

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #96
December 28, 2019 – January 31, 2020
Rev #52

February, 2020

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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. 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.

Initially, homeowners were asked to complete a brief survey to gather information about their unmet needs related to the repair or reconstruction of their flooded home. Responses to the survey were then used to determine phased invitations to homeowners to complete a formal application. The deadline to submit the initial survey was October 19, 2018. The deadline to submit the formal application was November 16, 2018.

Homeowners invited to complete the application must also meet 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 type as determined by program, including single family homes, duplexes, mobile homes and condominiums
- Located in one of 51 disaster declared parishes

Homeowners who qualify and are eligible for assistance may choose one of three solutions based on their progress in the rebuilding process and their capacity to complete the remaining work: Solution 1 (program-managed construction), Solution 2 (homeowner-managed construction), and/or Solution 3 (reimbursement for work already completed). More information about these solutions is available on the [Restore Louisiana website](#).

With 99%* of grant determinations now completed (see Table 2 for more information), the program is largely focused on assisting homeowners with finishing their construction projects. For homeowners who have opted for Solution 1, the program will manage and complete the construction process on their behalf using economy-grade finishes. Homeowners who have opted for Solution 2 will oversee the completion of their construction project or the replacement of their flood-damaged Manufactured Housing Unit (MHU), and the program will monitor the project and disburse eligible grant funding as work is completed in accordance with each homeowner's signed grant agreement and approved scope of work.

Additionally, Restore Louisiana is now working with eligible homeowners whose primary residence is in a floodway as part of the Buyout and Resilient Housing Incentive Program (Solution 4). The application deadline for this program was March 29, 2019. More information about Solution 4 can be found on the [Restore Louisiana website](#).

* Due to SBA duplication of benefits (DOB) grant award adjustments, ~1% of the "pending determination" population now contains records previously determined to be "Zero Award" that moved back into determination processing based on a new positive award due to SBA DOB being removed as a DOB.

Executive Summary

- 45,440 environmental reviews have been completed, representing 100% of the 45,440 homeowners in Phases I – VI.
 - 45,440 homeowners have been invited to complete applications from Phase I - VI. 37,182 (82%) homeowners have submitted their applications.
 - 36,164 scopes of work have been completed, representing 97% of the 37,182 homeowners that have submitted their application.
 - There have been a total of 17,040 Grant Awards offered to homeowners, amounting to \$650,708,011.49. Of those, 16,319 homeowners have acknowledged their grant agreements, obligating \$627,059,989.76.
 - 11,803 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of January, 2020, there were a total of 91,090 appointments held.
 - 361,161 calls were completed by the call center. 234,368 of the completed calls were inbound calls and 126,793 of the completed calls were outbound calls.
 - The Program has completed 0 outreach events for this reporting period. There are no events scheduled for the upcoming month.

Table 1: Outreach Events

| Year | # of Events Hosted/ Participated In |
|--------------|--|
| 2017 | 131 |
| 2018 | 204 |
| 2019 | 84 |
| 2020 (YTD) | 0 |
| Total | 419 |

