



Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #23
April 24, 2023 – May 1, 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"> (1) owned and still own the damaged home (2) occupied the home at the time of the disaster (3) sustained FEMA IA damages of \$5,000 or greater for repairs (4) NOT received or expect to receive structural insurance payments greater than \$25k
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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. Phase 7 eligibility is based on FEMA direct housing participation and other program eligibility requirements.

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.

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.

<p>1 COMPLETE THE PROGRAM SURVEY</p> <p>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, or by calling the program call center at 866.735.2001.</p>	<p>2 ENVIRONMENTAL REVIEW</p> <p>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.</p>	<p>3 START THE PROGRAM APPLICATION</p> <p>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.</p>	<p>4 DAMAGE & LEAD ASSESSMENT</p> <p>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.</p>
<p>5 ELIGIBILITY REVIEW</p> <p>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.</p>	<p>6 AWARD DETERMINATION</p> <p>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.</p>	<p>7 CONTRACTOR SELECTION</p> <p>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.</p> <p>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.</p> <p>Please visit the program Resources page for more information on contractor selection:</p> <ul style="list-style-type: none">• 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 <p>Contractor Selection is the last status where the solution chosen on the application may be changed prior to closing on the grant award.</p>	
<p>8 GRANT AGREEMENT & EXECUTION</p> <p>After accepting their award, the homeowner will meet with the closing team to sign their grant agreement.</p>	<p>9 REIMBURSEMENT, REPAIR, RECONSTRUCTION</p> <p>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.</p>		

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.



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
 - Phase 7 on Apr. 17, 2023
- As of 05/01/23, survey submissions increased by 464 from the previous week, making the total submissions 18,147. 9,780 homeowners were determined to be in Phases I – VII.
- 7,258 environmental reviews have been completed, representing 74% of the 9,780 homeowners in Phases I – VII.
- 7,044 homeowners, from Phases I – VII, have been invited to start an application. 4,383 applications have been submitted, representing 62% of the homeowners invited to start an application.
- There has been a total of 2,362 grant awards offered to homeowners totaling \$188,253,451.39. Of those, 1,044 homeowners have closed on their grant agreements, obligating \$85,468,340.76.

Program Mobile and Event Outreach

- The Program completed 6 outreach events during this reporting period.
- Table 1: Completed Outreach:

Month/ Year	Events Outreach
Jun '22	6
3rd Qtr. '22	28
4th Qtr. '22	77
1st Qtr. '23	56
Apr '23	29

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

Mobile Outreach

- | | | | |
|-------|---------------|----------------------|--|
| • 5/2 | 9:30am-4:30pm | Moss Bluff Library | 261 Parish Rd. Lake Charles, LA 70611 |
| • 5/2 | 9:30am-4:30pm | DeQuincy Library | 102 North Pine St. DeQuincy, LA 70633 |
| • 5/3 | 9am-4pm | Kenner, the Pavilion | 3800 Loyola Dr. Kenner, LA 70065 |
| • 5/4 | 10am-4:30pm | Mathews Gov't Bldg. | 4876 LA-1, Mathews. LA 70375 |
| • 5/5 | 9:30am-4pm | Grand Lake Library | 10200 Gulf Hwy, Lake Charles, LA 70607 |
| • 5/5 | 9:30am-4:30pm | Jennings Library | 118 W. Plaquemine St. Jennings, LA 70546 |

Event Outreach

- | | | |
|-------|------------------|---------|
| • 5/5 | Partner Workshop | Virtual |
|-------|------------------|---------|

