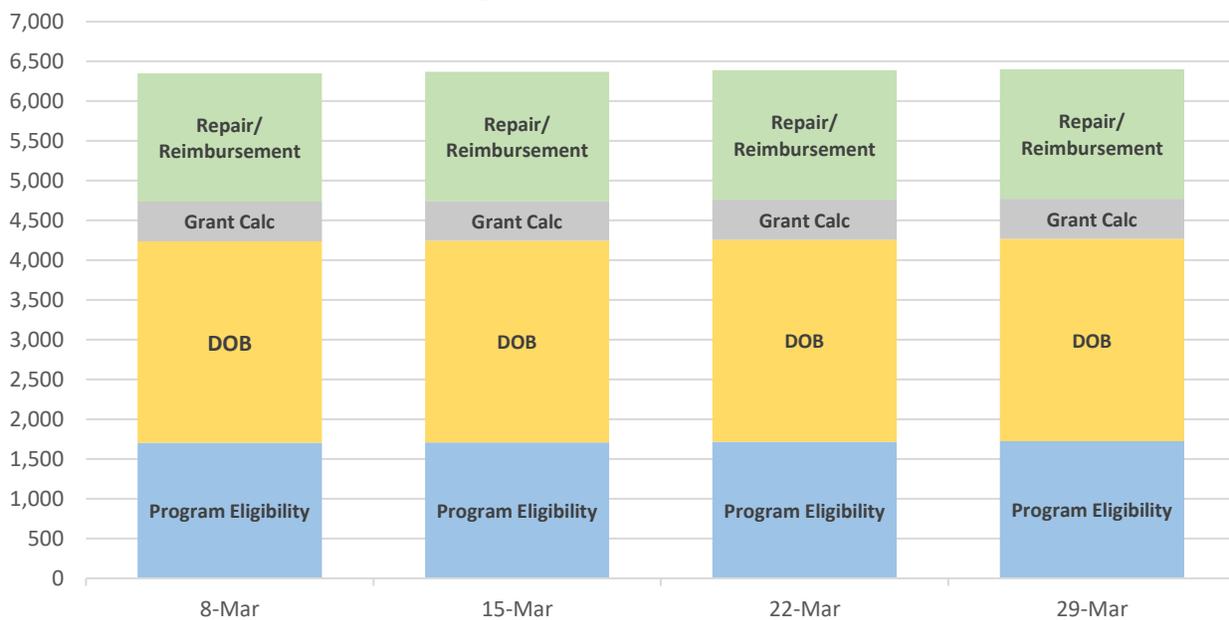
Resolved Cases	Appeals	%	Award Change	Average Award
Additional Funds Awarded	1,198	30%	17,870,836.37	14,917.23
Reduction of Award	251	6%	(2,574,064.15)	(10,255.24)
No Change	2,614	64%		
<b>Total</b>	<b>4,063</b>	<b>100%</b>		

Resolved Cases	Appeals	%
Eligibility Approved	425	25%
Eligibility Denied	1,299	75%
<b>Total</b>	<b>1,724</b>	<b>100%</b>

**Figure 1: Award Appeals**



**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 March 29, 2019, there are 18,918 homeowners, 50.87% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,750 homeowners, 36.97% 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)	5,407	99.89%	5,413
Phase Two (II)	6,240	99.86%	6,249
Phase Three (III)	2,108	28.81%	7,318
Phase Four (IV)	2,369	28.52%	8,306
Phase Five (V)	490	44.63%	1,098
Phase Six (VI)	932	13.11%	7,109
Undetermined	2	100.00%	2
Not In Phase	1,370	80.73%	1,697
<b>Total</b>	<b>18,918</b>	<b>50.87%</b>	<b>37,192</b>

	Submitted Applications	Percentage
Most Impacted LMI	16,466	44.28%
Most Impacted Urgent Need	17,321	46.57%
LMI	2,452	6.59%
Urgent Need	953	2.56%
<b>Total</b>	<b>37,192</b>	<b>100.00%</b>