Table 2: Homeowner Program Snapshot

| | As of 12/27/19 | Monthly Activity | As of 1/31/20 | Percentage | |
|---|-------------------|---------------------|---------------------------------|-------------------|----------------------|
| Surveys Recorded | | | | Percentage | |
| <i>Submitted Surveys</i> | 56,262 | 0 | 56,262 | | 10/19/2018 deadline |
| <i>Phase I - VI Subtotal</i> | 45,440 | 0 | 45,440 | 81% | |
| <i>Duplicate Address</i> | 4,295 | 0 | 4,295 | 8% | |
| <i>Not Currently In A Phase (mainly FEMA Minor)</i> | 6,527 | 0 | 6,527 | 11% | |
| Environmental Reviews | | | | | |
| Environmental Reviews Available to Work | 0 | 0 | 0 | | |
| Environmental Reviews Completed | 45,440 | 0 | 45,440 | | |
| Scope of Work: Prospective/Completed | | | | | |
| Scope of Work Available to Work | 5 | 1 | 6 | | |
| Total Scope of Work Completed | 36,165 | -1 | 36,164 | | |
| Applications In Process | | | | | |
| Total Number of Invited Applications | 45,440 | 0 | 45,440 | | |
| Applications Not Available For Grant Determination | 0 | 0 | 0 | | 11/16/2018 deadline |
| Applications Available For Grant Determination | 45,440 | 0 | 45,440 | | |
| Pending Grant Determination | 582 | -138 | 444 | 1% | |
| Grant Determinations | | | 99% Grant Determinations | | |
| Zero Award | 8,644 | -17 | 8,627 | 19% | |
| Ineligible Determination | 12,893 | 630 | 13,523 | 30% | |
| Withdrawn By Applicant | 5,786 | 20 | 5,806 | 13% | |
| Grant Award Offered To Applicant | 17,535 | -495 | 17,040 | 37% | |
| Appeals In Progress | 10 | 3 | 13 | | |
| Grant Awards | | | | | Total Dollars |
| Grant Awards Offered | 17,535 | -495 | 17,040 | | 650,708,011.49 |
| Grant Awards Obligated | 15,928 | 391 | 16,319 | | 627,059,989.76 |
| <i>Solution 1 Only</i> | 706 | 21 | 727 | | 63,906,918.26 |
| <i>Solution 2 Only</i> | 2,485 | 72 | 2,557 | | 105,833,747.32 |
| <i>Solution 3 Only</i> | 3,423 | 120 | 3,543 | | 103,829,140.95 |
| <i>Solution 3 and 1</i> | 2,084 | 15 | 2,099 | | 91,875,978.83 |
| <i>Solution 3 and 2</i> | 7,230 | 163 | 7,393 | | 261,614,204.40 |
| Disbursements | | | | | |
| Total Disbursements | 14,804 | 388 | 15,192 | | 521,932,941.14 |
| <i>Solution 1 Only</i> | 543 | 28 | 571 | | 43,172,815.82 |
| <i>Solution 2 Only</i> | 1,843 | 79 | 1,922 | | 72,935,457.72 |
| <i>Solution 3 Only</i> | 3,297 | 130 | 3,427 | | 98,506,485.39 |
| <i>Solution 3 and 1</i> | 2,081 | 5 | 2,086 | | 83,278,843.20 |
| <i>Solution 3 and 2</i> | 7,040 | 146 | 7,186 | | 224,039,339.01 |
| Housing Rehabilitation/Reconstruction Complete | | | | | |
| Total Housing Rehabilitation/Reconstruction Complete | 11,369 | 434 | 11,803 | | |
| <i>Solution 1</i> | 2,522 | 52 | 2,574 | | |
| <i>Solution 2</i> | 5,481 | 266 | 5,747 | | |
| <i>Solution 3 Only</i> | 3,366 | 116 | 3,482 | | |

Completed Appeals

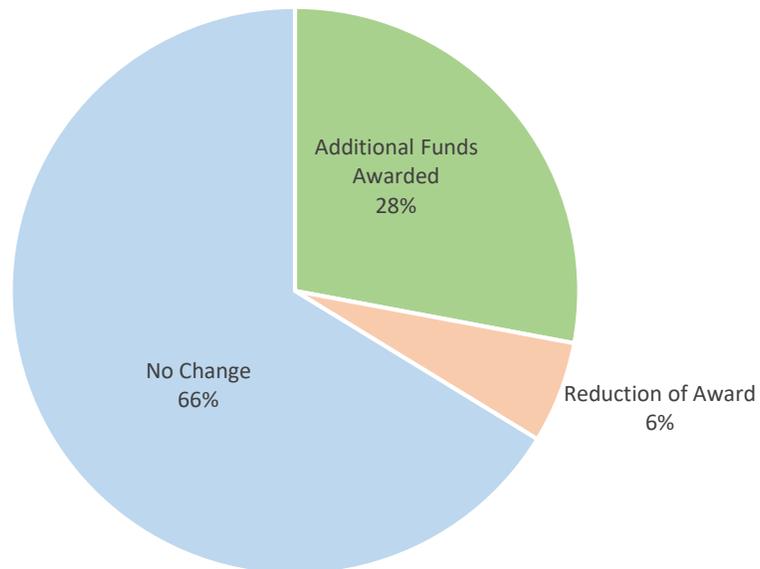
As of January 31, 2020; 6,430 resolved appeals are accounted for in the table below. 13 appeals are currently in process.

