



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #21**  
**April 10, 2023 – April 17, 2023**

**Issued: April 17, 2023**



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### Program Overview

The Restore Louisiana Homeowner Assistance Program provides grant funding to homeowners affected by 2020-21 Disasters to help with repairs, reconstruction, and/or reimburse for repairs already completed.

The program is administered by the Louisiana Office of Community Development (OCD) and funded by the Department of Housing and Urban Development (HUD) through federal appropriations of Community Development Block Grant-Disaster Recovery (CDBG-DR) funds.

Louisiana has been allocated more than \$3.1 billion for all eligible storms:

	DISASTER EVENT ALLOCATIONS	DATE	AMOUNT
1	Hurricanes Laura & Delta	October 29, 2021	\$600 M
2	Hurricane Ida & May '21 Severe Storms + Hurricanes Laura & Delta	March 22, 2021	\$1.27 B
			+ \$450 M
3	Hurricane Ida & May '21 Severe Storms	Sept. 30, 2022	\$800 M

The first step in receiving program assistance is to complete the program survey. The information provided in the survey will help the program phase homeowners for assistance.

### Homeowner Phase Prioritization Factors

To serve the most vulnerable populations effectively in our state, the program’s phased approach, which is aligned with federal guidance, ensures that the most vulnerable populations are prioritized for assistance.



#### Household Income

Households with the lowest income, according to HUD AMI for their area, will be prioritized.



#### Homeowner Age

Homeowners over the age of 62 will be prioritized.



#### Disabled Household Members

If a household includes a disabled member, it will be prioritized.



#### Located in Most-Impacted Parishes

Household addresses located in a most-impacted and distressed parishes will be prioritized.



#### Repairs Complete or Incomplete

Households with incomplete repairs will be prioritized.

The phases prioritize homeowners for assistance based on household income, homeowner age, disabled household members, whether the damaged address is in a Most-Impacted parish, and if the damaged address’ repairs are complete or incomplete.



	<p>Based on current funding limitations and federal guidance, to be placed in a phase, you must have:</p> <ol style="list-style-type: none"> <li>(1) owned and still own the damaged home</li> <li>(2) occupied the home at the time of the disaster</li> <li>(3) sustained FEMA IA damages of \$5,000 or greater for repairs</li> <li>(4) NOT received or expect to receive structural insurance payments greater than \$25k</li> </ol>
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APPLICATION PHASES		PHASE I	PHASE II	PHASE III	PHASE IV	PHASE V	PHASE VI
HOUSEHOLD INCOME	LESS THAN 50% AMI	✓					
	BETWEEN 50% & 80% AMI		✓	✓			
	GREATER THAN 80% AMI				✓	✓	✓
GEOGRAPHY	MOST IMPACTED	N/A	N/A	N/A	✓		N/A
	OTHER IMPACTED					✓	
HOMEOWNER 62+ AND/OR HOUSEHOLD MEMBER WITH DISABILITY	YES	N/A	✓		N/A	N/A	N/A
	NO			✓			
STATUS OF REPAIRS	COMPLETE	N/A	N/A	N/A			✓
	INCOMPLETE				✓	✓	

AMI = AREA MEDIAN INCOME

Based on survey responses and after an environmental review is completed on the damaged residence, the program invites homeowners in Phases 1 – 6 to start a program application for assistance to determine eligibility.

Homeowners can receive in-person support at mobile locations located throughout impacted areas to assist in completing surveys or applications. The calendar of mobile locations is posted at [restore.la.gov/events](https://restore.la.gov/events).

### Eligibility

After the application is submitted, it is reviewed for eligibility. To be eligible for program assistance, homeowners must meet the following requirements:

- Owner occupant at time of disaster event and still maintain ownership through program final project inspection.
- Damaged address was the applicant’s primary residence at the time of disaster event
- Suffered damage as a result of the 2020-21 Disasters
- Eligible structure as determined by program, including single family homes, duplexes, mobile homes and condominiums
- Located in one of 60 disaster declared parishes



### Homeowner Program Steps

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

**1 COMPLETE THE PROGRAM SURVEY**

Completing the program survey is the first step in receiving program assistance and can be completed on any smart phone, tablet or mobile device at [restore.la.gov](http://restore.la.gov), or by calling the program call center at 866.735.2001.