Table 2: Homeowner Program Snapshot

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 04/24/23	Weekly Activity	As of 05/01/23	Percentage	Total Dollars
Surveys Recorded					
Total Surveys Recorded	19,997	518	20,515		
Non-submitted Surveys	2,314	54	2,368		
Submitted Surveys	17,683	464	18,147	100%	
Working Phases (1-7) Total	9,562	218	9,780	54%	
Phase I	6,839	160	6,999	39%	
Phase II	643	14	657	4%	
Phase III	772	20	792	4%	
Phase IV	1,037	19	1,056	6%	
Phase V	10	0	10	0%	
Phase VI	155	3	158	1%	
Phase VII	106	2	108	1%	
Non-Working Phases Total	8,121	246	8,367	46%	
Environmental Reviews					
Environmental Reviews Available to Work	2,652	-130	2,522		
Environmental Reviews Completed	6,910	348	7,258		
Home Inspections:					
Home Inspections Available to Work	800	-18	782		
Total Home Inspections Completed	3,478	123	3,601		
Applications In Process					
Total Number of Invited Applications	6,912	132	7,044		
Applications Not Available for Grant Determination	2,634	27	2,661		
Applications Available for Grant Determination	4,278	105	4,383	100%	
Pending Grant Determination	1,594	66	1,660	38%	
Grant Determinations			62%	% Grant Determinations	
Zero Award	52	3	55	1.3%	
Ineligible	218	1	219	5.0%	
Withdrawn	86	1	87	2.0%	
Appeals In Progress	10	6	16		
Grant Awards Offered to Applicant	2,328	34	2,362	53.9%	\$188,253,451.39
Grant Awards					
Grant Awards Obligated	1,004	40	1,044		\$85,468,340.76
Solution 1 & 1/3	326	5	331		\$32,036,205.21
Solution 2 & 2/3	649	35	684		\$51,532,191.03
Solution 3 Only	29	0	29		\$1,899,944.52
Disbursements					
Total Disbursements	460	54	514		\$22,520,077.54
Solution 1 & 1/3	217	2	219		\$5,239,185.11
Solution 2 & 2/3	229	37	266		\$15,380,947.91
Solution 3 Only	14	15	29		\$1,899,944.52
Housing Rehab/Reconstruction Complete					
Housing Rehab/Reconstruction Complete	196	27	223		
Solution 1 & 1/3	65	1	66		
Solution 2 & 2/3	110	22	132		
Solution 3 Only	21	4	25		



