

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #37
April 14, 2018 – April 20, 2018

April 21, 2018

Table of Contents

Program Overview1
 Executive Summary4
 Key Program Statistics6
 Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons7
 Low to Moderate Income (LMI), Senior Adults and Disabled Reported.....8
 Demographics for Submitted Applications10
 Housing Assistance Center Activity (HAC)11
 Call Center Activity12
 APPENDIX A13
 APPENDIX B15
 APPENDIX C16
 APPENDIX D17
 APPENDIX E18
 APPENDIX F19
 Glossary20

List of Tables

Table 1: Outreach Events.....4
 Table 2: Homeowner Program Snapshot5
 Table 3: Key Program Statistics6
 Table 4: Not In Phase and Undetermined Reasons.....7
 Table 5 & 6: Submitted Surveys with LMI and Urgent Need Data.....8
 Table 7: Submitted Surveys with Senior Adult or Disabled Reported.....8
 Table 8 & 9: Submitted Applications with LMI and Urgent Need Data9
 Table 10: Submitted Applications with Senior Adult or Disabled Reported9
 Table 11: Submitted Applications by Race10
 Table 12: Housing Assistance Center Activity11
 Table 13: Call Center Activity12
 Table 14: Submitted Surveys and Submitted Applications by Louisiana House Districts.....13
 Table 15: Submitted Surveys and Submitted Applications by Louisiana Senate Districts.....14
 Table 16: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish.....15
 Table 17: Grant Awards by Parish.....16

List of Figures

Figure 1: Not Currently In A Phase Reasons7
 Figure 2: Submitted Applications by Race10
 Figure 3: Requested Assistance.....17
 Figure 4: Phase and Tiers18
 Figure 5: Housing Assistance Centers19

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 April 20, 2018, survey submissions increased by 108 from the previous week, making the total submissions 49,480. 40,476 homeowners were determined to be in Phases I – VI.
 - 40,196 environmental reviews have been completed, representing 99% of the 40,476 homeowners in Phases I – VI.
 - 40,242 homeowners have been invited to complete applications from Phase I - VI. 30,183 (75%) homeowners have submitted their applications.
 - 25,006 scopes of work have been completed, representing 83% of the 30,183 homeowners that have submitted their application.
 - There have been a total of 9,946 Grant Awards offered to homeowners, amounting to \$264,925,324.60. Of those, 6,551 homeowners have acknowledged their grant agreements, obligating \$178,402,357.65.
-
- As of April 20, 2018, there were a total of 51,055 appointments held.
 - 195,052 calls were completed by the call center. 131,784 of the completed calls were inbound calls and 63,268 of the completed calls were outbound calls.
 - The Program has completed 2 outreach events for this reporting period. The following event is scheduled for the week of April 23 – April 29, 2018:
 - 4/25: FEMA THU House Panel, Baton Rouge, LA

Table 1: Outreach Events

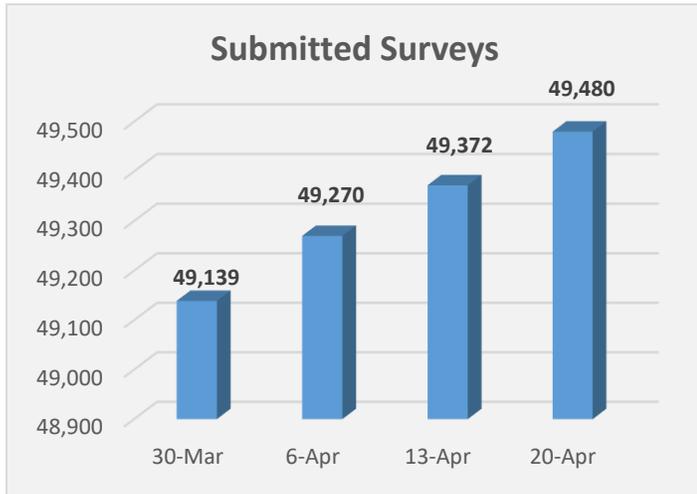
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
Total	164

