



2013 Annual Awards Entry Form
(Complete one for each entry.)

Entry Name Louisiana Disaster Housing Task Force

Fill out the entry name <i>exactly</i> as you want it listed in the awards program.

HFA Louisiana Housing Corporation

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Entry form with description, check(s), and visual aids (optional) must be received by NCSHA by **Monday, July 1, 2013.**

Use this header on the upper right corner of each page.

HFA _____

Entry Name _____

Communications	Homeownership	Legislative Advocacy	Management Innovation
<input type="checkbox"/> Annual Report <input type="checkbox"/> Promotional Materials and Newsletters <input type="checkbox"/> Creative Media	<input type="checkbox"/> Empowering New Buyers <input type="checkbox"/> Home Improvement and Rehabilitation <input type="checkbox"/> Encouraging New Production	<input type="checkbox"/> Federal Advocacy <input type="checkbox"/> State Advocacy	<input type="checkbox"/> Financial <input type="checkbox"/> Human Resources <input checked="" type="checkbox"/> Operations <input type="checkbox"/> Technology
Rental Housing	Special Needs Housing	Special Achievement	Are you providing visual aids?
<input type="checkbox"/> Multifamily Management <input type="checkbox"/> Preservation and Rehabilitation <input type="checkbox"/> Encouraging New Production	<input type="checkbox"/> Combating Homelessness <input type="checkbox"/> Housing for Persons with Special Needs	<input type="checkbox"/> Special Achievement	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

Background: Hurricane Isaac hit Louisiana's coast at Plaquemines Parish, southwest of the Mississippi River on August 28, 2012 as a Category 1 hurricane; it made a second land fall in Southeast Louisiana just west of Port Fourchon on August 29, and proceeded to impact multiple Louisiana parishes with strong winds and rain through August 30. The severe storms caused housing and infrastructure damage, massive power outages to more than 900,000 homes and businesses, and severe flooding due to a high inundation of water and overtopped levees in coastal parishes. Specifically, Hurricane Isaac caused significant flooding in most of St. John the Baptist Parish and the vast majority of Plaquemines Parish. These two parishes were designated eligible for Individual Assistance (IA) from the Federal Emergency Management Agency (FEMA) based on aerial reconnaissance identifying vast areas of flooding. Additionally, storm surge from Lake Pontchartrain caused significant flooding in the southern portions of St. Tammany and Tangipahoa parishes, particularly in the City of Slidell, as well as the Lake Catherine area of Orleans Parish. Other parishes indicated localized flooding due to either the duration of rainfall of Hurricane Isaac or high water in Lake Maurepas, including those bordering St. John the Baptist: St. Charles, Livingston, Ascension and St. James parishes. In total, Hurricane Isaac caused more than 2,700 individuals to relocate to emergency shelter sites.

The Louisiana Disaster Housing Task Force (LDHTF), led by the Louisiana Housing Corporation (LHC), was activated on September 1, 2012 in response to Hurricane Isaac. The State of Louisiana established the LDHTF to ensure that all Louisiana households have access to safe and sanitary housing after either natural or manmade disasters and maintain that housing through each stage of the disaster housing continuum. The LDHTF provides recommendations and ensures the transition of households from emergency shelters through permanent housing is handled in the most effective manner and with the best outcomes for citizens, including defining the roles and responsibilities of key and supporting members and identifying and coordinating resources to locate, secure and fund housing options.

Is innovative and replicable: In response to previous disasters (e.g. Hurricanes Katrina and Rita in 2005 and Gustav and Ike in 2008), the State determined that it needed a statewide recovery plan to address the scale of damages adequately. Upon analyzing the damages caused by Hurricane Isaac, however, it became clear that parish-specific recovery plans, rather than a statewide strategy, would be the most effective approach. Following Isaac, the LDHTF has realized that it the best course of action is to examine the unique challenges faced by each parish and to produce plans that provide meaningful solutions to those challenges. Ultimately, the LDHTF's goals are to facilitate meaningful, sustainable and attainable housing recovery, to build its internal planning capacity for future disasters, and to expand a knowledge base that may be shared with other localities in times of disaster. In addition, the LDHTF aims to create plans that can serve as models for use in future disasters – both in Louisiana and across the country.