**2 ENVIRONMENTAL REVIEW**

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. The environmental review is conducted without an appointment and from the road or right-of-way.

**3 START THE PROGRAM APPLICATION**

Qualified homeowners who submitted a program survey and have had an environmental review of their property performed by the program will be invited to start the program application according to their phase. The application may be started on any mobile device, such as a smart phone, computer or tablet, by accessing the link provided in the email sent by the program.

**4 DAMAGE & LEAD ASSESSMENT**

During a scheduled damage assessment appointment with the applicant, inspectors will use industry standard software to inspect work already completed and to determine a scope of work for prospective repairs needed to complete the home. The program will also send inspectors to test for lead-based paint in homes constructed prior to 1978.

**5 ELIGIBILITY REVIEW**

The program will review the application and information from third-party sources to determine whether the homeowner meets eligibility requirements for the program. If the program is unable to verify information from third party sources, applicants may be required to submit supporting documentation for program review.

**6 AWARD DETERMINATION**

After steps 1-5 are completed, the homeowner will receive their calculated grant award which accounts for any duplication of benefits. The homeowner will have 60 days to either accept or appeal their award. Homeowners may also consult with their case manager during this period.

**7 CONTRACTOR SELECTION**

If a homeowner has remaining repairs or will require reconstruction, during the application the homeowner will choose between **SOLUTION 1: Program Managed Construction** or **SOLUTION 2: Homeowner Managed Construction** prior to closing on their grant award. Based on individual conditions at the time of application, applicants can choose the program solution which best fits their own need and capacity to complete their home repair or reconstruction project within the program allotted timeframe.

Prior to closing on their grant awards, applicants will be asked to select their contractor based on their previously chosen solution. Applicant will be able to work with their case manager throughout the contractor selection process.

Please visit the program Resources page for more information on contractor selection:

- [Solution 1 Reconstruction](#)
- [Solution 2 Reconstruction](#)
- [Solution 2 10 Tips for Hiring a Contractor](#)
- [Solution 2 Mobile Home Unit Repair Options](#)
- [Fortified Construction Checklist](#)
- [Fortified Roof Checklist](#)

**Contractor Selection is the last status where the solution chosen on the application may be changed** prior to closing on the grant award.

**8 GRANT AGREEMENT & EXECUTION**

After accepting their award, the homeowner will meet with the closing team to sign their grant agreement.

**9 REIMBURSEMENT, REPAIR, RECONSTRUCTION**

Once the grant agreement is executed and depending on the homeowner's selected solution, the homeowner will be issued a reimbursement check and/or will be provided a grant award to repair or reconstruct their home. The allotted time for project repairs/ reconstruction starts on the date the grant agreement is executed.

### Program Outreach

- The program’s mobile outreach team provides in-person support for homeowners completing surveys and applications in impacted areas throughout the state.
- Information on mobile outreach survey and application support locations or other outreach events hosted by the program can be found at [restore.la.gov/events](http://restore.la.gov/events).



## Executive Summary

- The Restore Louisiana Homeowner Assistance survey opened on Feb. 1, 2022. The program opened applications:
  - Phase 1 on May 11, 2022
  - Phase 2 – 3 on Aug. 24, 2022
  - Phase 4 – 5 on Nov. 28, 2022
  - Phase 6 on Dec. 15, 2022
- As of 04/17/23, survey submissions increased by 486 from the previous week, making the total submissions 16,614. 9,066 homeowners were determined to be in Phases I – VI.
- 6,686 environmental reviews have been completed, representing 74% of the 9,066 homeowners in Phases I – VI.
- 6,685 homeowners, from Phases I – VI, have been invited to start an application. 4,132 applications have been submitted, representing 62% of the homeowners invited to start an application.
- There has been a total of 2,258 grant awards offered to homeowners totaling \$180,055,611.93. Of those, 962 homeowners have closed on their grant agreements, obligating \$77,840,348.81.