Table 2: Homeowner Program Snapshot

Activity	As of 4/13/2018	Weekly Activity	As of 4/20/2018	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	59,568	154	59,722	
<i>Non-Submitted Surveys</i>	10,196	46	10,242	
<i>Submitted Surveys</i>	49,372	108	49,480	
<i>Phase I - VI Subtotal</i>	40,426	50	40,476	81.80%
<i>Phase I</i>	6,417	20	6,437	13.01%
<i>Phase II</i>	5,867	5	5,872	11.87%
<i>Phase III</i>	9,953	10	9,963	20.14%
<i>Phase IV</i>	9,687	4	9,691	19.59%
<i>Phase V</i>	1,465	1	1,466	2.96%
<i>Phase VI</i>	7,037	10	7,047	14.24%
<i>Duplicate Address</i>	3,394	35	3,429	6.93%
<i>Undetermined</i>	36	18	54	0.11%
<i>Not Currently In A Phase</i>	5,516	5	5,521	11.16%
Environmental Reviews				
Environmental Reviews Available to Work	313	-33	280	
Environmental Reviews Completed	40,113	83	40,196	
Applications Invited				
Total Number of Invited Applications	40,162	80	40,242	
Applications Submitted	29,877	306	30,183	
Zero Award	5,302	354	5,656	
Ineligible	2,146	-13	2,133	
Withdrawn	2,120	696	2,816	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	5,628	-1,016	4,612	
Total Scope of Work Completed	23,756	1,250	25,006	
Grant Awards				Total Dollars
Grant Awards Offered	9,656	290	9,946	264,925,324.60
Grant Awards Obligated	6,246	305	6,551	178,402,357.65
<i>Solution 1 Only</i>	128	8	136	5,267,894.61
<i>Solution 2 Only</i>	556	16	572	18,546,355.65
<i>Solution 3 Only</i>	1,203	109	1,312	23,633,032.40
<i>Solution 3 and 1</i>	986	36	1,022	34,415,970.81
<i>Solution 3 and 2</i>	3,373	136	3,509	96,539,104.18
Disbursements				
Total Disbursements	6,189	120	6,309	94,008,974.63
<i>Solution 1</i>	251	0	251	2,479,940.24
<i>Solution 1 - Progress Payment</i>	163	0	163	1,465,243.76
<i>Solution 1 - Final Payment</i>	88	0	88	1,014,696.48
<i>Solution 2</i>	962	51	1,013	9,849,441.38
<i>Solution 2 - Progress Payment</i>	746	37	783	8,042,273.68
<i>Solution 2 - Final Payment</i>	216	14	230	1,807,167.70
<i>Solution 3</i>	4,976	69	5,045	81,679,593.01

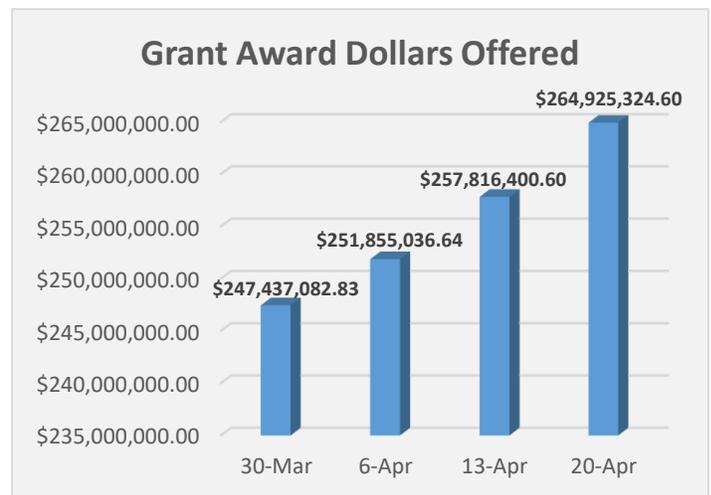
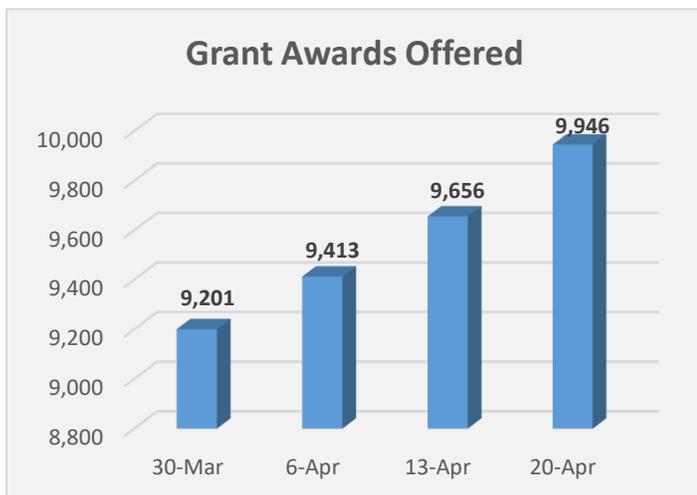
Key Program Statistics