**Table 7: Submitted Applications with Senior Adult or Disabled Reported**

Phase	Submitted Applications with Senior Adults Reported	% Senior Adults of Submitted Applications by Phase	Submitted Applications with Disabled Reported	% Disabled of Submitted Applications by Phase	Total Submitted Applications
Phase One (I)	3,458	63.88%	3,521	65.05%	5,413
Phase Two (II)	4,452	71.24%	3,455	55.29%	6,249
Phase Three (III)	1,396	19.08%	729	9.96%	7,318
Phase Four (IV)	1,716	20.66%	897	10.80%	8,306
Phase Five (V)	188	17.12%	170	15.48%	1,098
Phase Six (VI)	1,893	26.63%	1,078	15.16%	7,109
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	646	38.07%	1,340	78.96%	1,697
<b>Total</b>	<b>13,750</b>	<b>36.97%</b>	<b>11,192</b>	<b>30.09%</b>	<b>37,192</b>

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

LMI/Most Impacted Parish Data for Obligated/Disbursed Grants

**Table 8: Obligated/Disbursed Grants LMI/Most Impacted Data**

	Obligated Grants			Disbursed Grants		
	Count	Total Dollars	Percentage	Count	Total Dollars	Percentage
Total Grants	<b>13,401</b>	<b>469,470,831.16</b>		<b>12,236</b>	<b>360,369,582.13</b>	
LMI	6,912	265,848,887.19	56.6%	6,110	189,271,605.09	52.5%
Urgent Need	6,489	203,621,943.97	43.4%	6,126	171,097,977.04	47.5%
Most Impacted Parishes	<b>12,688</b>	<b>439,118,409.55</b>	<b>93.5%</b>	<b>11,705</b>	<b>344,994,819.50</b>	<b>95.7%</b>
LMI	6,450	244,748,686.89	52.1%	5,791	179,791,272.79	49.9%
Urgent Need	6,238	194,369,722.66	41.4%	5,914	165,203,546.71	45.8%
Other Parishes	<b>713</b>	<b>30,352,421.61</b>	<b>6.5%</b>	<b>531</b>	<b>15,374,762.63</b>	<b>4.3%</b>
LMI	462	21,100,200.30	4.5%	319	9,480,332.30	2.6%
Urgent Need	251	9,252,221.31	2.0%	212	5,894,430.33	1.7%

Demographics for Submitted Applications

**Table 9: Submitted Applications by Race**

Race (Self-Reported)	Obligated Applications	Percentage
American Indian/Alaska Native	18	0.13%
American Indian/Alaska Native and White	32	0.24%
American Indian/Alaskan Native/Black-African American	14	0.11%
Asian	284	2.12%
Asian and White	24	0.18%
Black/African American	5,198	38.79%
Black/African American and White	105	0.78%
Native Hawaiian/Other Pacific Islander	15	0.11%
Other Multi-Racial	221	1.65%
White	7,454	55.62%
A Race was not provided	36	0.27%
<b>Total</b>	<b>13,401</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 10: Housing Assistance Center Activity**