## Program Mobile and Event Outreach

- The Program completed 9 outreach events during this reporting period.
- Table 1: Completed Outreach:

Month/ Year	Events Outreach
22-Jun	6
3rd Qtr 22	28
4th Qtr 22	77
1st Qtr 23	56
23-Apr	13

- 11 planned mobile and event outreaches scheduled to take place in the next reporting period:

### Mobile Outreach

- 4/17, Matthews Govt Bldg., 8am-4:30pm
- 4/18, Matthews Govt Bldg., 8am-4:30pm
- 4/18, Moss Bluff Library, 9:30am-4:30pm
- 4/18, Corpus Christie CC, Noon-5pm
- 4/19, Matthews Govt Bldg., 8am-4:30pm
- 4/20, Matthews Govt Bldg., 8am-4:30pm
- 4/20, Reserve Library, 10am-4pm
- 4/21, Matthews Govt Bldg., 8am-4:30pm
- 4/21, DeRidder Library, 9:30am-4:30pm
- 4/21, Plaquemines Braithwaite, 1pm-5pm

### Event Outreach

- 4/19, God's House Church, 10am-6:30pm
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Table 2: Homeowner Program Snapshot

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 04/10/23	Weekly Activity	As of 04/17/23	Percentage	Total Dollars
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>18,266</b>	<b>518</b>	<b>18,784</b>		
Non-submitted Surveys	2,138	32	2,170		
Submitted Surveys	16,128	486	16,614	100%	
<b>Working Phases (1-6) Total</b>	<b>8,739</b>	<b>327</b>	<b>9,066</b>	<b>55%</b>	
Phase I	6,347	222	6,569	40%	
Phase II	587	27	614	4%	
Phase III	716	26	742	4%	
Phase IV	942	45	987	6%	
Phase V	9	1	10	0%	
Phase VI	138	6	144	1%	
<b>Non-Working Phases Total</b>	<b>7,389</b>	<b>159</b>	<b>7,548</b>	<b>45%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	2,113	267	2,380		
Environmental Reviews Completed	6,626	60	6,686		
<b>Home Inspections:</b>					
Home Inspections Available to Work	765	12	777		
Total Home Inspections Completed	3,254	101	3,355		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>6,628</b>	<b>57</b>	<b>6,685</b>		
Applications Not Available for Grant Determination	2,609	-56	2,553		
Applications Available for Grant Determination	4,019	113	4,132	100%	
Pending Grant Determination	1,486	34	1,520	37%	
<b>Grant Determinations</b>			63%	% Grant Determinations	
Zero Award	51	3	54	1.3%	
Ineligible	210	4	214	5.2%	
Withdrawn	80	6	86	2.1%	
Appeals In Progress	4	0	4		
Grant Awards Offered to Applicant	2,192	66	2,258	54.6%	\$180,055,611.93
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>924</b>	<b>38</b>	<b>962</b>		<b>\$77,840,348.81</b>
Solution 1 & 1/3	326	4	330		\$30,443,391.36
Solution 2 & 2/3	574	30	604		\$45,556,657.77
Solution 3 Only	24	4	28		\$1,840,299.68
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>429</b>	<b>19</b>	<b>448</b>		<b>\$17,655,831.64</b>
Solution 1 & 1/3	215	1	216		\$4,976,074.07
Solution 2 & 2/3	201	17	218		\$11,981,685.38
Solution 3 Only	13	1	14		\$698,072.19
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>162</b>	<b>16</b>	<b>178</b>		
Solution 1 & 1/3	50	6	56		
Solution 2 & 2/3	93	8	101		
Solution 3 Only	19	2	21		



