

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #32
March 10, 2018 – March 16, 2018

March 17, 2018

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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 September 8, 2018, whichever is sooner.

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

1



TAKE THE SURVEY

The survey can be completed online at RESTORE.LA.GOV or by calling 866.735.2001. Personal assistance is also available at our Housing Assistance Centers.

2



ENVIRONMENTAL REVIEW RECORD

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

3



COMPLETE THE FORMAL APPLICATION

Qualified homeowners will be invited to complete the formal application. The application may be completed online, over the phone, or by scheduling an appointment at one of the Housing Assistance Centers. Homeowners will be required to provide supporting documentation.

4



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.

5



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.

6



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.

7



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.

8



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

- As of March 16, 2018, survey submissions increased by 127 from the previous week, making the total submissions 48,863. 40,074 homeowners were determined to be in Phases I – VI.
- 39,605 environmental reviews have been completed, representing 99% of the 40,074 homeowners in Phases I – VI.
- 39,711 homeowners have been invited to complete applications from Phase I - VI. 28,409 (72%) homeowners have submitted their applications.
- 18,989 scopes of work have been completed, representing 67% of the 28,409 homeowners that have submitted their application.
- There have been a total of 8,543 Grant Awards offered to homeowners, amounting to \$232,975,226.87. Of those, 5,116 homeowners have acknowledged their grant agreements, obligating \$143,679,609.29.

- As of March 16, 2018, there were a total of 44,749 appointments held.
- 174,670 calls were completed by the call center. 121,249 of the completed calls were inbound calls and 53,421 of the completed calls were outbound calls.
- The Program has completed 3 outreach events for this reporting period. The following events are scheduled for the week of March 19 – March 25, 2018:
 - 3/20 – 6-8 pm: Senator Barrow Joint Community Meeting with: Representative Denise Marcelle Greenwell Spring Regional Library – 11300 Greenwell Springs Rd.
 - 3/22 – 6-8 pm: Senator Barrow Joint Community Meeting with: Representative Edmond Jordan Louisiana Leadership Institute – 5763 Hooper Rd.
 - 3/23 – 12:30-5:30 pm: DST Sorority Statewide Conference
201 Lafayette Street, Baton Rouge, LA 70801 (Hilton BR Capitol Center)

Table 1: Outreach Events

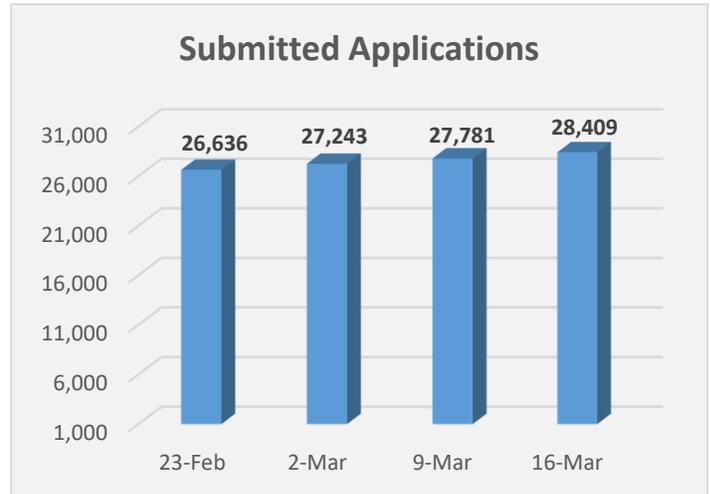
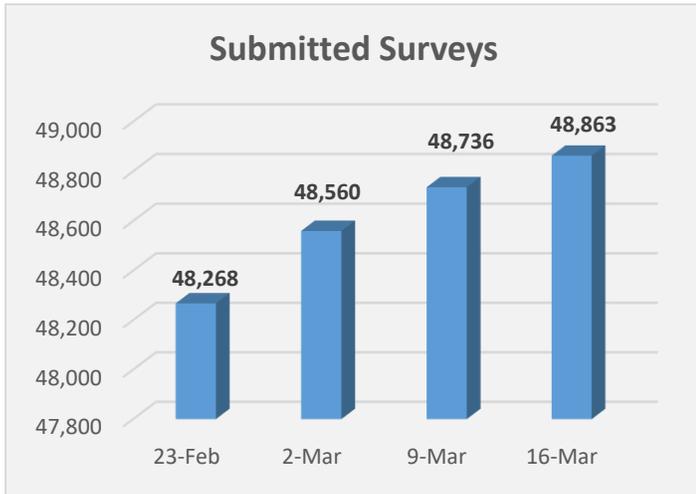
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
Total	152