Activity	As of 3/22/2019	Weekly Activity	As of 3/29/2019
<b>Appointments</b>			
Total Number of Appointments	84,862	146	85,008
<i>Walk-ins</i>	50,597	122	50,719
<i>Scheduled</i>	34,265	24	34,289
<i>Held at office</i>	29,443	20	29,463
<i>Home visit</i>	617	0	617
<i>Cancelled</i>	2,790	4	2,794
<i>No Show</i>	1,415	0	1,415
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	55,395	131	55,526
<i>Walk-ins</i>	36,246	115	36,361
<i>Scheduled</i>	19,149	16	19,165
<i>Held at office</i>	16,630	12	16,642
<i>Home visit</i>	249	0	249
<i>Cancelled</i>	1,863	4	1,867
<i>No Show</i>	407	0	407
<b>Hammond</b>			
Total Number of Appointments	17,452	1	17,453
<i>Walk-ins</i>	10,745	0	10,745
<i>Scheduled</i>	6,707	1	6,708
<i>Held at office</i>	5,137	1	5,138
<i>Home visit</i>	349	0	349
<i>Cancelled</i>	560	0	560
<i>No Show</i>	661	0	661
<b>Lafayette</b>			
Total Number of Appointments	6,929	14	6,943
<i>Walk-ins</i>	1,551	7	1,558
<i>Scheduled</i>	5,378	7	5,385
<i>Held at office</i>	5,037	7	5,044
<i>Home visit</i>	7	0	7
<i>Cancelled</i>	225	0	225
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	5,086	0	5,086
<i>Walk-ins</i>	2,055	0	2,055
<i>Scheduled</i>	3,031	0	3,031
<i>Held at office</i>	2,639	0	2,639
<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
<b>Call Center</b>			
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
<b>Completed Inbound Calls Details</b>			
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
<b>Completed Outbound Calls Details</b>			
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	4,118	1,625
2	27	0	37	69	16	72	1,496	380
3	16	1	38	110	40	73	926	332
4	51	11	39	116	34	74	223	61
5	13	2	40	117	42	75	234	54
6	2	0	41	164	56	76	20	4
7	30	11	42	225	86	77	154	46
8	13	0	43	325	144	78	0	0
9	92	31	44	52	5	79	0	0
10	100	36	45	90	27	80	0	0
11	38	8	46	150	51	81	1,652	677
12	69	15	47	346	118	83	0	0
13	46	14	48	410	202	84	0	0
14	251	67	49	227	82	85	0	0
15	42	15	50	1	0	86	574	184
16	383	109	51	0	0	88	2,200	786
17	813	314	52	0	0	89	1	0
18	89	21	53	0	0	90	7	0
19	236	81	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	30	57	0	0	94	0	0
23	63	16	58	188	50	95	1,840	920
24	69	32	59	508	174	96	351	115
25	5	0	60	53	15	97	0	0
26	18	1	61	1,142	508	98	0	0
27	16	9	62	432	188	99	0	0
28	49	8	63	718	349	100	0	0
29	1,294	738	64	2,578	1,168	101	4,421	2,679
30	9	2	65	4,383	2,019	102	0	0
31	795	346	66	1,220	408	103	0	0
32	31	13	67	102	20	104	5	0
33	43	23	68	52	16	105	0	0
34	21	2	69	152	47	Unknown	0	0
35	5	0	70	55	18	<b>Total</b>	<b>37,192</b>	<b>15,742</b>

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

Senate District	Application Count	Offered Count
1	31	5
2	248	70
3	0	0
4	0	0
5	0	0
6	6,561	2,743
7	0	0
8	0	0
9	0	0
10	0	0
11	588	199
12	1,626	438
13	7,172	3,048
14	1,351	614
15	7,850	4,407
16	364	129
17	745	263
18	4,256	1,561
19	0	0
20	0	0
21	32	5

Senate District	Application Count	Offered Count
22	602	211
23	1,191	539
24	333	78
25	240	75
26	948	375
27	26	2
28	233	81
29	96	21
30	151	74
31	115	35
32	184	52
33	508	143
34	1,145	406
35	165	48
36	188	58
37	60	19
38	63	19
39	120	24
Unknown	0	0
<b>Total</b>	<b>37,192</b>	<b>15,742</b>

**APPENDIX B**

**Table 14: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish**

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	583	306
Allen	75	23	14
Ascension	6,353	4,508	3,069
Avoyelles	274	138	49
Beauregard	113	56	22
Bienville	209	60	25
Bossier	607	298	141
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	96
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	8,094
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
<b>Total</b>	<b>*82,440</b>	<b>56,064</b>	<b>37,185</b>