Table 3: Key Program Statistics: Totals to Date

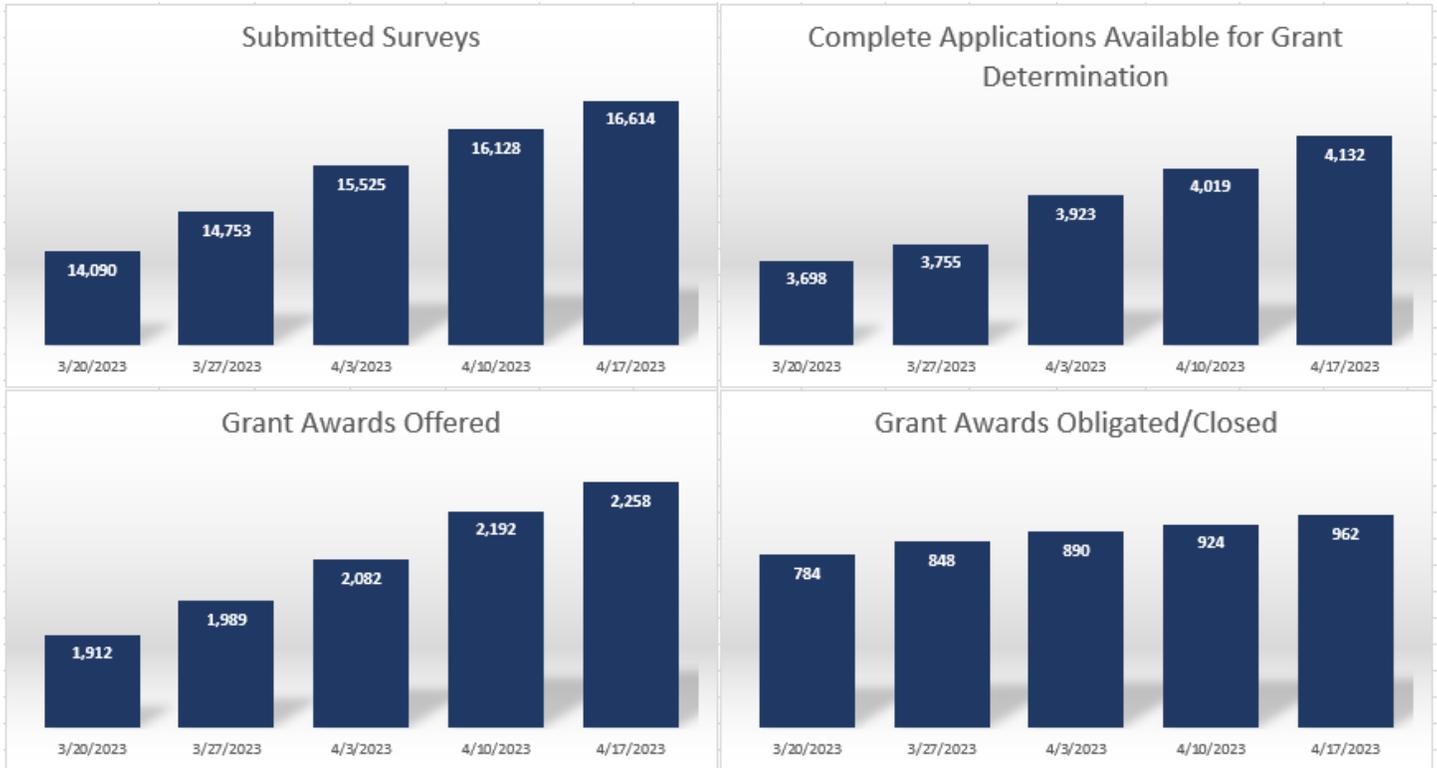




Table 8: Demographic Information for Submitted Applications

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	90	2.2%	66	2.9%	17	1.8%
American Indian/Alaska Native and White	38	0.9%	29	1.3%	6	0.6%
American Indian/Alaskan Native/Black-African American	55	1.3%	46	2.0%	23	2.4%
Asian	20	0.5%	15	0.7%	7	0.7%
Asian and White	9	0.2%	5	0.2%	3	0.3%
Black/African American	1,559	37.7%	1,182	52.4%	521	54.2%
Black/African American and White	41	1.0%	35	1.6%	21	2.2%
Decline to answer	39	0.9%	28	1.2%	17	1.8%
Native Hawaiian/Other Pacific Islander	4	0.1%	3	0.1%	1	0.1%
Native Hawaiian/Other Pacific Islander and White	4	0.1%	4	0.2%	0	0.0%
Other Multi-Racial	49	1.2%	39	1.7%	15	1.6%
White	1,055	25.5%	795	35.2%	325	33.8%
NOT PROVIDED	1,169	28.3%	11	0.5%	6	0.6%
<b>Total</b>	<b>4,132</b>	<b>100%</b>	<b>2,258</b>	<b>100%</b>	<b>962</b>	<b>100%</b>