Responds to a management challenge or opportunity: One of the opportunities LDHTF has had to improve its overall effectiveness in managing the recovery of individual parishes is through a partnership with the Enterprise Community Foundation (ECF). Through a grant awarded by HUD, ECF is able to provide free technical assistance to LDHTF and to each individual parish. This TA is specifically earmarked for the creation of funding models designed around the unique programs and recovery needs of each parish. Once a funding model has been developed, LDHTF works with each individual parish to bring together the partners and resources needed to accomplish its goals.

Achieves measurable improvements in agency operations: The relatively limited scale of damages resulting from Hurricane Isaac meant that a more nuanced, targeted approach to recovery coordination and planning had to be developed. The LDHTF was uniquely positioned to facilitate such a process through its organizational structure, which included individual working groups to address the localized, complex challenges that arose in the aftermath of the hurricane. Each individual working group functions within its own specialty area and with its own unique set of tasks. The design of these groups is to remain

highly mobile, thereby allowing for greater parish involvement, while, at the same time, participating in the “big picture” through its partnership with LHC.

Provides benefits that outweigh costs: The benefits LDHTF provides not only center on the number of parishes and individual people its recovery efforts directly impacted over the last ten months but also on the development of disaster preparedness plans on a local and statewide scale to better combat natural disasters in the future. Statewide, 29 parishes reported damages to owner-occupied households, and 26 parishes reported damages to renter-occupied households as a result of Hurricane Isaac. In St. John the Baptist and Plaquemines parishes, especially, damage from Hurricane Isaac was extensive and widespread along both the Mississippi River’s east and west banks. In total, more than 48% (4,110) of St. John the Baptist parish’s households and 46% (7,176) of Plaquemines parish’s households reported some level of damage (U.S. Census, 2011/LDHTF). Outside of St. John the Baptist and Plaquemines parishes, rural parishes, such as Tangipahoa, Livingston, St. Bernard and Lafourche experienced the greatest amount of non-entitlement community damage with over 10,000 instances of damage reported. As of May 2013, LDHTF worked closely with partners such as FEMA and SBA, two agencies that have distributed \$247.4 million dollars to Louisiana victims of Hurricane Isaac. In addition, through extensive collaboration with state, parish and community agencies and organizations, Louisiana is better equipped and more prepared if and when the next disaster strikes, allowing for a faster reaction time and better coordinated and targeted assistance for those who need it.

Demonstrates effective use of resources: LDHTF is of representatives from federal, state and nonprofit agencies. The LHC and Louisiana Department of Children and Family Services (DCFS) serve as co-chairs for the coordination of the LDHTF and together they are the leads for disaster housing recovery for preparedness, emergency sheltering and re-entry and transitional sheltering. The LHC and the Office of Community Development-Disaster Recovery Unit (OCD-DRU) are the LDHTF leads for disaster housing recovery for Interim Housing and Permanent Housing. In addition to the LDHTF lead agencies described above, the Core Team includes the following state, federal, local and voluntary organizations: Governor’s Office of Homeland Security and Emergency Preparedness (GOHSEP), FEMA, HUD, SBA, USDA, Louisiana Voluntary Agencies Active in Disaster (LA VOAD) and the American Red Cross. Bringing all of these valuable partners to the table ensures that LDHTF is taking a collaborative approach to disaster planning and response. The agencies that are most integral to disaster housing are all “at the same table,” ensuring that resources are effectively used when Louisiana encounters any disaster situation.

A specific example of the effective use of resources in the wake of Hurricane Isaac was the set-aside of existing HOME funds for a HOME TBRA program to address the immediate housing needs of those affected by the storm. Instead of waiting for federal resources and allocations, LHC/LDHTF made the decision to use existing resources to address and immediate need and as a result moved people from emergency shelters into stable living situations more quickly.