Table 3: Status of Appeals

| Resolved Cases | Appeals | % | Award Change | Average Award |
|--------------------------|--------------|-------------|----------------|---------------|
| Additional Funds Awarded | 1,250 | 28% | 18,579,172.24 | 14,863.34 |
| Reduction of Award | 259 | 6% | (2,367,355.49) | (9,140.37) |
| No Change | 2,963 | 66% | | |
| Total | 4,472 | 100% | | |

| Resolved Cases | Appeals | % |
|----------------------|--------------|-------------|
| Eligibility Approved | 542 | 28% |
| Eligibility Denied | 1,416 | 72% |
| Total | 1,958 | 100% |

Figure 1: Award Appeals



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

As of January 31, 2020, there are 18,906 homeowners, 50.85% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,740 homeowners, 36.95% of the homeowners who submitted applications, that reported they were 62 years of age or older.

Table 4 & 5: 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) | 5,395 | 99.96% | 5,397 |
| Phase Two (II) | 6,240 | 99.92% | 6,245 |
| Phase Three (III) | 2,099 | 28.86% | 7,272 |
| Phase Four (IV) | 2,359 | 28.67% | 8,229 |
| Phase Five (V) | 486 | 44.46% | 1,093 |
| Phase Six (VI) | 960 | 13.24% | 7,251 |
| Undetermined | 2 | 100.00% | 2 |
| Not In Phase | 1,365 | 80.63% | 1,693 |
| Total | 18,906 | 50.85% | 37,182 |

| | Submitted Applications | Percentage |
|---------------------------|------------------------|----------------|
| Most Impacted LMI | 16,466 | 44.29% |
| Most Impacted Urgent Need | 17,320 | 46.58% |
| LMI | 2,440 | 6.56% |
| Urgent Need | 956 | 2.57% |
| Total | 37,182 | 100.00% |

Table 6: 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) | 3,465 | 64.20% | 3,490 | 64.67% | 5,397 |
| Phase Two (II) | 4,451 | 71.27% | 3,440 | 55.08% | 6,245 |
| Phase Three (III) | 1,383 | 19.02% | 734 | 10.09% | 7,272 |
| Phase Four (IV) | 1,701 | 20.67% | 891 | 10.83% | 8,229 |
| Phase Five (V) | 192 | 17.57% | 175 | 16.01% | 1,093 |
| Phase Six (VI) | 1,904 | 26.26% | 1,089 | 15.02% | 7,251 |
| Undetermined | 1 | 50.00% | 2 | 100.00% | 2 |
| Not In Phase | 643 | 37.98% | 1,335 | 78.85% | 1,693 |
| Total | 13,740 | 36.95% | 11,156 | 30.00% | 37,182 |

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

LMI/Most Impacted Parish Data for Obligated/Disbursed Grants

Table 7: Obligated/Disbursed Grants LMI/Most Impacted Data

| | Obligated Grants | | | Disbursed Grants | | |
|------------------------|------------------|-----------------------|--------------|------------------|-----------------------|--------------|
| | Count | Total Dollars | Percentage | Count | Total Dollars | Percentage |
| Total Grants | 16,319 | 627,059,989.76 | | 15,192 | 521,932,941.14 | |
| LMI | 8,092 | 343,649,861.53 | 54.8% | 7,470 | 278,725,440.36 | 53.4% |
| Urgent Need | 8,227 | 283,410,128.23 | 45.2% | 7,722 | 243,207,500.78 | 46.6% |
| Most Impacted Parishes | 15,358 | 580,065,234.34 | 92.5% | 14,363 | 488,479,727.56 | 93.6% |
| LMI | 7,471 | 311,565,381.79 | 49.7% | 6,947 | 256,616,853.27 | 49.2% |
| Urgent Need | 7,887 | 268,499,852.55 | 42.8% | 7,416 | 231,862,874.29 | 44.4% |
| Other Parishes | 961 | 46,994,755.42 | 7.5% | 829 | 33,453,213.58 | 6.4% |
| LMI | 621 | 32,084,479.74 | 5.1% | 523 | 22,108,587.09 | 4.2% |
| Urgent Need | 340 | 14,910,275.68 | 2.4% | 306 | 11,344,626.49 | 2.2% |