Table 2: Homeowner Program Snapshot

Activity	As of 3/9/2018	Weekly Activity	As of 3/16/2018	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	58,611	195	58,806	
<i>Non-Submitted Surveys</i>	9,875	68	9,943	
<i>Submitted Surveys</i>	48,736	127	48,863	
<i>Phase I - VI Subtotal</i>	39,997	77	40,074	82.01%
<i>Phase I</i>	6,322	12	6,334	12.96%
<i>Phase II</i>	5,814	6	5,820	11.91%
<i>Phase III</i>	9,850	25	9,875	20.21%
<i>Phase IV</i>	9,603	21	9,624	19.70%
<i>Phase V</i>	1,436	5	1,441	2.95%
<i>Phase VI</i>	6,972	8	6,980	14.28%
<i>Duplicate Address</i>	3,258	19	3,277	6.71%
<i>Undetermined</i>	46	15	61	0.12%
<i>Not Currently In A Phase</i>	5,435	16	5,451	11.16%
Environmental Reviews				
Environmental Reviews Available to Work	568	-99	469	
Environmental Reviews Completed	39,429	176	39,605	
Applications Invited				
Total Number of Invited Applications	39,488	223	39,711	
Applications Submitted	27,781	628	28,409	
Zero Award	3,757	338	4,095	
Ineligible	1,405	-21	1,384	
Withdrawn	628	275	903	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	9,935	-921	9,014	
Total Scope of Work Completed	17,478	1,511	18,989	
Grant Awards				Total Dollars
Grant Awards Offered	8,179	364	8,543	232,975,226.87
Grant Awards Obligated	4,828	288	5,116	143,679,609.29
<i>Solution 1 Only</i>	87	13	100	3,748,144.59
<i>Solution 2 Only</i>	425	32	457	14,904,291.56
<i>Solution 3 Only</i>	813	64	877	16,937,843.86
<i>Solution 3 and 1</i>	718	69	787	26,309,053.79
<i>Solution 3 and 2</i>	2,785	110	2,895	81,780,275.49
Disbursements				
Total Disbursements	4,582	187	4,769	72,574,600.74
<i>Solution 1</i>	187	43	230	1,996,638.90
<i>Solution 1 - Progress Payment</i>	160	31	191	1,509,827.86
<i>Solution 1 - Final Payment</i>	27	12	39	486,811.04
<i>Solution 2</i>	624	39	663	5,899,046.15
<i>Solution 2 - Progress Payment</i>	498	32	530	5,174,726.01
<i>Solution 2 - Final Payment</i>	126	7	133	724,320.14
<i>Solution 3</i>	3,771	105	3,876	64,678,915.69

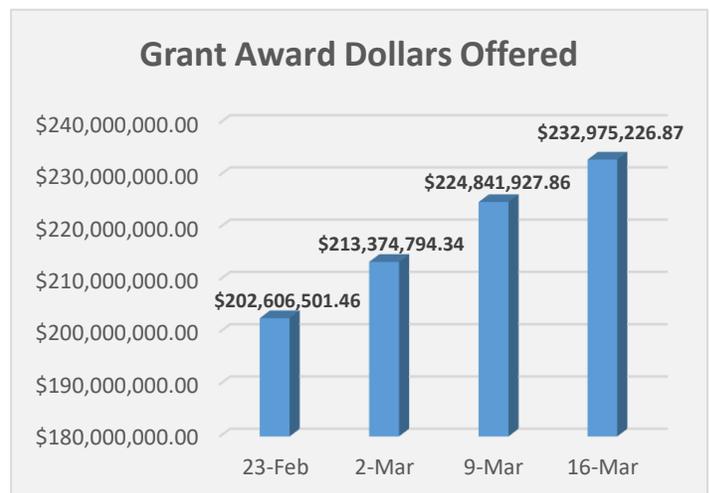
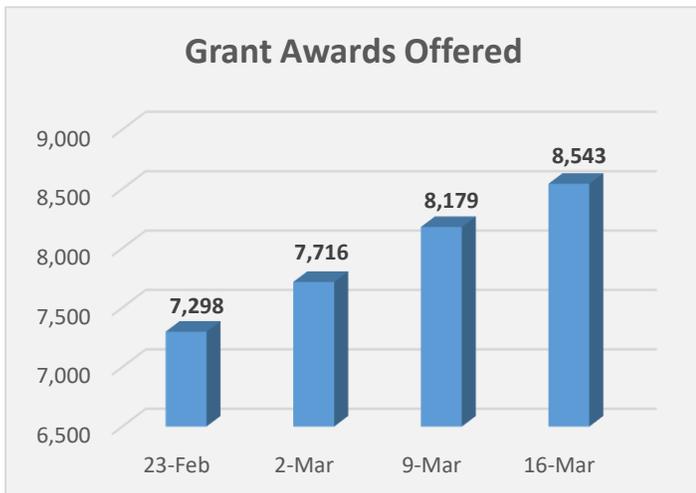
Key Program Statistics