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

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

**APPENDIX C**

**Table 15: Grant Awards by Parish**

Parish	Grant Awards Offered Count	Grant Awards Offered Amount	Grant Awards Obligated Count	Grant Awards Obligated Amount	Disbursed Count	Disbursed Amount
Acadia	116	\$4,929,299.84	86	\$3,135,795.76	73	\$2,112,320.29
Allen	5	\$156,063.22	4	\$117,381.54	4	\$90,775.77
Ascension	1,073	\$38,975,671.19	892	\$31,379,784.58	811	\$23,880,622.77
Avoyelles	8	\$493,755.18	7	\$442,290.37	5	\$51,774.79
Beauregard	9	\$343,128.76	7	\$334,077.57	6	\$188,837.54
Bienville	8	\$309,395.41	6	\$226,557.03	4	\$108,072.90
Bossier	42	\$1,648,716.66	19	\$761,900.15	10	\$352,807.08
Caddo	38	\$1,921,071.37	26	\$1,210,644.98	17	\$401,680.95
Calcasieu	38	\$1,374,755.22	24	\$940,903.46	22	\$725,262.44
Caldwell	11	\$605,803.95	5	\$201,243.31	2	\$66,386.89
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	\$1,156,797.67	21	\$658,752.85	20	\$560,411.34
East Baton Rouge	7,741	\$263,437,809.86	6,936	\$237,676,648.53	6,571	\$195,399,350.12
East Carroll	11	\$451,895.66	9	\$351,264.74	7	\$194,487.30
East Feliciana	85	\$3,352,945.40	53	\$2,142,364.28	45	\$1,231,473.96
Evangeline	36	\$1,471,748.81	26	\$741,372.46	22	\$469,385.82
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	13	\$699,740.49	6	\$216,302.11	5	\$112,471.71
Iberia	105	\$3,959,969.29	72	\$2,715,270.97	57	\$1,649,508.18
Iberville	31	\$1,589,298.03	23	\$1,138,578.36	15	\$447,185.24
Jefferson Davis	15	\$994,910.14	12	\$872,549.75	7	\$123,411.62
Lafayette	708	\$21,536,282.57	652	\$19,664,208.57	621	\$16,603,999.96
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	3,443	\$124,125,458.49	2,818	\$97,444,262.49	2,573	\$76,388,080.11
Madison	1	\$57,405.95	1	\$57,405.95	1	\$57,405.95
Morehouse	68	\$3,574,533.01	49	\$2,298,881.44	36	\$920,388.69
Natchitoches	24	\$1,192,037.83	14	\$458,251.98	11	\$254,365.23
Ouachita	466	\$17,407,963.66	376	\$14,065,001.65	318	\$9,071,585.13
Plaquemines	1	\$60,987.39	1	\$60,987.39	1	\$13,593.28
Pointe Coupee	18	\$1,111,432.77	11	\$461,126.77	8	\$256,256.03
Rapides	10	\$556,862.96	5	\$187,988.25	5	\$100,756.35
Red River	4	\$209,801.66	4	\$209,801.66	1	\$15,281.74
Richland	32	\$1,636,146.79	19	\$1,097,380.06	12	\$365,219.74
Sabine	4	\$165,376.42	3	\$131,173.77	1	\$18,076.84
St. Helena	84	\$3,874,035.33	63	\$2,877,364.91	35	\$1,218,984.19
St. James	11	\$596,127.66	8	\$462,622.97	4	\$169,385.11
St. Landry	68	\$3,158,396.44	44	\$1,978,950.49	27	\$670,293.33
St. Martin	106	\$4,610,411.24	83	\$3,423,397.39	67	\$2,239,167.67
St. Tammany	87	\$3,664,766.28	66	\$2,239,769.62	60	\$1,628,586.92
Tangipahoa	814	\$32,478,538.56	662	\$25,796,773.58	505	\$15,491,784.70
Union	17	\$599,332.78	13	\$371,398.84	10	\$246,785.49
Vermilion	191	\$7,264,781.49	153	\$5,460,380.15	137	\$3,357,258.91
Vernon	28	\$1,105,944.22	19	\$795,605.14	16	\$601,804.70
Washington	60	\$3,776,227.08	47	\$2,255,784.62	36	\$1,061,230.59
Webster	26	\$1,164,008.69	17	\$585,365.59	15	\$416,593.61
West Baton Rouge	2	\$103,805.62	2	\$104,835.05	2	\$103,805.62
West Carroll	14	\$739,326.90	8	\$361,298.23	7	\$259,498.61
West Feliciana	11	\$423,414.93	9	\$365,056.79	7	\$237,027.32
Winn	7	\$455,991.75	5	\$266,760.23	5	\$76,978.06
<b>Total</b>	<b>15,742</b>	<b>\$564,577,098.49</b>	<b>13,401</b>	<b>\$469,470,831.16</b>	<b>12,236</b>	<b>\$360,369,582.13</b>