Table 3: Key Program Statistics



40,476 of the 49,480 meet requirements for Phases I – VI.

Invited 40,242 Homeowners to complete Applications.

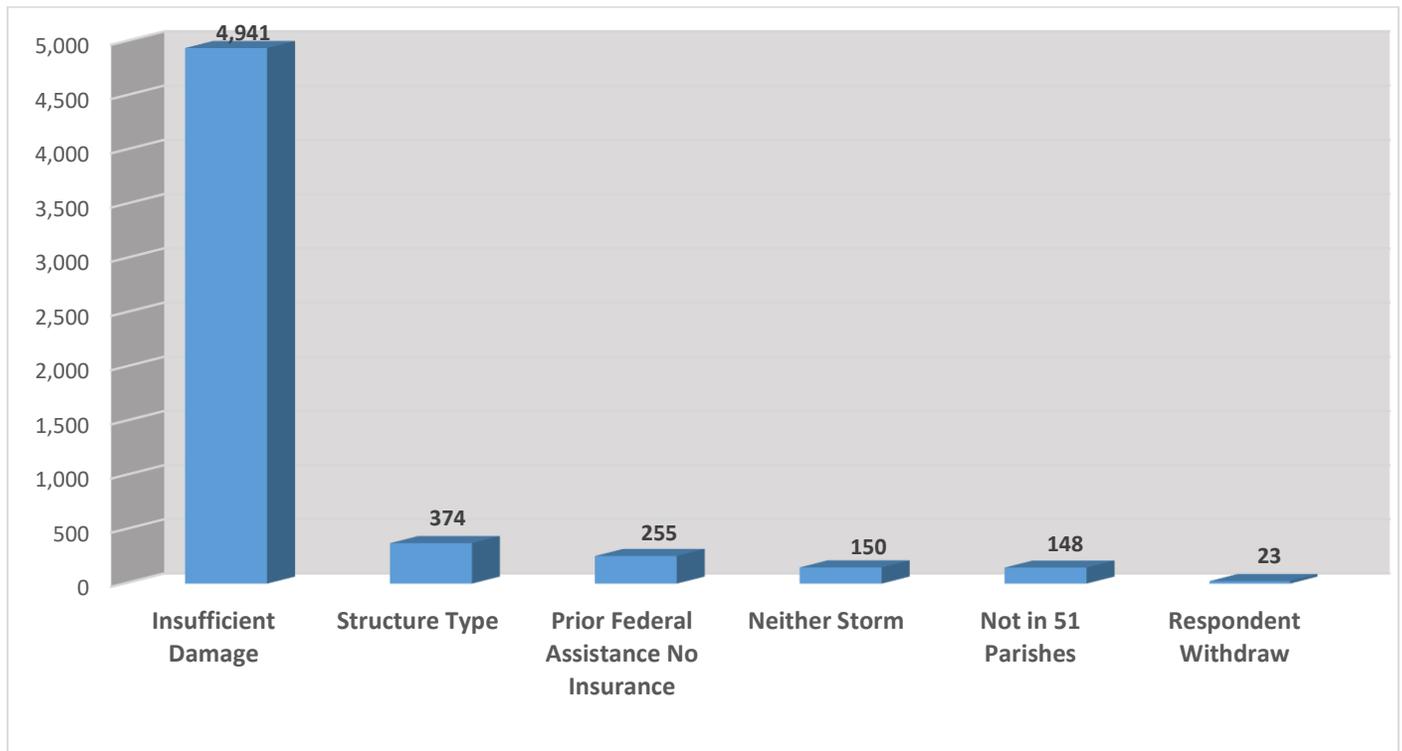


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 4/13/18	Weekly Activity	As of 4/20/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,516	5	5,521
Total Submitted Surveys Undetermined	36	18	54
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,886	5	5,891
<i>Insufficient Damage</i>	4,934	7	4,941
<i>Structure Type</i>	379	-5	374
<i>Prior Federal Assistance No Insurance</i>	254	1	255
<i>Neither Storm</i>	149	1	150
<i>Not in 51 Parishes</i>	147	1	148
<i>Respondent Withdraw</i>	23	0	23
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	36	18	54
<i>Flood Plain (Not determined)</i>	36	18	54

Figure 1: Not Currently In A Phase Reasons



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

As of April 20, 2018, there are 26,321 homeowners, 53.20% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,835 homeowners, 36.04% 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)	6,437	100.00%	6,437
Phase Two (II)	5,872	100.00%	5,872
Phase Three (III)	3,512	35.25%	9,963
Phase Four (IV)	3,059	31.57%	9,691
Phase Five (V)	768	52.39%	1,466
Phase Six (VI)	1,233	17.50%	7,047