Table 3: Key Program Statistics



40,074 of the 48,863 meet requirements for Phases I – VI.

Invited 39,711 Homeowners to complete Applications.

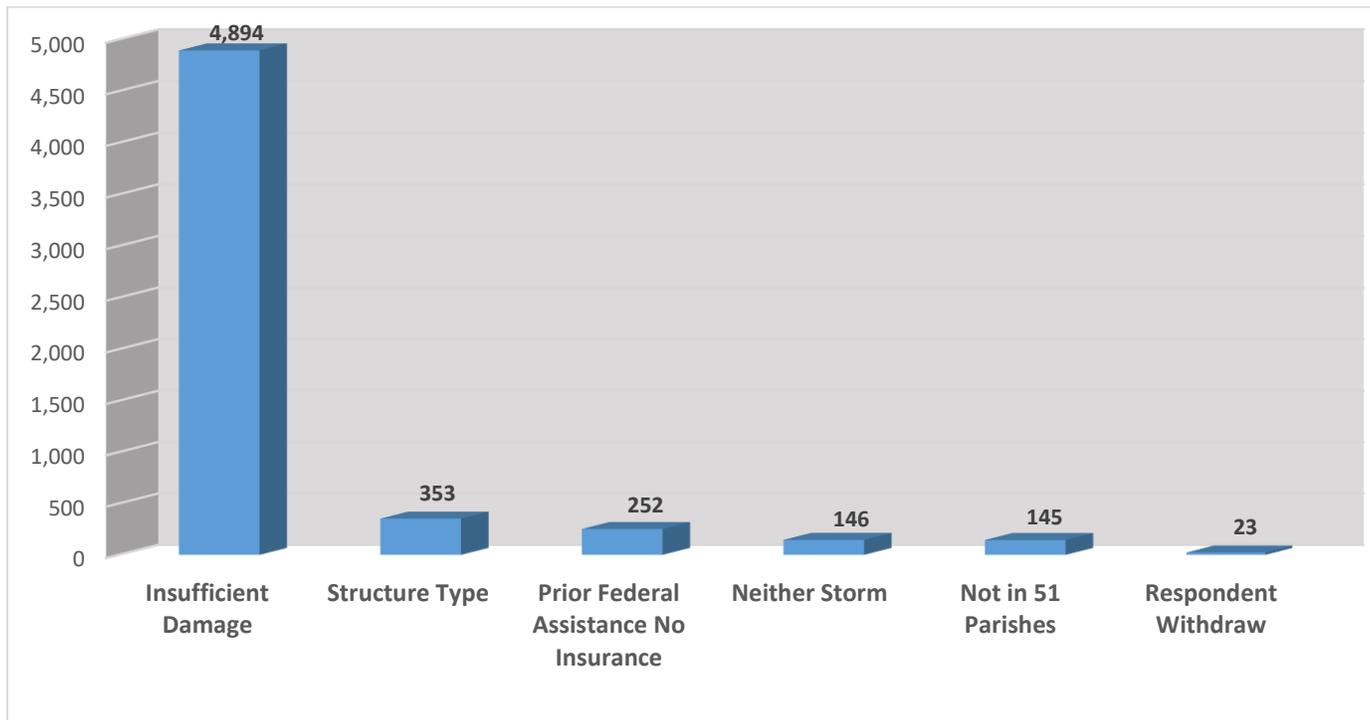


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 3/9/18	Weekly Activity	As of 3/16/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,435	16	5,451
Total Submitted Surveys Undetermined	46	15	61
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,796	17	5,813
<i>Insufficient Damage</i>	4,887	7	4,894
<i>Structure Type</i>	345	8	353
<i>Prior Federal Assistance No Insurance</i>	250	2	252
<i>Neither Storm</i>	146	0	146
<i>Not in 51 Parishes</i>	145	0	145
<i>Respondent Withdraw</i>	23	0	23
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	46	15	61
<i>Flood Plain (Not determined)</i>	46	15	61