Demographics for Obligated Applications

Table 8: Obligated Applications by Race

| Race (Self-Reported) | Obligated Applications | Percentage |
|---|------------------------|----------------|
| American Indian/Alaska Native | 19 | 0.12% |
| American Indian/Alaska Native and White | 39 | 0.24% |
| American Indian/Alaskan Native/Black-African American | 22 | 0.13% |
| Asian | 318 | 1.95% |
| Asian and White | 26 | 0.16% |
| Black/African American | 6,076 | 37.23% |
| Black/African American and White | 120 | 0.74% |
| Native Hawaiian/Other Pacific Islander | 17 | 0.10% |
| Other Multi-Racial | 267 | 1.64% |
| White | 9,359 | 57.35% |
| A Race was not provided | 56 | 0.34% |
| Total | 16,319 | 100.00% |

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

| Activity | As of 12/27/2019 | Monthly Activity | As of 1/31/2020 |
|---|---------------------|---------------------|--------------------|
| Appointments | | | |
| Total Number of Appointments | 94,748 | 1,375 | 96,123 |
| <i>Walk-ins</i> | 59,312 | 1,282 | 60,594 |
| <i>Scheduled</i> | 35,436 | 93 | 35,529 |
| <i>Held at office</i> | 30,448 | 48 | 30,496 |
| <i>Home visit</i> | 618 | 0 | 618 |
| <i>Cancelled</i> | 2,950 | 45 | 2,995 |
| <i>No Show</i> | 1,420 | 0 | 1,420 |
| Housing Assistance Center Details | | | |
| Baton Rouge | | | |
| <i>Oak Tree Building – 10000 Celtic Drive (8AM-5PM, Monday through Friday)</i> | | | |
| Total Number of Appointments | 63,403 | 1,293 | 64,696 |
| <i>Walk-ins</i> | 43,758 | 1,229 | 44,987 |
| <i>Scheduled</i> | 19,645 | 64 | 19,709 |
| <i>Held at office</i> | 17,051 | 28 | 17,079 |
| <i>Home visit</i> | 250 | 0 | 250 |
| <i>Cancelled</i> | 1,936 | 36 | 1,972 |
| <i>No Show</i> | 408 | 0 | 408 |
| Hammond | | | |
| <i>130 Robin Hood Drive (9AM-5PM, Tuesdays and Thursdays)</i> | | | |
| Total Number of Appointments | 18,403 | 3 | 18,406 |
| <i>Walk-ins</i> | 11,425 | 3 | 11,428 |
| <i>Scheduled</i> | 6,978 | 0 | 6,978 |
| <i>Held at office</i> | 5,387 | 0 | 5,387 |
| <i>Home visit</i> | 349 | 0 | 349 |
| <i>Cancelled</i> | 577 | 0 | 577 |
| <i>No Show</i> | 665 | 0 | 665 |
| Lafayette | | | |
| <i>Lafayette Public Library, East Regional Branch – 215 La Neuville Road, Youngsville (9AM-5PM, Tuesdays)</i> | | | |
| Total Number of Appointments | 7,456 | 37 | 7,493 |
| <i>Walk-ins</i> | 1,836 | 24 | 1,860 |
| <i>Scheduled</i> | 5,620 | 13 | 5,633 |
| <i>Held at office</i> | 5,217 | 4 | 5,221 |
| <i>Home visit</i> | 7 | 0 | 7 |
| <i>Cancelled</i> | 287 | 9 | 296 |
| <i>No Show</i> | 109 | 0 | 109 |
| Monroe | | | |
| <i>Old State Farm Building – 24 Accent Drive, Suite 116 (9AM-5PM, Tuesdays)</i> | | | |
| Total Number of Appointments | 5,486 | 42 | 5,528 |
| <i>Walk-ins</i> | 2,293 | 26 | 2,319 |
| <i>Scheduled</i> | 3,193 | 16 | 3,209 |
| <i>Held at office</i> | 2,793 | 16 | 2,809 |
| <i>Home visit</i> | 12 | 0 | 12 |
| <i>Cancelled</i> | 150 | 0 | 150 |
| <i>No Show</i> | 238 | 0 | 238 |