Duplicate Address	1,876	54.71%	3,429
Undetermined	40	74.07%	54
Not In Phase	3,524	63.83%	5,521
Total	26,321	53.20%	49,480

	Submitted Surveys	Percentage
Most Impacted LMI	22,501	45.48%
Most Impacted Urgent Need	21,734	43.92%
LMI	3,820	7.72%
Urgent Need	1,425	2.88%
Total	49,480	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)	4,484	69.66%	4,149	64.46%	6,437
Phase Two (II)	4,465	76.04%	3,409	58.06%	5,872
Phase Three (III)	1,878	18.85%	992	9.96%	9,963
Phase Four (IV)	2,010	20.74%	993	10.25%	9,691
Phase Five (V)	213	14.53%	139	9.48%	1,466
Phase Six (VI)	1,747	24.79%	654	9.28%	7,047
Duplicate Address	1,149	33.51%	945	27.56%	3,429
Undetermined	15	27.78%	16	29.63%	54
Not In Phase	1,874	33.94%	1,757	31.82%	5,521
Total	17,835	36.04%	13,054	26.38%	49,480

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

As of April 20, 2018, there are 19,074 homeowners, 63.19% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,945 homeowners, 39.58% 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)	4,753	99.98%	4,754
Phase Two (II)	5,429	99.96%	5,431
Phase Three (III)	2,353	37.23%	6,321
Phase Four (IV)	2,745	43.24%	6,348
Phase Five (V)	352	61.32%	574
Phase Six (VI)	1,756	34.94%	5,026
Undetermined	5	100.00%	5
Not In Phase	1,681	97.51%	1,724
Total	19,074	63.19%	30,183

