



# Building The Road Home: America's Largest Disaster Recovery Effort

**188,000** Grant requests processed

**9** housing assistance centers opened within 90 days

**2,300** Louisiana-based staff

Learn more about how ICF Disaster Recovery Services can help your organization:  
[icf.com/work/disaster-management](https://www.icf.com/work/disaster-management)

In late August 2005, the tropical depression that would become Hurricane Katrina formed over the Bahamas.

When the storm finally made landfall as a Category 3 hurricane, it brought 140 mph winds, combined with heavy rainfall and dire aftermath conditions, would cause over **\$100 billion in damage**. Storm surges and heavy rain flooded nearly 80% of New Orleans, **displacing more than 400,000 people** and killing 2,000. Many of those who experienced the worst of the storm were already living in poverty and especially vulnerable to the dangerous conditions it created.

For New Orleans and other affected areas of the Gulf Coast, the storm didn't simply destroy residents' homes — it upended the most fundamental aspects of their daily lives. Rebuilding in the fullest sense would mean much more than repairing the physical damage.

One critical part of that equation involved securing and allocating funds for homeowners to help manage the costs of rebuilding. With that in mind, Louisiana tapped ICF to design and implement Road Home, the state's Community Development Block Grant — Disaster Recovery (CDBG-DR) program. The \$7.9 billion initiative afforded eligible homeowners up to \$150,000 in compensation for damages to their homes caused by Hurricanes Katrina and Rita. The Road Home would eventually become the largest single housing recovery effort in U.S. history.

## Securing Federal Funds for Communities in Need

ICF helped Louisiana with planning and advisory services related to its CDBG-DR program and essential services to homeowners. The work required an exhaustive understanding of compliance protocols, program policies, procedures, and regulatory hurdles for a range of Federal programs beyond CDBG-DR, including — the Federal Emergency Management Agency (FEMA) Hazard Mitigation Grant Program, the Stafford Act, the Small Business Administration, the Uniform Relocation Act, environmental and historic preservation laws, and the larger legislative and constitutional issues impacting this specific program.





### About ICF

ICF (NASDAQ:ICFI) is a global consulting services company with over 7,000 full- and part-time employees, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future. Learn more at [icf.com](http://icf.com).

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**In total, ICF processed 188,000 applications—53% more than the state's original estimate—and awarded \$7.9 billion in grants to 124,000 property owners—24,000 more than anticipated.**

### Exceptional Audit Performance and Compliance Management

Within 90 days of being contracted, ICF opened nine housing assistance centers, despite massive infrastructure challenges. Four other assistance centers, plus a mobile center, were added later to handle the high demand for assistance. ICF also hired 2,300 intake staff to augment state, local and nonprofit capacity. ICF also ensured that there was no duplication of benefits and that funds were tracked to the individual case or applicant level, a critical step for protecting taxpayer investment in federal and state programs.

The Road Home has been among the nation's most heavily audited recovery programs, with nearly fifty state and federal audits conducted between June 2006 and June 2009 — none of which produced material findings of fraud.

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