Call Center Activity

Table 10: Call Center Activity

| Activity | As of 12/27/2019 | Monthly Activity | As of 1/31/2020 |
|---|---------------------|---------------------|--------------------|
| Call Center | | | |
| Total Calls | 369,607 | 5,302 | 374,909 |
| Total Calls Abandoned | 13,102 | 646 | 13,748 |
| Abandoned % | 3.54% | 0.12% | 3.67% |
| Total Calls Processed | 356,505 | 4,656 | 361,161 |
| Inbound | 230,717 | 3,651 | 234,368 |
| Outbound | 125,788 | 1,005 | 126,793 |
| Completed Inbound Calls Details | | | |
| Total Inbound Calls Completed | 230,717 | 3,651 | 234,368 |
| Average Wait Time | 1.42 min | | 1.49 min |
| Average Call Time | 5.19 min | | 5.16 min |
| Program Inquiry | 61,065 | 258 | 61,323 |
| Surveys Status Update | 4,496 | 0 | 4,496 |
| Surveys Completed | 10,350 | 0 | 10,350 |
| Case Manager Request | 30,884 | 707 | 31,591 |
| Application Status Update | 75,915 | 517 | 76,432 |
| Application In Progress | 1,080 | 3 | 1,083 |
| Application Submitted (Pending Document Upload) | 6,541 | 1 | 6,542 |
| Applications Completed | 286 | 2 | 288 |
| Damage Assessment Inquiry | 2,284 | 3 | 2,287 |
| Award Acknowledgement Inquiry | 3,074 | 29 | 3,103 |
| Construction Inquiry | 7,362 | 529 | 7,891 |
| Appeals | 4,339 | 176 | 4,515 |
| Outbound Project | 91 | 2 | 93 |
| Invalid Number/ No Answer / Busy / Left Message | 13,930 | 172 | 14,102 |
| Call Transferred | 9,020 | 1,252 | 10,272 |
| Completed Outbound Calls Details | | | |
| Total Outbound Calls Completed | 125,788 | 1,005 | 126,793 |
| Average Call Time | 1.53 min | | 1.54 min |
| Program Inquiry | 6,599 | 59 | 6,658 |
| Survey Status Update | 3,475 | 0 | 3,475 |
| Surveys Completed | 1,060 | 0 | 1,060 |
| Case Manager Request | 904 | 154 | 1,058 |
| Application Status Update | 20,105 | 111 | 20,216 |
| Application In Progress | 33 | 1 | 34 |
| Application Submitted (Pending Document Upload) | 749 | 0 | 749 |
| Applications Completed | 54 | 0 | 54 |
| Damage Assessment Inquiry | 15 | 0 | 15 |
| Award Acknowledgement Inquiry | 72 | 10 | 82 |
| Construction Inquiry | 509 | 91 | 600 |
| Appeals | 364 | 41 | 405 |
| Outbound Project | 6,923 | 9 | 6,932 |
| Invalid Number/ No Answer / Busy / Left Message | 42,389 | 148 | 42,537 |
| Call Transferred | 42,537 | 381 | 42,918 |