	Submitted Applications	Percentage
Most Impacted LMI	17,270	57.22%
Most Impacted Urgent Need	10,794	35.76%
LMI	1,804	5.98%
Urgent Need	315	1.04%
Total	30,183	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)	3,007	63.25%	3,238	68.11%	4,754
Phase Two (II)	3,683	67.81%	3,343	61.55%	5,431
Phase Three (III)	1,350	21.36%	1,178	18.64%	6,321
Phase Four (IV)	1,633	25.72%	1,654	26.06%	6,348
Phase Five (V)	131	22.82%	190	33.10%	574
Phase Six (VI)	1,475	29.35%	1,371	27.28%	5,026
Undetermined	3	60.00%	5	100.00%	5
Not In Phase	663	38.46%	1,429	82.89%	1,724
Total	11,945	39.58%	12,408	41.11%	30,183

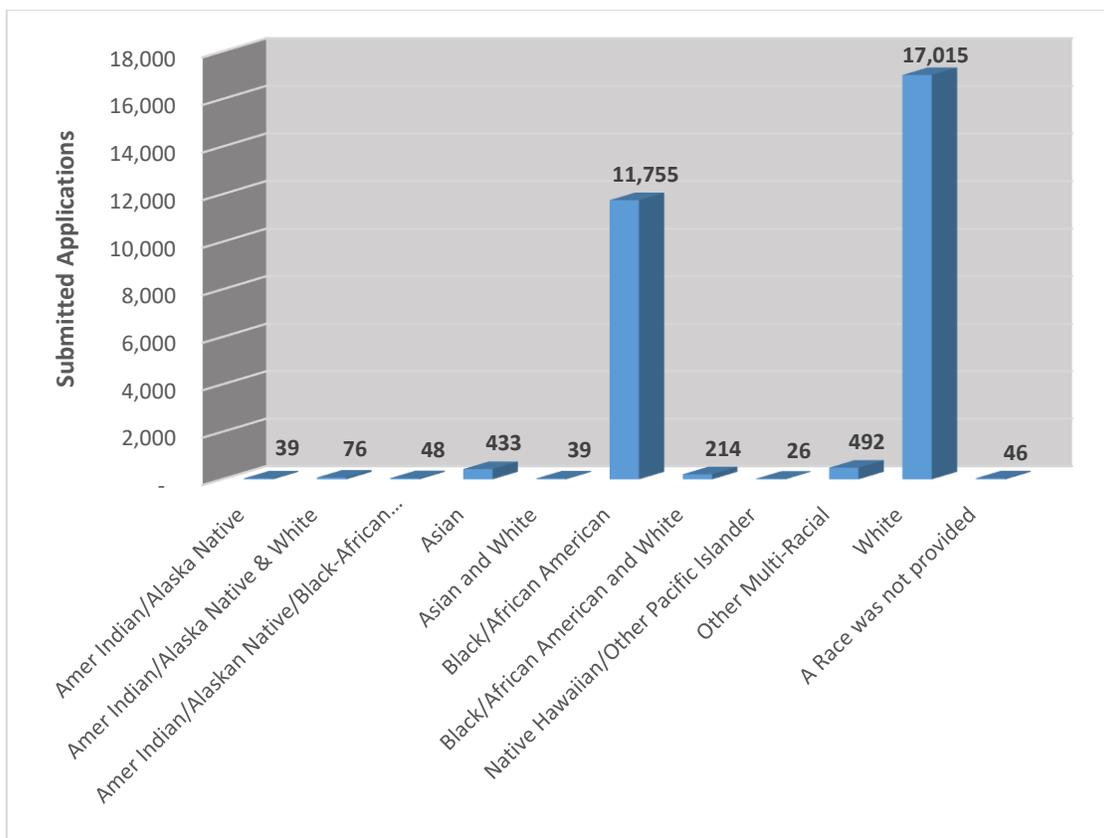
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	39	0.13%
American Indian/Alaska Native and White	76	0.25%
American Indian/Alaskan Native/Black-African American	48	0.16%
Asian	433	1.43%
Asian and White	39	0.13%
Black/African American	11,755	38.95%
Black/African American and White	214	0.71%
Native Hawaiian/Other Pacific Islander	26	0.09%
Other Multi-Racial	492	1.63%
White	17,015	56.37%
A Race was not provided	46	0.15%
Total	30,183	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 4/13/2018	Weekly Activity	As of 4/20/2018
Appointments			
Total Number of Appointments	53,233	1,276	54,509
<i>Walk-ins</i>	27,627	713	28,340
<i>Scheduled</i>	25,606	563	26,169
<i>Held at office</i>	21,718	505	22,223
<i>Home visit</i>	483	9	492
<i>Cancelled</i>	2,275	30	2,305
<i>No Show</i>	1,130	19	1,149
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	35,561	856	36,417
<i>Walk-ins</i>	19,698	546	20,244
<i>Scheduled</i>	15,863	310	16,173
<i>Held at office</i>	13,694	282	13,976
<i>Home visit</i>	178	5	183
<i>Cancelled</i>	1,618	20	1,638
<i>No Show</i>	373	3	376
Hammond			
Total Number of Appointments	10,100	252	10,352
<i>Walk-ins</i>	5,609	147	5,756
<i>Scheduled</i>	4,491	105	4,596
<i>Held at office</i>	3,350	83	3,433
<i>Home visit</i>	287	4	291
<i>Cancelled</i>	403	3	406
<i>No Show</i>	451	15	466
Lafayette			
Total Number of Appointments	4,052	135	4,187
<i>Walk-ins</i>	944	12	956
<i>Scheduled</i>	3,108	123	3,231
<i>Held at office</i>	2,839	117	2,956
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	154	6	160
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,520	33	3,553
<i>Walk-ins</i>	1,376	8	1,384
<i>Scheduled</i>	2,144	25	2,169
<i>Held at office</i>	1,835	23	1,858
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	100	1	101
<i>No Show</i>	197	1	198