Figure 1: Not Currently In A Phase Reasons



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

As of March 16, 2018, there are 25,919 homeowners, 53.04% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,659 homeowners, 36.14% of the homeowners who submitted surveys, that reported they were 62 years of age or older.

Table 5 & 6: Submitted Surveys with LMI and Urgent Need Data

Phase	Submitted Surveys with LMI Reported	% LMI of Submitted Surveys by Phase	Total Submitted Surveys
Phase One (I)	6,334	100.00%	6,334
Phase Two (II)	5,820	100.00%	5,820
Phase Three (III)	3,458	35.02%	9,875
Phase Four (IV)	3,025	31.43%	9,624
Phase Five (V)	747	51.84%	1,441
Phase Six (VI)	1,217	17.44%	6,980
Duplicate Address	1,808	55.17%	3,277
Undetermined	41	67.21%	61
Not In Phase	3,469	63.64%	5,451
Total	25,919	53.04%	48,863

	Submitted Surveys	Percentage
Most Impacted LMI	22,187	45.40%
Most Impacted Urgent Need	21,538	44.08%
LMI	3,732	7.64%
Urgent Need	1,406	2.88%
Total	48,863	100.00%

Table 7: Submitted Surveys with Senior Adult or Disabled Reported

Phase	Submitted Surveys with Senior Adults Reported	% Senior Adults of Submitted Surveys by Phase	Submitted Surveys with Disabled Reported	% Disabled of Submitted Surveys by Phase	Total Submitted Surveys
Phase One (I)	4,423	69.83%	4,068	64.22%	6,334
Phase Two (II)	4,428	76.08%	3,375	57.99%	5,820
Phase Three (III)	1,871	18.95%	989	10.02%	9,875
Phase Four (IV)	2,006	20.84%	983	10.21%	9,624
Phase Five (V)	213	14.78%	136	9.44%	1,441
Phase Six (VI)	1,738	24.90%	652	9.34%	6,980
Duplicate Address	1,106	33.75%	912	27.83%	3,277
Undetermined	20	32.79%	24	39.34%	61
Not In Phase	1,854	34.01%	1,728	31.70%	5,451
Total	17,659	36.14%	12,867	26.33%	48,863

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

As of March 16, 2018, there are 19,008 homeowners, 66.91% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,484 homeowners, 40.42% of the homeowners who submitted applications, that reported they were 62 years of age or older.

Table 8 & 9: 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)	4,696	99.98%	4,697
Phase Two (II)	5,328	99.94%	5,331
Phase Three (III)	2,382	40.10%	5,940
Phase Four (IV)	2,852	49.01%	5,819
Phase Five (V)	286	63.13%	453
Phase Six (VI)	2,032	43.24%	4,699
Undetermined	5	83.33%	6
Not In Phase	1,427	97.47%	1,464
Total	19,008	66.91%	28,409

	Submitted Applications	Percentage
Most Impacted LMI	17,365	61.13%
Most Impacted Urgent Need	9,151	32.21%
LMI	1,643	5.78%
Urgent Need	250	0.88%
Total	28,409	100.00%

Table 10: 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)	2,942	62.64%	3,239	68.96%	4,697
Phase Two (II)	3,543	66.46%	3,362	63.07%	5,331
Phase Three (III)	1,306	21.99%	1,290	21.72%	5,940
Phase Four (IV)	1,604	27.56%	1,900	32.65%	5,819
Phase Five (V)	103	22.74%	161	35.54%	453
Phase Six (VI)	1,402	29.84%	1,652	35.16%	4,699
Undetermined	4	66.67%	5	83.33%	6
Not In Phase	580	39.62%	1,108	75.68%	1,464
Total	11,484	40.42%	12,717	44.76%	28,409