APPENDIX A

Table 11: 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 | 1,838 |
| 2 | 27 | 0 | 37 | 69 | 15 | 72 | 1,494 | 368 |
| 3 | 16 | 1 | 38 | 110 | 42 | 73 | 926 | 347 |
| 4 | 49 | 11 | 39 | 116 | 37 | 74 | 223 | 60 |
| 5 | 13 | 2 | 40 | 117 | 40 | 75 | 234 | 50 |
| 6 | 2 | 0 | 41 | 164 | 55 | 76 | 20 | 5 |
| 7 | 30 | 8 | 42 | 225 | 85 | 77 | 154 | 47 |
| 8 | 13 | 0 | 43 | 325 | 159 | 78 | 0 | 0 |
| 9 | 91 | 26 | 44 | 52 | 6 | 79 | 0 | 0 |
| 10 | 100 | 34 | 45 | 90 | 30 | 80 | 0 | 0 |
| 11 | 38 | 7 | 46 | 150 | 56 | 81 | 1,652 | 674 |
| 12 | 69 | 17 | 47 | 345 | 117 | 83 | 0 | 0 |
| 13 | 46 | 14 | 48 | 410 | 228 | 84 | 0 | 0 |
| 14 | 250 | 92 | 49 | 227 | 79 | 85 | 0 | 0 |
| 15 | 42 | 17 | 50 | 1 | 0 | 86 | 574 | 181 |
| 16 | 383 | 117 | 51 | 0 | 0 | 88 | 2,200 | 834 |
| 17 | 813 | 314 | 52 | 0 | 0 | 89 | 1 | 0 |
| 18 | 89 | 22 | 53 | 0 | 0 | 90 | 7 | 0 |
| 19 | 236 | 75 | 54 | 0 | 0 | 91 | 0 | 0 |
| 20 | 63 | 14 | 55 | 0 | 0 | 92 | 0 | 0 |
| 21 | 46 | 8 | 56 | 0 | 0 | 93 | 0 | 0 |
| 22 | 96 | 28 | 57 | 0 | 0 | 94 | 0 | 0 |
| 23 | 63 | 14 | 58 | 188 | 49 | 95 | 1,840 | 967 |
| 24 | 69 | 29 | 59 | 509 | 218 | 96 | 350 | 108 |
| 25 | 5 | 0 | 60 | 53 | 20 | 97 | 0 | 0 |
| 26 | 18 | 1 | 61 | 1,142 | 526 | 98 | 0 | 0 |
| 27 | 16 | 8 | 62 | 432 | 185 | 99 | 0 | 0 |
| 28 | 49 | 11 | 63 | 718 | 362 | 100 | 0 | 0 |
| 29 | 1,295 | 780 | 64 | 2,577 | 1,302 | 101 | 4,420 | 2,978 |
| 30 | 9 | 2 | 65 | 4,382 | 2,285 | 102 | 0 | 0 |
| 31 | 795 | 409 | 66 | 1,219 | 472 | 103 | 0 | 0 |
| 32 | 31 | 12 | 67 | 102 | 19 | 104 | 5 | 0 |
| 33 | 43 | 23 | 68 | 52 | 18 | 105 | 0 | 0 |
| 34 | 21 | 2 | 69 | 152 | 48 | Unknown | 0 | 0 |
| 35 | 5 | 0 | 70 | 55 | 16 | Total | 37,182 | 17,040 |

Table 12: Submitted Applications and Grants Offered by Louisiana Senate Districts

| Senate District | Application Count | Offered Count |
|-----------------|-------------------|---------------|
| 1 | 31 | 5 |
| 2 | 248 | 72 |
| 3 | 0 | 0 |
| 4 | 0 | 0 |
| 5 | 0 | 0 |
| 6 | 6,557 | 3,051 |
| 7 | 0 | 0 |
| 8 | 0 | 0 |
| 9 | 0 | 0 |
| 10 | 0 | 0 |
| 11 | 588 | 205 |
| 12 | 1,626 | 422 |
| 13 | 7,172 | 3,401 |
| 14 | 1,351 | 619 |
| 15 | 7,850 | 4,810 |
| 16 | 364 | 149 |
| 17 | 744 | 258 |
| 18 | 4,257 | 1,668 |
| 19 | 0 | 0 |
| 20 | 0 | 0 |
| 21 | 32 | 4 |

| Senate District | Application Count | Offered Count |
|-----------------|-------------------|---------------|
| 22 | 601 | 199 |
| 23 | 1,191 | 640 |
| 24 | 333 | 77 |
| 25 | 240 | 72 |
| 26 | 947 | 389 |
| 27 | 26 | 2 |
| 28 | 233 | 87 |
| 29 | 96 | 21 |
| 30 | 151 | 71 |
| 31 | 115 | 33 |
| 32 | 184 | 50 |
| 33 | 508 | 173 |
| 34 | 1,144 | 401 |
| 35 | 165 | 51 |
| 36 | 188 | 55 |
| 37 | 59 | 15 |
| 38 | 63 | 16 |
| 39 | 118 | 24 |
| Unknown | 0 | 0 |
| Total | 37,182 | 17,040 |