Achieves strategic objectives: The following strategic objectives/milestones have been created and achieved over the course of the project to date:

- Submitted an initial Disaster Housing Plan to FEMA.
- Assisted homeowners as shelters closed and other emergency housing options ended.
- Participated in a Listening Session with federal, state, local, nonprofit and private sector stakeholders.
- Assisted in State application for a FEMA Disaster Case Management grant and worked with DCFS to establish relationships, train case managers, set up data sharing agreements, and facilitate coordination within the existing National Disaster Recovery Framework (NDRF) process.
- Advocated to landlords, property owners and appropriate persons for short-term lease opportunities.

- Facilitated information sharing meetings with the four most-impacted parishes to begin production of Parish-Specific Disaster Housing Plans: Plaquemines, St. John the Baptist, Jefferson, and St. Tammany.
- Requested and received waivers from HUD related to flexibility in using Gustav/Ike dollars for Isaac recovery.
- Submitted a formal request to HUD for technical assistance in developing parish specific recovery strategies and identifying and utilizing available funding sources. Request was approved.
- Developed a Housing Resource Guide for distribution to various stakeholders.
- Joined the St. John the Baptist Parish Citizens Advisory Committee – Housing Subcommittee that operated within the NDRF Housing Recovery Support Function (RSF).
- Participates in several St. John CAC meetings and community Open Houses to discuss recovery needs and identify priorities.
- Participates in Plaquemines Parish NDRF process – including open houses and community meetings. Joined its CAC – Housing Subcommittee.
- Coordinated with FEMA’s mitigation team and GOHSEP staff on addressing impacts of Flood Reform Act, the resulting changes to NFIP, and changes to flood maps.
- Requested and obtained additional data from FEMA related to its Individual Assistance Program and NFIP.
- Conducted information session regarding HUD Section 108 funds.
- Assisted NDRF leadership in identifying and securing participation from appropriate State agencies for the other 5 RSFs.
- Conducted Biggert-Waters Flood Insurance Reform Act learning session for LDHTF members and various stakeholders.
- Drafted project/program designs for St. John based on priorities established through public input process.
- Led a team of local and state partners in preparing an application on behalf of St. John the Baptist Parish and the St. John the Baptist Parish Housing Authority for HUD’s Choice Neighborhoods Planning Grant.
- Participates in FEMA’s community forums related to changes in flood insurance and flood maps.
- Participated in HUD’s Sustainability & Resiliency workshop.
- Working with technical assistance providers to develop project outlines and funding models that will guide decision making and design of recovery programs at both the local and state levels.
- Coordinates with the Committee for Plaquemines Recovery and Catholic Charities in developing models for determining home construction/rehabilitation and elevation costs.

LDHTF also adheres to LHC’s overall strategic plan by addressing the goals of:

- Assessing future housing needs
- Using innovation to improve capabilities and efficiencies.

Conclusion: During a less than ideal situation last fall, LHC was able to mobilize its many resources and launch the Louisiana Disaster Housing Task Force. The LDHTF was able to respond efficiently and effectively to the immediate needs of residents after Hurricane Isaac, and going forward, is taking advantage of the opportunity to improve Louisiana’s disaster housing planning, coordination and response to man-made and natural disasters.

Louisiana Disaster Housing Task Force

High Level Overview & Summary of Efforts/Milestones to Date

Purpose

- The LDHTF was established to ensure that families can access safe and sanitary housing through each stage of a natural or manmade disaster.
- LDHTF is comprised of federal, state and nonprofit partners.
- LDHTF was activated on Aug. 28 in response to Hurricane Isaac.

Objectives

- Coordinate implementation of post-disaster housing solutions across multiple agencies.
- Ensure displaced households receive accurate housing information, and appropriate case management services that will assist in obtaining a permanent housing solution.
- Forecast housing needs and ensure programs and resources are utilized for each stage of the housing continuum as needed.

Recovery Support Function

- Through FEMA, the National Disaster Recovery Framework has six Recovery Support Functions led by designated federal agencies.
- HUD is the coordinating federal agency for the Housing RSF.
- The RSFs work in coordination with state and tribal governments.
- LDHTF has been active in the Housing RSF for Hurricane Isaac.