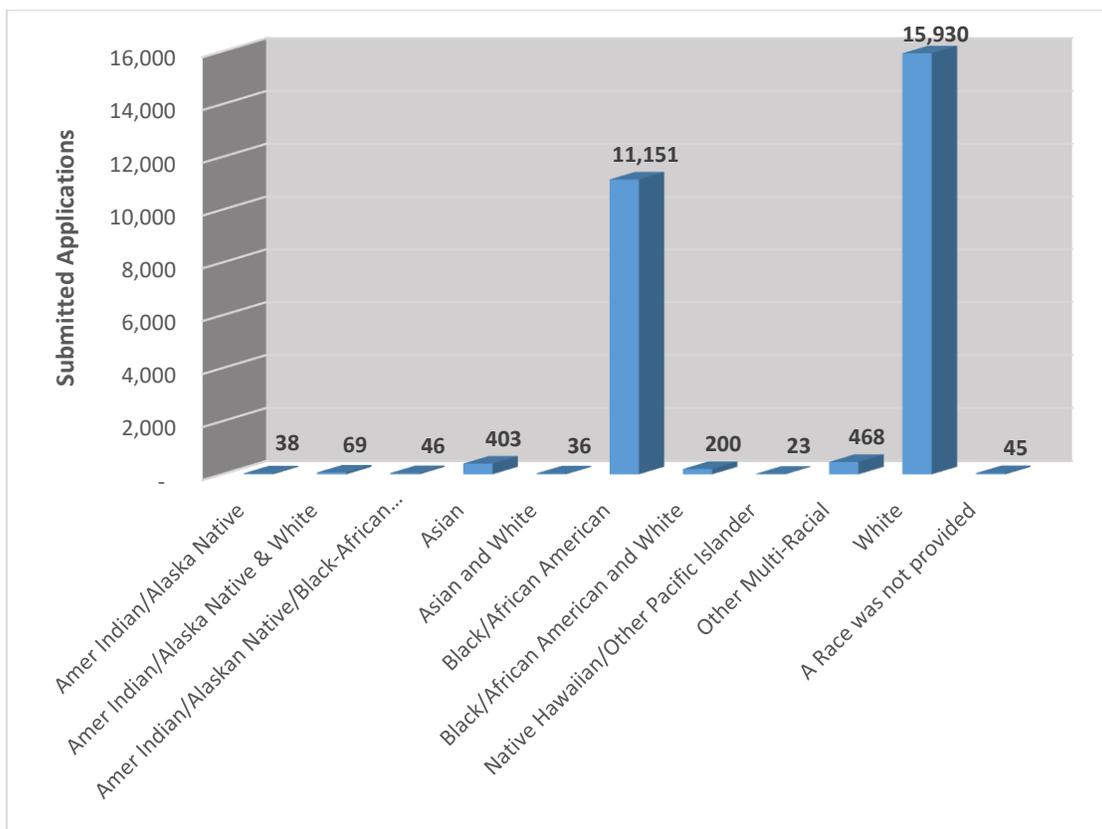
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	38	0.13%
American Indian/Alaska Native and White	69	0.24%
American Indian/Alaskan Native/Black-African American	46	0.16%
Asian	403	1.42%
Asian and White	36	0.13%
Black/African American	11,151	39.25%
Black/African American and White	200	0.71%
Native Hawaiian/Other Pacific Islander	23	0.08%
Other Multi-Racial	468	1.65%
White	15,930	56.07%
A Race was not provided	45	0.16%
Total	28,409	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 3/9/2018	Weekly Activity	As of 3/16/2018
Appointments			
Total Number of Appointments	46,526	1,389	47,915
<i>Walk-ins</i>	23,739	830	24,569
<i>Scheduled</i>	22,787	559	23,346
<i>Held at office</i>	19,262	471	19,733
<i>Home visit</i>	437	10	447
<i>Cancelled</i>	2,090	51	2,141
<i>No Show</i>	998	27	1,025
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	31,123	940	32,063
<i>Walk-ins</i>	16,849	605	17,454
<i>Scheduled</i>	14,274	335	14,609
<i>Held at office</i>	12,292	282	12,574
<i>Home visit</i>	150	6	156
<i>Cancelled</i>	1,491	39	1,530
<i>No Show</i>	341	8	349
Hammond			
Total Number of Appointments	8,730	279	9,009
<i>Walk-ins</i>	4,800	172	4,972
<i>Scheduled</i>	3,930	107	4,037
<i>Held at office</i>	2,912	78	2,990
<i>Home visit</i>	269	4	273
<i>Cancelled</i>	369	10	379
<i>No Show</i>	380	15	395
Lafayette			
Total Number of Appointments	3,501	107	3,608
<i>Walk-ins</i>	808	28	836
<i>Scheduled</i>	2,693	79	2,772
<i>Held at office</i>	2,449	77	2,526
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	140	1	141
<i>No Show</i>	98	1	99
Monroe			
Total Number of Appointments	3,172	63	3,235
<i>Walk-ins</i>	1,282	25	1,307
<i>Scheduled</i>	1,890	38	1,928
<i>Held at office</i>	1,609	34	1,643
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	90	1	91
<i>No Show</i>	179	3	182