**APPENDIX D**

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

**Figure 3: Requested Assistance**

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

## APPENDIX E

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

**Figure 4: Phase and Tiers**

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

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

**Notes:**

- The deadline to complete the homeowner survey was October 19, 2018.
- The deadline to complete the homeowner application was November 16, 2018.
- On August 18, 2017, the program was expanded to include homeowners with structural flood insurance and on July 20, 2018 the program was expanded to increase the reimbursement amount from 50 percent to 100 percent for homeowners in phases 3-6 which has been applied retroactively.

**APPENDIX F**

The Housing Assistance Centers will be open 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:** OPEN MONDAY – FRIDAY | 8:00 A.M. – 5:00 P.M.  
**HAMMOND:** OPEN TUESDAYS AND THURSDAYS | 9:00 A.M. – 5:00 P.M.  
**LAFAYETTE, MONROE:** OPEN TUESDAYS | 9:00 A.M. – 5:00 P.M.

<p><b>BATON ROUGE</b></p> <p>Oak Tree Building, 10000 Celtic Dr</p> <p><b>866-735-2001</b></p>	<p><b>HAMMOND</b></p> <p>130 Robin Hood Dr</p> <p><b>985-520-6716</b></p>
<p><b>LAFAYETTE</b></p> <p>Lafayette Public Library – East Regional Branch 215 La Neuville Rd in Youngsville, Meeting Room 4</p> <p><b>337-252-4082</b></p>	<p><b>MONROE</b></p> <p>Old State Farm Building 24 Accent Dr, Suite 116</p> <p><b>318-267-3728</b></p>

## Glossary

**Act of Donation:** A form of property transfer without exchange of payment.

**Applicant:** All homeowners who are owner-occupants of a damaged property are applicants. All owner-occupants must sign program documents.

**CDBG-DR:** Community Development Block Grant – Disaster Recovery Program

**Common Area Under Roof:** The total area under the common roof is primarily interior, conditioned spaces, and for single-story homes, equal to the footprint of the house. The term is also synonymous with the eligible area. In addition, exterior spaces such as detached porches and garages are not considered in the eligible area.

**Duplication of Benefits:** A duplication of benefit is the receipt of funding from multiple sources for the same purpose. The Robert T. Stafford Disaster Assistance and Emergency Relief Act (Stafford Act) prohibits any person, business concern or other entity from receiving financial assistance from CDBG Disaster Recovery funding with respect to any part of the loss resulting from a major disaster as to which he/she has already received financial assistance under any other program or from insurance or any other sources. It is an amount determined by the program that may result in the reduction of an award value.

**HCDA:** Housing and Community Development Act of 1974

**Housing Assistance Center (HAC):** A location where applicants meet with case managers and schedule appointments.

**HUD:** Department of Housing and Urban Development

**Low to Moderate Income (LMI) Household:** A household is considered to be of low or moderate income if the household income (including income derived from assets) is at or below 80 percent of an area's median income. All income is based on the Area Median Income limits set annually by HUD for each parish or metropolitan statistical area.

**Major/Severe Damages:** \$8,000 or more of FEMA inspected real property damage or 1 foot or more of flood damage on the first floor.

**New Construction:** A replacement home that substantially exceeds the original footprint by 20% or more on the existing lot (if permitted) or the construction of a new home in a new location.

**NFIP:** National Flood Insurance Program. When the Program refers to NFIP in the context of eligibility or duplication of benefits, the Program is referring to private and public flood insurance programs that cover structural repairs resulting from flood damages.

**Reconstruction:** Demolition and rebuilding of an existing structure based on the program's building standards. Reconstructed property is built on the same footprint as the original structure and will not substantially exceed (limited to an increase of 20% or less) the square footage of the current or demolished structure. This requirement will subordinate to the local jurisdiction's building code requirements.

**Rehabilitation:** Repairs made to an existing structure based on the program's building standards.