Female Head of Household % of Complete Apps: 49%



Appendix A Table 11: Submitted Surveys and Submitted Applications by House District

House District	Submitted Surveys	Submitted Applications
1	1	
2	4	
3	3	1
4	1	
5	1	
10	1	
11	7	1
12	7	1
13	14	4
14	8	
15	3	
16	14	1
17	15	3
18	14	4
19	6	
20	2	
21	3	
22	20	5
23	6	1
24	26	9
25	40	10
26	30	4
27	22	9
28	1	
29	24	4
30	50	11
31	7	1
32	211	72
33	277	61
34	1,204	287
35	373	96
36	311	57
37	342	84
38	4	
39	4	1

House District	Submitted Surveys	Submitted Applications
40	24	3
41	22	4
42	38	4
43	5	
44	15	1
45	5	
46	14	
47	390	105
48	20	1
49	40	7
50	60	12
51	1,162	427
52	644	193
53	1,183	428
54	1,285	403
55	704	221
56	435	119
57	1,266	349
58	463	142
59	21	3
60	106	20
61	21	6
62	33	7
63	16	
64	14	2
65	16	1
66	10	2
67	19	3
68	36	6
69	12	1
70	14	3
71	24	2
72	851	171
73	400	101
74	92	12

House District	Submitted Surveys	Submitted Applications
75	69	5
76	33	5
77	44	7
78	42	12
79	57	9
80	24	3
81	414	128
82	47	12
83	220	56
84	290	53
85	56	9
86	253	47
87	101	17
88	34	6
89	26	5
90	52	7
91	76	11
92	170	45
93	63	14
94	35	4
95	123	36
96	30	4
97	124	25
98	37	7
99	116	15
100	137	24
101	25	7
102	94	10
103	101	24
104	30	3
105	198	36
Unknown	977	
<b>Total</b>	<b>16,614</b>	<b>4,132</b>



Appendix A Table 12: Submitted Surveys and Submitted Applications by Senate District.

Senate District	Submitted Surveys	Submitted Applications
1	147	25
2	1,613	505
3	314	56
4	271	44
5	159	30
6	719	175
7	175	27
8	726	148
9	78	16
10	145	30
11	160	34
12	696	108
13	174	41
14	62	14
15	61	11
16	57	8
17	267	50
18	244	74
19	1,657	434
20	3,422	1,213

Senate District	Submitted Surveys	Submitted Applications
21	887	244
22	65	8
23	18	
24	47	4
25	991	231
26	80	15
27	1,652	376
28	88	30
29	65	15
30	448	141
31	45	7
32	14	4
33	21	1
34	28	4
35	30	8
36	1	
37	1	
38	3	1
39	6	
Unknown	977	
<b>Total</b>	<b>16,614</b>	<b>4,132</b>



Appendix B Table 13: FEMA Verified Loss (FVL) Greater than \$5,000, Submitted Surveys and Submitted Applications by Parish

Damaged Parish	*> \$5K FVL	Submitted Survey	Submitted Applications
Acadia	386	56	19
Allen	552	94	30
Ascension	942	179	34
Assumption	406	124	15
Avoyelles		1	
Beauregard	1,074	176	56
Caddo	151	10	1
Calcasieu	9,451	2,545	577
Cameron	969	286	72
Catahoula		3	
Claiborne		4	
Concordia		2	
East Baton Rouge	1,176	214	35
East Feliciana	155	36	9
Evangeline		3	
Grant	239	17	5
Iberia	282	58	10
Iberville	261	53	12
Jackson	34	10	4
Jefferson	6,358	1,215	232
Jefferson Davis	651	133	26
La Salle	23		
LaSalle		3	
Lafayette	296	39	1
Lafourche	5,702	2,208	676
Lincoln	69	8	1
Livingston	1,427	302	78
Morehouse	79	10	1
Natchitoches	126	7	1
Orleans	4,054	759	113