Call Center Activity

Table 13: Call Center Activity

Activity	As of 3/9/2018	Weekly Activity	As of 3/16/2018
Call Center			
Total Calls	175,530	3,856	179,386
<i>Total Calls Abandoned</i>	4,673	43	4,716
<i>Abandoned %</i>	2.66%	-0.03%	2.63%
<i>Total Calls Processed</i>	170,857	3,813	174,670
<i>Inbound</i>	118,989	2,260	121,249
<i>Outbound</i>	51,868	1,553	53,421
Completed Inbound Calls Details			
Total Inbound Calls Completed	118,989	2,260	121,249
Average Wait Time	1.12 min		1.08 min
Average Call Time	5.84 min		6.05 min
<i>Program Inquiry</i>	35,918	617	36,535
<i>Surveys Status Update</i>	2,705	34	2,739
<i>Surveys Completed</i>	8,006	43	8,049
<i>Case Manager Request</i>	9,418	377	9,795
<i>Application Status Update</i>	42,060	780	42,840
<i>Application In Progress</i>	560	14	574
<i>Application Submitted (Pending Document Upload)</i>	5,418	48	5,466
<i>Applications Completed</i>	215	3	218
<i>Damage Assessment Inquiry</i>	2,228	6	2,234
<i>Award Acknowledgement Inquiry</i>	1,936	62	1,998
<i>Construction Inquiry</i>	1,197	44	1,241
<i>Appeals</i>	607	47	654
<i>Outbound Project</i>	39	0	39
<i>Invalid Number/ No Answer / Busy / Left Message</i>	6,284	172	6,456
<i>Call Transferred</i>	2,398	13	2,411
Completed Outbound Calls Details			
Total Outbound Calls Completed	51,868	1,553	53,421
Average Call Time	1.80 min		1.79 min
<i>Program Inquiry</i>	4,632	38	4,670
<i>Survey Status Update</i>	78	0	78
<i>Surveys Completed</i>	664	3	667
<i>Case Manager Request</i>	89	1	90
<i>Application Status Update</i>	9,083	268	9,351
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	501	11	512
<i>Applications Completed</i>	41	0	41
<i>Damage Assessment Inquiry</i>	8	0	8
<i>Award Acknowledgement Inquiry</i>	33	2	35
<i>Construction Inquiry</i>	271	1	272
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	19,028	579	19,607
<i>Call Transferred</i>	17,096	650	17,746

APPENDIX A

Table 14: Submitted Surveys and Submitted Applications by Louisiana House Districts

House District	Survey Count	Application Count	House District	Survey Count	Application Count	House District	Survey Count	Application Count
1	73	27	36	4	1	71	5,148	3,092
2	52	18	37	122	38	72	1,849	951
3	37	9	38	164	45	73	1,313	657
4	81	34	39	190	67	74	341	150
5	21	12	40	179	64	75	350	152
6	4	1	41	249	91	76	33	14
7	58	14	42	309	129	77	240	104
8	26	8	43	507	247	78	2	0
9	172	56	44	106	38	79	1	0
10	171	57	45	158	55	80	1	0
11	69	19	46	240	94	81	2,065	1,212
12	94	45	47	577	227	83	3	0
13	98	28	48	573	280	84	2	0
14	399	154	49	361	134	85	1	0
15	75	28	50	43	1	86	774	390
16	540	234	51	2	0	88	2,750	1,667
17	1,155	564	52	1	0	89	3	0
18	162	58	53	4	0	90	22	5
19	299	139	54	2	0	91	4	0
20	91	38	55	4	0	92	3	0
21	88	31	56	4	0	93	8	0
22	136	54	57	15	0	95	2,156	1,326
23	128	44	58	234	98	96	527	217
24	112	38	59	633	388	97	8	0
25	13	3	60	80	31	98	1	0
26	49	9	61	1,457	949	99	5	0
27	25	13	62	560	305	100	7	0
28	124	25	63	942	588	101	5,338	3,978
29	1,662	1,140	64	3,139	2,074	102	7	0
30	22	5	65	5,523	3,753	103	2	0
31	1,149	593	66	1,630	982	104	11	3
32	45	14	67	160	72	105	3	0
33	62	22	68	72	35	Unknown	0	0
34	22	6	69	226	126	Total	48,863	28,409
35	7	1	70	94	38			