APPENDIX B

Table 13: 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 | 3,070 |
| Avoyelles | 274 | 138 | 49 |
| Beauregard | 113 | 56 | 22 |
| Bienville | 209 | 60 | 25 |
| Bossier | 607 | 298 | 140 |
| Caddo | 589 | 321 | 169 |
| Calcasieu | 266 | 209 | 104 |
| Caldwell | 154 | 62 | 37 |
| Catahoula | 72 | 21 | 7 |
| Claiborne | 208 | 57 | 24 |
| De Soto | 141 | 83 | 53 |
| East Baton Rouge | 24,248 | 21,420 | 15,534 |
| East Carroll | 237 | 54 | 32 |
| East Feliciana | 617 | 304 | 193 |
| Evangeline | 522 | 149 | 78 |
| Franklin | 58 | 29 | 13 |
| Grant | 280 | 83 | 45 |
| Iberia | 1,478 | 689 | 343 |
| 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 | 41 | 22 |

| Parish | FVL Count | Survey Count | Application Count |
|------------------|----------------|---------------|-------------------|
| Livingston | 15,892 | 11,528 | 8,104 |
| Madison | 85 | 57 | 29 |
| Morehouse | 1,005 | 354 | 210 |
| Natchitoches | 598 | 173 | 83 |
| Ouachita | 3,418 | 2,276 | 1,366 |
| Pointe Coupee | 444 | 182 | 79 |
| Rapides | 145 | 93 | 39 |
| Red River | 46 | 18 | 8 |
| Richland | 445 | 154 | 87 |
| Sabine | 100 | 64 | 19 |
| St. Helena | 976 | 591 | 374 |
| 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 | 4,427 | 2,689 |
| Union | 399 | 111 | 68 |
| Vermilion | 1,786 | 1,012 | 526 |
| 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 | 56,065 | 37,175 |