Call Center Activity

Table 13: Call Center Activity

Activity	As of 4/13/2018	Weekly Activity	As of 4/20/2018
Call Center			
Total Calls	195,824	4,211	200,035
Total Calls Abandoned	4,902	81	4,983
Abandoned %	2.50%	-0.01%	2.49%
Total Calls Processed	190,922	4,130	195,052
Inbound	129,698	2,086	131,784
Outbound	61,224	2,044	63,268
Completed Inbound Calls Details			
Total Inbound Calls Completed	129,698	2,086	131,784
Average Wait Time	1.04 min		1.04 min
Average Call Time	5.98 min		5.97 min
Program Inquiry	38,465	518	38,983
Surveys Status Update	2,844	16	2,860
Surveys Completed	8,233	38	8,271
Case Manager Request	11,275	358	11,633
Application Status Update	46,156	800	46,956
Application In Progress	643	9	652
Application Submitted (Pending Document Upload)	5,605	20	5,625
Applications Completed	230	2	232
Damage Assessment Inquiry	2,249	2	2,251
Award Acknowledgement Inquiry	2,176	44	2,220
Construction Inquiry	1,490	96	1,586
Appeals	842	49	891
Outbound Project	52	2	54
Invalid Number/ No Answer / Busy / Left Message	7,009	128	7,137
Call Transferred	2,429	4	2,433
Completed Outbound Calls Details			
Total Outbound Calls Completed	61,224	2,044	63,268
Average Call Time	1.75 min		1.73 min
Program Inquiry	5,039	47	5,086
Survey Status Update	87	0	87
Surveys Completed	674	3	677
Case Manager Request	99	3	102
Application Status Update	11,228	498	11,726
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	545	7	552
Applications Completed	41	0	41
Damage Assessment Inquiry	11	1	12
Award Acknowledgement Inquiry	38	0	38
Construction Inquiry	275	4	279
Appeals	0	0	0
Outbound Project	344	0	344
Invalid Number/ No Answer / Busy / Left Message	22,805	914	23,719
Call Transferred	20,038	567	20,605