Table 15: Submitted Surveys and Submitted Applications by Louisiana Senate Districts

Senate District	Survey Count	Application Count
1	64	23
2	349	140
3	11	0
4	14	0
5	10	0
6	8,255	5,309
7	8	0
8	8	0
9	1	0
10	3	0
11	914	426
12	2,235	1,088
13	8,844	5,329
14	1,833	1,124
15	9,640	6,920
16	513	284
17	956	476
18	5,329	3,191
19	12	0
20	5	0
21	95	11

Senate District	Survey Count	Application Count
22	893	355
23	1,756	883
24	568	203
25	362	130
26	1,469	634
27	33	8
28	394	116
29	191	62
30	220	75
31	225	75
32	268	115
33	689	304
34	1,640	768
35	289	103
36	331	109
37	113	37
38	125	40
39	198	71
Unknown	0	0
Total	48,863	28,409

APPENDIX B

Table 16: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	433	164
Allen	75	19	7
Ascension	6,353	3,870	2,341
Avoyelles	274	129	25
Beauregard	113	36	11
Bienville	209	45	14
Bossier	607	260	88
Caddo	589	288	102
Calcasieu	266	157	50
Caldwell	154	42	20
Catahoula	72	17	7
Claiborne	208	48	11
De Soto	141	50	15
East Baton Rouge	24,248	19,536	13,305
East Carroll	237	44	19
East Feliciana	617	245	126
Evangeline	522	113	31
Franklin	58	23	6
Grant	280	70	28
Iberia	1,478	512	190
Iberville	357	109	47
Jackson	74	13	2
Jefferson Davis	508	119	37
Lafayette	4,753	2,501	1,215
LaSalle	73	22	9
Lincoln	152	25	7

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,962	5,992
Madison	85	52	20
Morehouse	1,005	253	107
Natchitoches	598	145	52
Ouachita	3,418	2,021	927
Pointe Coupee	444	136	51
Rapides	145	87	25
Red River	46	13	3
Richland	445	124	57
Sabine	100	57	15
St. Helena	976	397	203
St. James	162	83	21
St. Landry	1,615	360	128
St. Martin	1,301	448	172
St. Tammany	1,057	416	194
Tangipahoa	6,183	3,697	1,848
Union	399	88	44
Vermilion	1,786	873	360
Vernon	306	64	23
Washington	1,222	400	170
Webster	525	120	39
West Baton Rouge	110	34	9
West Carroll	336	62	24
West Feliciana	154	52	30
Winn	181	46	17
Total	82,440	48,716	28,408

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	17	0
Lafourche	4	0
Orleans	40	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	23	0
St. Mary	42	1
Tensas	2	0
Terrebonne	4	0
Total	147	1