Structure

- Working Groups will focus on what is needed to reach objective of creating Parish-Specific Disaster Housing Plans.
 - Parish Plan Compilation – Ted Guillot
 - Programs/Resources – Marisa Robertson
 - Data Gathering, Sharing and Reporting – Dave Bowman/Mat Sanders
 - Communications with Local Governments – Angela Vanveckhoven
 - Case Management – Adrienne Duncan
 - Internal Reporting – Janice Lovett
- A Steering Committee of Task Force and Working Group leaders will meet as needed to address high level issues, engage other parties as needed, and ensure that all pertinent information is shared within the Task Force.

Efforts/Milestones (Activation – 12/31/12)

- Submitted an initial Disaster Housing Plan to FEMA.
- Coordinated with federal partners on the Housing Recovery Support Function.
- Assisted homeowners as shelters closed and other emergency housing options ended;

- Participated in a Listening Session with federal, state, local, nonprofit and private sector stakeholders;
- Applied for a FEMA Disaster Case Management grant.
- Advocated to landlords, property owners and appropriate persons for short-term lease opportunities.
- Provided data to all impacted parishes who requested it.
- Facilitated information sharing meetings with the four most-impacted parishes to begin production of Parish-Specific Disaster Housing Plans: Plaquemines, St. John the Baptist, Jefferson, and St. Tammany.
- Requested waivers from HUD related to flexibility in using Gustav/Ike dollars for Isaac recovery.
- Submitted formal request to HUD OneCPD for technical assistance in developing parish specific recovery strategies and identifying and utilizing available funding sources.

Efforts/Milestones (1/1/13 – 3/31/13)

- Received \$7.4M FEMA Case Management Grant. Coordinating with DCFS on plan to utilize funds.
- Developed a Housing Resource Guide for distribution to various stakeholders.
- Joined the St. John the Baptist Parish Citizens Advisory Committee – Housing Subcommittee.
- Participated in several St. John CAC meetings and community Open Houses to discuss recovery needs and identify priorities.
- Participating in Plaquemines Parish NDRF process – including open houses and community meetings. Will be joining its CAC – Housing Subcommittee once it is stood up.
- Coordinated with FEMA’s mitigation team and GOHSEP staff on addressing impacts of Flood Reform Act, the resulting changes to NFIP, and changes to flood maps.
- Requested and obtained additional data from FEMA related to its Individual Assistance Program and NFIP.
- Received positive response from HUD regarding the flexibility to use Gustav/Ike funds for households also impacted by Isaac.
- Conducted information session regarding HUD Section 108 funds. Held internal discussions related to possible pursuit of this funding source.
- Assisted NDRF leadership in identifying and securing participation from appropriate State agencies for the other 5 RSFs.
- Received approval from HUD regarding request for technical assistance in working with parishes to develop long-term recovery strategies.
- Conducted Biggert-Waters Flood Insurance Reform Act learning session for LDHTF members and various stakeholders.

Efforts/Milestones (4/1/13 –current)

- Drafted project/program designs for St. John based on priorities established through public input process.

- HUD announced \$107M CDBG-DR allocation to State of LA. Preliminary discussions held with HUD regarding use of funding.
- Contract for implementation of DCM between DCFS and Catholic Charities Archdiocese of New Orleans finalized. Working with DCFS to establish relationships, train case managers, set up data sharing agreements, and facilitate coordination within existing NDRF process.
- Participating in FEMA's community forums related to changes in flood insurance and flood maps.