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	35	36	4	1	71	5,189	3,345
2	53	21	37	123	44	72	1,929	1,069
3	38	11	38	166	56	73	1,340	725
4	82	39	39	192	78	74	348	162
5	21	13	40	180	68	75	358	166
6	5	1	41	254	104	76	33	18
7	58	15	42	316	140	77	245	114
8	26	9	43	509	261	78	2	0
9	174	65	44	106	38	79	1	0
10	173	68	45	161	61	80	1	0
11	70	24	46	251	102	81	2,094	1,304
12	94	48	47	584	245	83	4	0
13	98	30	48	580	299	84	2	0
14	407	170	49	364	143	85	1	0
15	76	34	50	43	1	86	801	424
16	557	256	51	1	0	88	2,794	1,778
17	1,174	602	52	1	0	89	3	1
18	162	61	53	4	0	90	22	6
19	310	152	54	2	0	91	4	0
20	92	41	55	4	0	92	3	0
21	90	36	56	4	0	93	8	0
22	138	59	57	16	0	94	1	0
23	129	48	58	241	111	95	2,190	1,428
24	112	41	59	639	419	96	543	236
25	13	3	60	80	35	97	8	0
26	49	10	61	1,471	998	98	1	0
27	25	14	62	570	327	99	5	0
28	125	28	63	950	616	100	7	0
29	1,674	1,180	64	3,158	2,167	101	5,378	4,060
30	22	5	65	5,547	3,906	102	7	0
31	1,158	640	66	1,644	1,028	103	2	0
32	45	17	67	162	74	104	11	5
33	62	26	68	74	37	105	3	0
34	23	8	69	228	131	Unknown	0	0
35	7	1	70	98	41	Total	49,480	30,183

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

Senate District	Survey Count	Application Count
1	64	28
2	358	157
3	11	0
4	15	0
5	10	0
6	8,349	5,571
7	8	0
8	9	0
9	1	0
10	3	0
11	924	464
12	2,307	1,204
13	8,931	5,748
14	1,852	1,174
15	9,706	7,125
16	523	299
17	977	517
18	5,405	3,419
19	13	0
20	5	0
21	96	13

Senate District	Survey Count	Application Count
22	919	384
23	1,770	953
24	574	224
25	368	149
26	1,488	677
27	34	10
28	398	133
29	192	67
30	220	82
31	225	81
32	276	125
33	706	334
34	1,675	825
35	292	120
36	334	128
37	116	41
38	125	44
39	201	87
Unknown	0	0
Total	49,480	30,183

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	441	181
Allen	75	19	10
Ascension	6,353	3,932	2,500
Avoyelles	274	130	28
Beauregard	113	36	11
Bienville	209	45	14
Bossier	607	262	98
Caddo	589	292	122
Calcasieu	266	158	57
Caldwell	154	43	22
Catahoula	72	18	7
Claiborne	208	49	14
De Soto	141	51	16
East Baton Rouge	24,248	19,677	13,773
East Carroll	237	45	21
East Feliciana	617	249	138
Evangeline	522	113	37
Franklin	58	23	7
Grant	280	70	30
Iberia	1,478	528	203
Iberville	357	109	55
Jackson	74	13	4
Jefferson Davis	508	120	43
Lafayette	4,753	2,524	1,307
LaSalle	73	24	10
Lincoln	152	25	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,063	6,472
Madison	85	53	23
Morehouse	1,005	259	119
Natchitoches	598	146	56
Ouachita	3,418	2,056	1,002
Pointe Coupee	444	136	54
Rapides	145	87	27
Red River	46	13	4
Richland	445	129	62
Sabine	100	57	16
St. Helena	976	420	230
St. James	162	86	26
St. Landry	1,615	363	144
St. Martin	1,301	464	194
St. Tammany	1,057	420	213
Tangipahoa	6,183	3,815	2,046
Union	399	88	47
Vermilion	1,786	882	383
Vernon	306	64	25
Washington	1,222	410	187
Webster	525	121	50
West Baton Rouge	110	34	9
West Carroll	336	68	27
West Feliciana	154	54	32
Winn	181	46	17
Total	82,440	49,330	30,182