APPENDIX C

Table 17: 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	40	\$1,040,229.71	23	\$572,136.34	12	\$124,956.32
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	499	\$13,671,578.66	265	\$7,385,574.42	190	\$4,109,497.59
Beauregard	1	\$57,400.82	0	\$0.00	0	\$0.00
Bienville	1	\$21,980.23	1	\$21,980.23	0	\$0.00
Bossier	12	\$435,337.93	0	\$0.00	0	\$0.00
Caddo	5	\$76,835.67	3	\$44,836.01	1	\$3,003.67
Calcasieu	12	\$411,048.93	5	\$154,585.94	2	\$28,652.22
Caldwell	3	\$93,240.15	2	\$48,640.72	0	\$0.00
Catahoula	1	\$35,817.13	0	\$0.00	0	\$0.00
Claiborne	1	\$13,158.69	0	\$0.00	0	\$0.00
De Soto	3	\$71,829.44	0	\$0.00	0	\$0.00
East Baton Rouge	4,775	\$127,695,000.39	3,100	\$88,312,913.37	2,561	\$45,596,017.65
East Carroll	2	\$43,110.18	1	\$7,496.41	1	\$7,496.41
East Feliciana	26	\$814,649.07	11	\$347,668.70	6	\$137,874.95
Evangeline	11	\$294,763.75	4	\$97,387.20	2	\$17,489.42
Franklin	1	\$45,000.00	1	\$45,000.00	0	\$0.00
Grant	5	\$116,364.17	0	\$0.00	0	\$0.00
Iberia	43	\$1,453,266.70	19	\$623,290.49	13	\$170,588.69
Iberville	7	\$368,013.34	4	\$146,587.14	2	\$65,574.41
Jefferson Davis	1	\$25,224.03	0	\$0.00	0	\$0.00
Lafayette	386	\$8,592,119.50	248	\$5,476,683.13	195	\$3,103,993.96
Livingston	1,808	\$49,104,433.54	994	\$27,368,033.37	754	\$14,981,418.73
Morehouse	15	\$439,125.58	7	\$218,293.80	3	\$55,561.94
Natchitoches	5	\$154,359.38	2	\$46,956.03	1	\$24,508.59
Ouachita	177	\$5,465,031.68	77	\$2,205,055.34	49	\$846,947.92
Pointe Coupee	6	\$259,394.63	6	\$259,394.63	3	\$77,201.66
Rapides	5	\$198,805.78	1	\$17,341.25	1	\$12,310.69
Richland	5	\$251,704.25	0	\$0.00	0	\$0.00
Sabine	2	\$56,546.86	1	\$22,344.21	0	\$0.00
St. Helena	26	\$1,018,177.78	14	\$581,864.89	6	\$150,241.26
St. James	3	\$124,481.08	2	\$84,445.54	0	\$0.00
St. Landry	14	\$442,919.03	5	\$166,080.19	4	\$92,855.31
St. Martin	38	\$1,316,381.91	19	\$654,184.92	13	\$254,585.89
St. Tammany	28	\$684,700.66	17	\$396,429.56	11	\$112,446.33
Tangipahoa	419	\$13,644,591.32	206	\$6,223,263.94	109	\$1,815,492.98
Union	6	\$174,758.53	4	\$127,372.88	2	\$40,295.45
Vermilion	100	\$2,566,095.58	54	\$1,392,359.90	35	\$519,859.30
Vernon	3	\$130,885.08	1	\$64,937.15	0	\$0.00
Washington	27	\$816,595.76	11	\$343,825.21	10	\$140,821.66
Webster	5	\$108,479.35	3	\$62,944.93	3	\$62,944.93
West Baton Rouge	2	\$103,233.43	1	\$45,000.00	0	\$0.00
West Carroll	5	\$253,621.12	1	\$32,837.57	0	\$0.00
West Feliciana	6	\$198,523.14	1	\$29,034.54	1	\$7,346.71
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	8,543	\$232,975,226.87	5,116	\$143,679,609.29	3,991	\$72,574,600.74

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%	50%	50%	50%	50%
	PROSPECTIVE CONSTRUCTION	100%	100%	100%	100%	100%	N/A

APPENDIX F

The Housing Assistance Centers will be open 8 a.m. - 5 p.m. Monday through Friday to help homeowners respond to surveys or fill out program applications. They also help homeowners connect with a case manager and offer a view of their options for repairs, reconstruction or reimbursement. If you would like assistance in any of these areas, please visit a Housing Assistance Center.

Figure 5: Housing Assistance Centers

HOUSING ASSISTANCE CENTERS OPEN MONDAY – FRIDAY | 8:00 A.M. – 5:00 P.M.

Baton Rouge

- **VISIT:** Oak Tree Building, 10000 Celtic Drive
- **CALL:** (866) 735-2001

Monroe

- **VISIT:** Old State Farm Building, 24 Accent Drive, Suite 116
- **CALL:** (318) 267-3728

Lafayette

- **VISIT:** 151 Southpark, Suite 500
- **CALL:** (337) 252-4082

Hammond

- **VISIT:** 130 Robin Hood Dr
- **CALL:** (985) 520-6716

Glossary

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

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

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

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

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

HCDA: Housing and Community Development Act of 1974

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

HUD: Department of Housing and Urban Development

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

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

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

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

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

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