* 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 14: 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 | 117 | \$5,727,993.67 | 113 | \$5,597,680.19 | 100 | \$3,734,224.87 |
| Allen | 4 | \$117,381.54 | 4 | \$117,381.54 | 4 | \$114,411.96 |
| Ascension | 1,164 | \$43,538,720.86 | 1,112 | \$41,903,331.76 | 1,046 | \$36,927,884.33 |
| Avoyelles | 11 | \$596,807.70 | 11 | \$596,807.70 | 9 | \$386,050.18 |
| Beauregard | 9 | \$478,197.16 | 9 | \$478,197.16 | 7 | \$204,263.27 |
| Bienville | 9 | \$312,674.71 | 8 | \$309,395.41 | 7 | \$230,431.15 |
| Bossier | 36 | \$1,521,715.90 | 35 | \$1,458,463.74 | 26 | \$1,036,909.22 |
| Caddo | 37 | \$2,112,018.36 | 35 | \$2,035,018.57 | 26 | \$898,898.54 |
| Calcasieu | 37 | \$1,538,489.64 | 36 | \$1,512,146.62 | 32 | \$1,128,640.35 |
| Caldwell | 11 | \$600,118.02 | 8 | \$507,102.43 | 6 | \$241,486.07 |
| Catahoula | 1 | \$230,600.59 | 1 | \$230,600.59 | 0 | \$0.00 |
| Claiborne | 4 | \$144,312.84 | 4 | \$144,312.84 | 3 | \$114,041.49 |
| Concordia | 2 | \$71,670.49 | 2 | \$71,670.49 | 2 | \$71,670.49 |
| De Soto | 25 | \$889,987.74 | 25 | \$889,987.74 | 23 | \$706,602.02 |
| East Baton Rouge | 8,503 | \$314,544,005.42 | 8,133 | \$302,592,514.09 | 7,660 | \$257,233,275.58 |
| East Carroll | 10 | \$434,105.95 | 10 | \$434,105.95 | 9 | \$380,582.37 |
| East Feliciana | 82 | \$3,538,034.43 | 80 | \$3,471,756.09 | 69 | \$2,644,830.19 |
| Evangeline | 38 | \$1,578,411.55 | 37 | \$1,494,668.26 | 34 | \$1,062,750.16 |
| Franklin | 1 | \$45,000.00 | 1 | \$45,000.00 | 1 | \$45,000.00 |
| Grant | 9 | \$571,279.46 | 9 | \$571,279.46 | 7 | \$297,396.63 |
| Iberia | 92 | \$3,780,808.58 | 90 | \$3,756,764.88 | 81 | \$2,839,252.43 |
| Iberville | 36 | \$1,923,509.77 | 35 | \$1,810,907.00 | 27 | \$1,074,817.12 |
| Jefferson Davis | 14 | \$1,039,941.44 | 14 | \$1,039,941.44 | 14 | \$837,252.21 |
| Lafayette | 825 | \$25,861,268.98 | 804 | \$25,381,838.66 | 763 | \$21,926,330.73 |
| LaSalle | 6 | \$295,945.84 | 6 | \$295,945.84 | 6 | \$290,670.05 |
| Lincoln | 5 | \$266,923.95 | 5 | \$266,923.95 | 4 | \$204,476.20 |
| Livingston | 3,774 | \$143,982,633.27 | 3,604 | \$138,320,597.48 | 3,358 | \$115,764,576.36 |
| Madison | 1 | \$57,405.95 | 1 | \$57,405.95 | 1 | \$57,405.95 |
| Morehouse | 67 | \$3,667,218.27 | 62 | \$3,583,788.68 | 55 | \$2,456,531.53 |
| Natchitoches | 25 | \$1,388,134.80 | 24 | \$1,348,024.16 | 18 | \$804,821.91 |
| Ouachita | 502 | \$19,457,834.62 | 465 | \$18,195,908.40 | 434 | \$14,769,904.62 |
| Plaquemines | 1 | \$59,601.95 | 1 | \$59,601.95 | 1 | \$59,601.95 |
| Pointe Coupee | 19 | \$1,010,087.28 | 16 | \$654,157.73 | 13 | \$459,137.76 |
| Rapides | 9 | \$654,082.97 | 8 | \$600,716.13 | 7 | \$422,616.30 |
| Red River | 4 | \$236,024.81 | 4 | \$236,024.81 | 2 | \$64,037.53 |
| Richland | 27 | \$1,659,421.80 | 24 | \$1,499,071.67 | 23 | \$1,196,183.84 |
| Sabine | 3 | \$131,173.77 | 3 | \$131,173.77 | 2 | \$82,237.99 |
| St. Helena | 82 | \$4,051,227.60 | 77 | \$3,834,968.55 | 64 | \$2,960,367.20 |
| St. James | 9 | \$513,038.06 | 9 | \$513,038.06 | 8 | \$471,228.66 |
| St. Landry | 64 | \$3,304,989.71 | 63 | \$3,268,571.12 | 55 | \$2,516,104.38 |
| St. Martin | 106 | \$5,302,882.43 | 104 | \$5,274,361.24 | 95 | \$3,695,729.91 |
| St. Tammany | 86 | \$3,265,055.49 | 82 | \$3,057,918.09 | 70 | \$2,305,535.30 |
| Tangipahoa | 817 | \$33,550,243.59 | 802 | \$33,125,430.77 | 714 | \$27,691,716.68 |
| Union | 19 | \$569,388.64 | 18 | \$542,410.82 | 16 | \$451,519.64 |
| Vermilion | 192 | \$8,135,118.31 | 186 | \$7,902,852.04 | 167 | \$5,504,219.28 |
| Vernon | 26 | \$1,057,865.56 | 24 | \$1,027,002.00 | 23 | \$959,124.35 |
| Washington | 59 | \$4,053,959.03 | 57 | \$3,987,162.86 | 51 | \$2,622,059.81 |
| Webster | 25 | \$1,266,974.96 | 25 | \$1,266,974.96 | 20 | \$783,393.97 |
| West Baton Rouge | 2 | \$103,805.62 | 2 | \$103,805.62 | 2 | \$103,805.62 |
| West Carroll | 15 | \$711,010.89 | 14 | \$704,175.62 | 13 | \$582,647.99 |
| West Feliciana | 12 | \$454,619.86 | 11 | \$446,817.22 | 9 | \$345,786.72 |
| Winn | 6 | \$304,287.66 | 6 | \$304,287.66 | 5 | \$170,498.28 |
| Total | 17,040 | \$650,708,011.49 | 16,319 | \$627,059,989.76 | 15,192 | \$521,932,941.14 |

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 2: 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 |

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. For Solution 1 reconstructions, the home 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. There is no restriction on Solution 2 homes. This requirement will subordinate to the local jurisdiction's building code requirements. Additionally, homeowners completing a Solution 2 reconstruction must hire a Louisiana licensed residential contractor

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