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Efforts/Milestones (4/1/13 –current)

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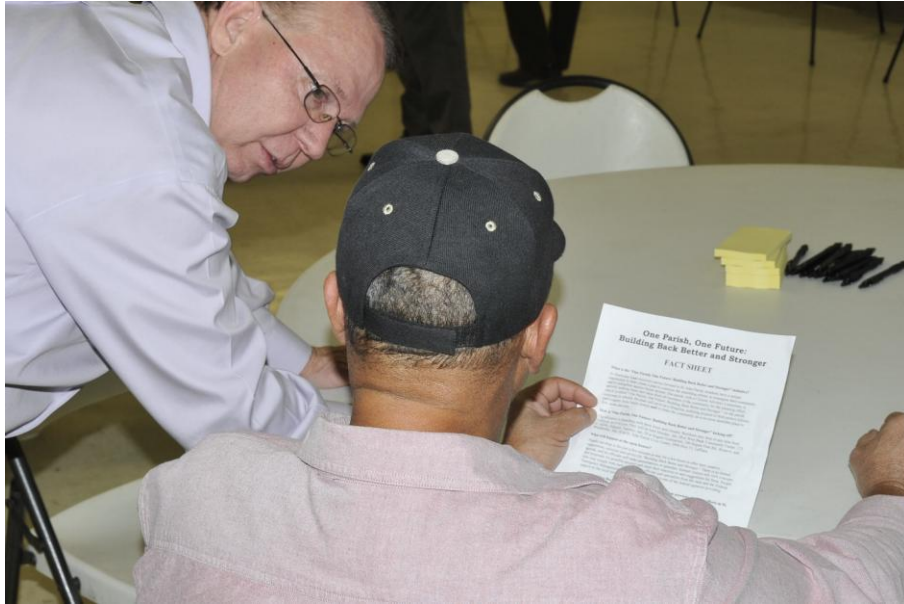
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A home gutted in St. John the Baptist Parish following the flooding caused by Hurricane Isaac.



The combination of rain water and storm surge resulting from Hurricane Isaac caused substantial flooding in much of St. John the Baptist Parish.



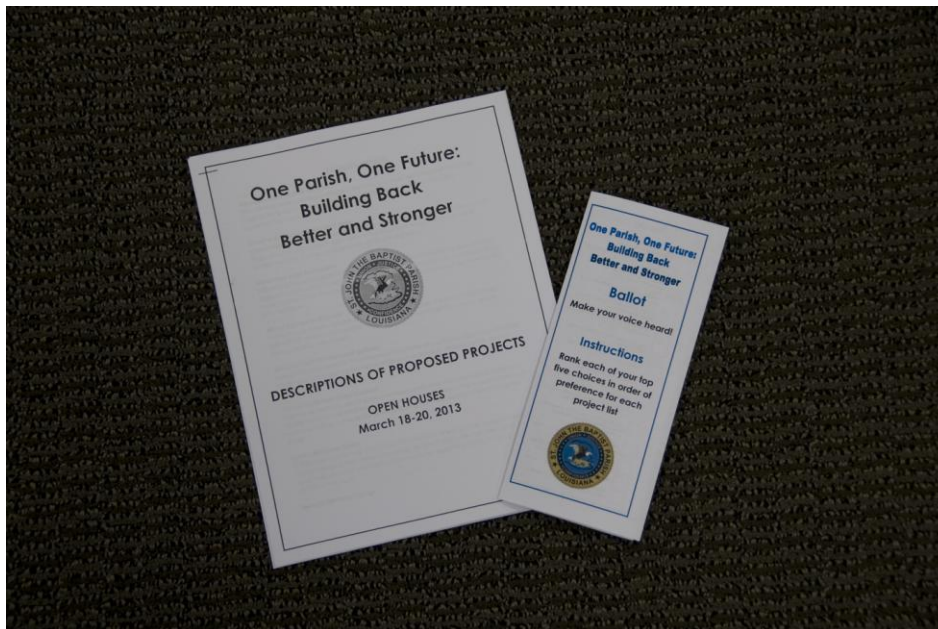
St. John the Baptist Parish Disaster Recovery Coordinator, Raymond Goodman, discussed recovery priorities with a parish resident at a National Disaster Recovery Framework open house.



As part of the NDRF process, parish residents were asked to provide comments and feedback related to the Infrastructure needs of the Parish in the aftermath of Hurricane Isaac during several open house events held throughout the impacted area.



The focus on community wide participation in the development of recovery priorities was demonstrated when NDRF leaders visited with local high school students to get their input.



After the community driven Citizens Advisory Committee developed a list of potential recovery projects, all parish residents were given the opportunity to vote on which of the initiatives they viewed as most critical.