Damaged Parish	*> \$5K FVL	Submitted Survey	Submitted Applications
Ouachita	254	40	3
Plaquemines	681	217	42
Pointe Coupee	41	13	3
Rapides	780	95	22
Richland		1	
Sabine	80	5	
St. Bernard	543	52	7
St. Charles	2,079	717	218
St. Helena	467	341	70
St. James	1,043	464	133
St. John the Baptist	3,261	1,315	322
St. Landry	312	35	4
St. Martin	190	31	1
St. Mary	314	74	12
St. Tammany	1,754	222	28
Tangipahoa	3,211	1,349	256
Tensas			1
Terrebonne	6,674	2,903	973
Union	60	2	1
Vermilion	378	54	9
Vernon	326	32	11
Washington	458	78	7
Webster		1	
West Baton Rouge	70	6	1
West Carroll		2	
West Feliciana	30	2	
Winn	85	7	
Other		1	
<b>Total</b>	<b>57,954</b>	<b>16,614</b>	<b>4,132</b>

\*Pipeline #6: FEMA Major/Severe Data Updated

\*Pipeline #17 FEMA Major Severe column updated to reflect FVL>\$5K.

Appendix C Table 14: Grant Awards by Parish

Damaged Parish	Pending Grant Determination	Grant Award Offered Count	Grant Awards Offered Amounts (\$)	Obligated Award Count	Obligated Award Amount (\$)
Acadia	3	15	\$1,360,448.74	3	\$193,807.42
Allen	13	17	\$1,443,804.33	13	\$947,865.89
Ascension	10	20	\$1,298,361.52	8	\$563,503.06
Assumption	4	10	\$831,900.17	5	\$483,010.44
Beauregard	13	38	\$4,117,977.03	18	\$2,029,107.53
Caddo	0	1	\$28,700.56	1	\$28,700.56
Calcasieu	165	354	\$30,448,134.81	178	\$15,967,159.05
Cameron	14	46	\$4,315,703.90	15	\$1,356,277.41
East Baton Rouge	11	21	\$1,093,647.40	14	\$621,937.70
East Feliciana	2	7	\$442,761.76	4	\$268,806.43
Grant	0	4	\$206,060.79	1	73973.27
Iberia	3	7	\$735,674.98	3	\$372,083.45
Iberville	6	5	\$336,156.96	3	\$224,429.06
Jackson	1	3	\$250,059.47	1	108973.27
Jefferson	91	108	\$7,089,491.20	48	\$3,327,316.32
Jefferson Davis	5	16	\$1,679,461.66	11	\$991,001.68
Lafayette	0	1	\$49,376.26		
Lafourche	258	354	\$28,603,526.19	121	\$9,718,704.32
Lincoln	0	1	\$113,948.43		
Livingston	20	49	\$4,004,338.41	25	\$2,020,279.52
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	53	48	\$1,864,674.73	26	\$879,558.38
Ouachita	0	3	\$359,550.29	3	\$359,550.29
Plaquemines	12	29	\$2,422,728.50	7	\$577,855.59
Pointe Coupee	0	3	\$248,660.09	1	\$84,041.54
Rapides	7	13	\$1,046,807.13	4	\$342,170.58
St. Bernard	3	3	\$72,461.35	2	\$63,670.46
St. Charles	100	111	\$8,224,757.92	43	\$3,323,619.32
St. Helena	29	41	\$3,573,789.40	28	\$2,544,320.71
St. James	70	59	\$4,782,689.11	31	\$2,301,957.36
St. John the Baptist	113	189	\$13,092,683.39	100	\$7,525,565.48
St. Landry	1	3	\$371,175.57	2	\$199,507.36
St. Martin	1				
St. Mary	5	5	\$332,635.74	2	\$115,430.86
St. Tammany	14	11	\$963,538.60	6	\$318,496.02
Tangipahoa	99	134	\$10,979,797.65	66	\$5,559,279.88
Tensas	1				
Terrebonne	384	511	\$41,894,314.53	156	\$13,366,908.23
Union	0	1	\$73,824.56	1	73824.56
Vermilion	3	4	\$276,151.89	3	\$276,067.74
Vernon	2	9	\$788,329.18	6	\$453,452.56
Washington	4	2	\$176,850.31	1	\$117,478.09
West Baton Rouge	0	1	\$34,329.71	1	\$34,329.71
<b>Total</b>	<b>1,520</b>	<b>2,258</b>	<b>\$180,055,611.93</b>	<b>962</b>	<b>\$77,840,348.81</b>