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	18	0
Lafourche	4	0
Orleans	41	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	24	0
St. Mary	42	1
Tensas	2	0
Terrebonne	4	0
Total	150	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	46	\$1,107,567.81	26	\$614,770.27	16	\$199,841.63
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	592	\$15,908,680.11	371	\$9,666,827.58	275	\$5,630,819.20
Beauregard	1	\$57,400.82	0	\$0.00	0	\$0.00
Bienville	1	\$21,980.23	1	\$21,980.23	1	\$20,389.63
Bossier	13	\$476,371.28	1	\$42,887.30	0	\$0.00
Caddo	9	\$326,617.38	4	\$89,836.01	2	\$14,541.97
Calcasieu	14	\$441,826.54	8	\$253,121.60	5	\$117,133.63
Caldwell	4	\$127,053.88	2	\$48,640.72	0	\$0.00
Catahoula	2	\$113,583.37	0	\$0.00	0	\$0.00
Claiborne	1	\$13,158.69	1	\$13,158.69	0	\$0.00
De Soto	3	\$71,829.44	1	\$5,069.09	0	\$0.00
East Baton Rouge	5,519	\$144,922,568.63	3,880	\$107,304,114.81	3,291	\$58,059,382.27
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	33	\$985,610.01	19	\$533,244.17	10	\$180,430.85
Evangeline	11	\$281,380.18	7	\$179,968.38	5	\$33,485.12
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	5	\$112,242.04	1	\$25,014.99	0	\$0.00
Iberia	45	\$1,449,189.29	26	\$851,358.26	15	\$207,452.08
Iberville	8	\$412,854.46	4	\$146,587.14	2	\$65,574.41
Jefferson Davis	2	\$55,839.13	1	\$25,224.03	0	\$0.00
Lafayette	465	\$9,731,956.71	321	\$6,855,238.86	237	\$3,604,701.69
Livingston	2,111	\$55,124,918.52	1,279	\$33,874,536.77	997	\$19,689,274.14
Morehouse	21	\$664,882.88	9	\$270,569.25	7	\$81,377.96
Natchitoches	7	\$216,233.67	3	\$97,700.76	3	\$46,332.04
Ouachita	216	\$6,617,114.62	128	\$3,890,835.80	78	\$1,361,315.58
Pointe Coupee	6	\$259,394.63	6	\$259,394.63	4	\$82,938.85
Rapides	5	\$198,805.78	1	\$17,341.25	1	\$12,310.69
Richland	6	\$292,195.20	0	\$0.00	0	\$0.00
Sabine	2	\$56,546.86	1	\$22,344.21	1	\$17,503.71
St. Helena	30	\$1,329,778.87	19	\$746,396.20	10	\$246,805.71
St. James	4	\$172,052.00	2	\$84,445.54	0	\$0.00
St. Landry	22	\$654,485.55	7	\$200,835.45	5	\$94,943.22
St. Martin	46	\$1,527,665.95	28	\$851,971.59	17	\$302,714.60
St. Tammany	36	\$833,772.11	23	\$555,604.61	18	\$238,363.18
Tangipahoa	471	\$15,300,775.11	258	\$7,770,404.14	145	\$2,450,340.50
Union	6	\$174,758.53	5	\$136,646.40	2	\$40,295.45
Vermilion	121	\$2,979,758.98	74	\$1,868,982.95	46	\$751,945.81
Vernon	4	\$148,775.77	1	\$64,937.15	1	\$63,828.23
Washington	32	\$907,835.31	18	\$535,558.87	13	\$214,042.66
Webster	6	\$117,696.55	3	\$62,944.93	3	\$62,944.93
West Baton Rouge	1	\$45,000.00	1	\$45,000.00	0	\$0.00
West Carroll	6	\$279,542.27	2	\$75,766.80	0	\$0.00
West Feliciana	7	\$231,102.35	4	\$152,158.70	3	\$36,872.56
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	9,946	\$264,925,324.60	6,551	\$178,402,357.65	5,217	\$94,008,974.63

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.