Update: Louisiana Disaster Housing Task Force



Ted Guillot
May 7, 2013

Purpose of LDHTF

- **The Louisiana Disaster Housing Task Force (LDHTF)** was established to ensure that families can access safe and sanitary housing through each stage of a natural or manmade disaster.
- LDHTF is comprised of federal, state and nonprofit partners.
- LDHTF was **activated on Aug. 28** in response to Hurricane Isaac.

Objectives of LDHTF

- Coordinate **implementation of post-disaster housing solutions** across multiple agencies;
- Ensure **displaced households receive:**
 - **Accurate housing information, and**
 - **Appropriate case management services** that will assist in obtaining a permanent housing solution; and
- Forecast **housing needs** and ensure **programs and resources are utilized** for each stage of the housing continuum as needed.

- Through FEMA, the **National Disaster Recovery Framework** has six Recovery Support Functions led by designated federal agencies.
- HUD is the **coordinating federal agency** for the **Housing RSF**.
- The RSFs work **in coordination with state and tribal governments**.
- LDHTF has been **active in the Housing RSF** for Hurricane Isaac.

LDHTF – Early Efforts

- Submitted an initial **Disaster Housing Plan** to FEMA.
- **Assisted homeowners** as shelters closed and other emergency housing options ended.
- **Advocated** to landlords, property owners and appropriate persons **for short-term lease opportunities.**
- **Facilitated information sharing meetings** with the four most-impacted parishes to **begin production of Parish-Specific Disaster Housing Plans:**
 - Plaquemines;
 - St. John the Baptist;
 - Jefferson; and
 - St. Tammany.

- Developed **Housing Resource Guide** for distribution to stakeholders.
- Conducted Biggert-Waters Flood Insurance Reform Act **learning session** for LDHTF members and partners.
- Requested and received approval for HUD OneCPD technical assistance in **developing parish specific recovery strategies** and **identifying and leveraging available funding sources**.

- Planning for use of **\$107M CDBG-DR allocation** to State and impacted parishes;
- Working with HUD technical assistance providers to **identify additional funding sources**;
- **Support Hurricane Sandy recovery** and planning efforts; and
- Assisting parishes in **educating residents** on impacts of the Biggert-Waters Flood Insurance Reform Act.

- Coordinating with DCFS in implementing the \$7.4M **Disaster Case Management** grant.
- Continued participation with **FEMA's National Disaster Recovery Framework** in developing parish-specific recovery plans.
 - Focus on St. John the Baptist and Plaquemines parishes
- Leading effort in St. John to apply for HUD's **Choice Neighborhoods Planning Grant**

- LDHTF members **embedded within Parish’s Citizen Advisory Committee – Housing Subcommittee.**
- Developed and drafted projects intended to **address the 16 housing priorities** voted on by Parish residents.
- Top 5 priorities (per citizen vote):
 1. Initiate “**Safe Neighborhood**” programs within the parish
 2. Establish an **Office of Disaster Recovery Management**
 3. Establish a process to **identify and remediate blighted properties**
 4. Establish a homeowner grant or forgivable loan program to **provide rebuilding and elevation assistance**
 5. Assess the need and resources for **senior rental housing**

- Parish has formed Steering Committee to **lead recovery planning efforts.**
- Housing subcommittee has **identified a number of priorities**, including:
 1. Address **high cost of insurance**
 2. Identify additional **funding for home elevations**
 3. Determine **feasibility of complying with BFE** in certain areas
 4. Construct **disaster-resilient housing** in order to avoid the need to rebuild after each disaster
 5. Ensure residents have the information they need to **make decisions regarding their recovery** (e.g. adoption of updated FIRM)

- **Addressing impacts** of Biggert-Waters Flood Insurance Reform Act
 - **Cost of coverage**
 - Need to **elevate**
 - Understanding importance of building back using **best available data**
- Incorporating **sustainable building practices**
- **Targeted buyouts** and conversion to **green space**
- **Resilient, multi-family housing** as an alternative in certain areas
- Taking **lessons learned** and developing long-term strategies