Table 3: Key Program Statistics: Totals to Date

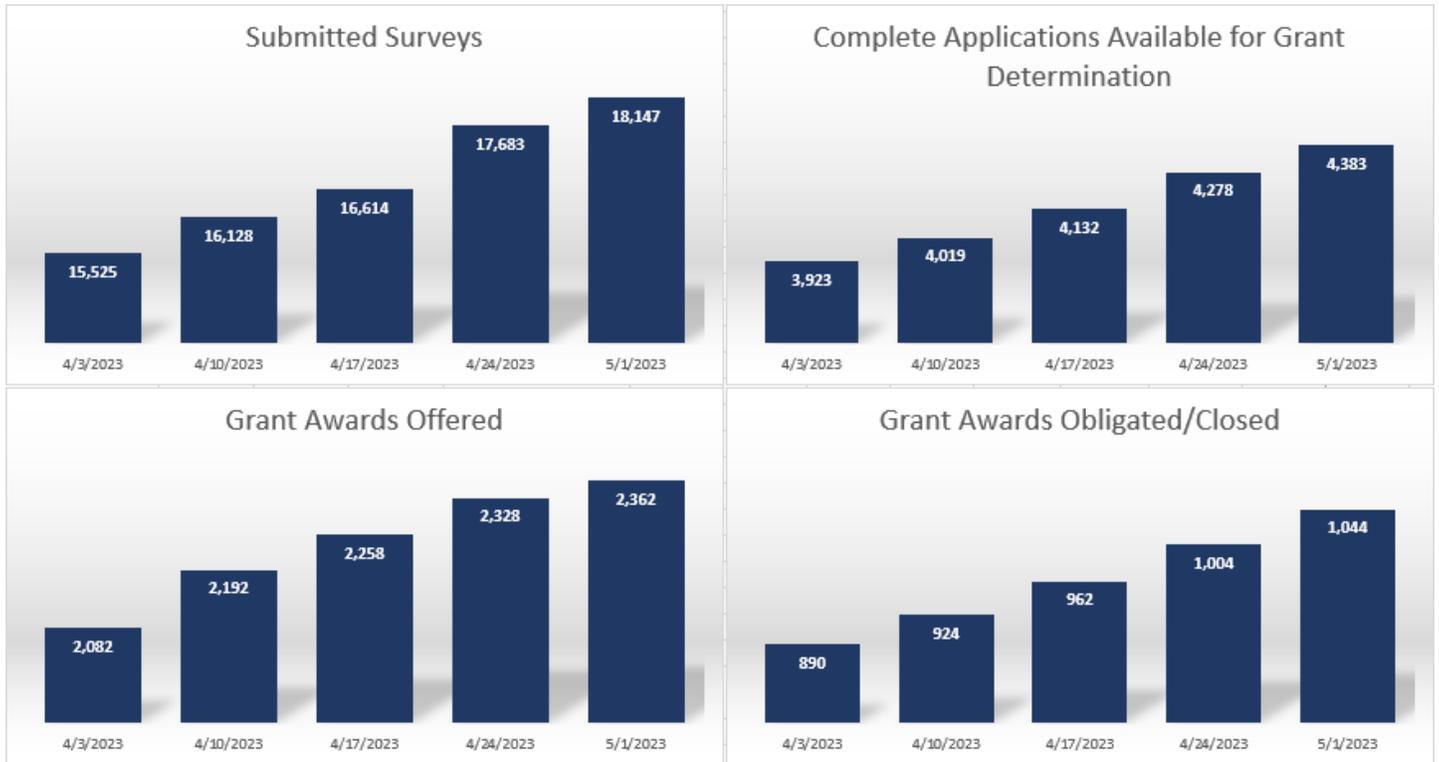




Table 8: Demographic Information for Submitted Applications

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	92	2.1%	74	3.1%	19	1.8%
American Indian/Alaska Native and White	43	1.0%	32	1.4%	7	0.7%
American Indian/Alaskan Native/Black-African American	62	1.4%	47	2.0%	24	2.3%
Asian	20	0.5%	15	0.6%	8	0.8%
Asian and White	9	0.2%	6	0.3%	3	0.3%
Black/African American	1,710	39.0%	1,236	52.3%	566	54.3%
Black/African American and White	50	1.1%	36	1.5%	23	2.2%
Decline to answer	40	0.9%	31	1.3%	17	1.6%
Native Hawaiian/Other Pacific Islander	4	0.1%	3	0.1%	2	0.2%
Native Hawaiian/Other Pacific Islander and White	4	0.1%	4	0.2%	0	0.0%
Other Multi-Racial	52	1.2%	42	1.8%	15	1.4%
White	1,131	25.8%	825	34.9%	354	33.8%
NOT PROVIDED	1,166	26.6%	11	0.5%	6	0.6%
Total	4,383	100%	2,362	100%	1,044	100%

Female Head of Household % of Complete Apps: 51%



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

House District	Submitted Surveys	Submitted Applications
1	2	
2	6	
3	8	1
4	2	
5	2	
7	3	
8	1	
10	1	
11	9	1
12	8	1
13	16	4
14	9	
15	7	
16	18	1
17	20	3
18	21	5
19	9	
20	2	
21	3	
22	23	5
23	12	1
24	28	9
25	48	9
26	34	4
27	24	10
28	2	
29	32	3
30	56	12
31	8	1
32	226	75
33	293	69
34	1,248	305
35	400	101
36	326	60
37	365	88

House District	Submitted Surveys	Submitted Applications
38	7	1
39	6	1
40	26	4
41	24	4
42	43	4
43	7	
44	18	2
45	5	
46	18	
47	411	106
48	23	
49	46	7
50	71	16
51	1,227	461
52	679	211
53	1,231	446
54	1,359	428
55	763	227
56	486	127
57	1,351	363
58	523	157
59	31	3
60	135	21
61	27	6
62	36	8
63	28	
64	17	2
65	22	1
66	15	2
67	24	3
68	39	6
69	13	1
70	15	3
71	28	3
72	931	182

House District	Submitted Surveys	Submitted Applications
73	430	118
74	110	12
75	80	5
76	43	6
77	48	8
78	52	11
79	70	10
80	28	3
81	449	137
82	52	12
83	253	57
84	316	55
85	68	10
86	281	44
87	131	18
88	45	6
89	30	5
90	63	8
91	94	12
92	194	46
93	80	15
94	40	4
95	136	35
96	35	4
97	148	26
98	42	9
99	150	15
100	164	26
101	26	8
102	116	11
103	120	24
104	37	6
105	236	42
Unknown	1,023	1
Total	18,147	4,383



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

Senate District	Submitted Surveys	Submitted Applications
1	186	28
2	1,765	527
3	377	58
4	325	48
5	190	33
6	781	196
7	226	29
8	824	156
9	88	16
10	182	30
11	187	38
12	776	109
13	190	41
14	77	13
15	81	12
16	62	8
17	300	55
18	289	79
19	1,815	459
20	3,575	1,272

Senate District	Submitted Surveys	Submitted Applications
21	961	285
22	75	7
23	22	
24	55	7
25	1,039	238
26	98	15
27	1,735	404
28	99	30
29	75	14
30	469	149
31	57	7
32	15	5
33	25	1
34	39	4
35	37	8
36	1	
37	3	
38	10	1
39	13	
Unknown	1,023	1
Total	18,147	4,383



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	71	19
Allen	552	97	30
Ascension	942	213	34
Assumption	406	151	17
Avoyelles		2	
Beauregard	1,074	174	57
Bienville		1	
Bossier		2	
Caddo	151	25	1
Calcasieu	9,451	2,480	619
Cameron	969	272	73
Catahoula		2	
Claiborne		4	
Concordia		2	
De Soto		3	
East Baton Rouge	1,176	247	35
East Feliciana	155	40	10
Evangeline		5	
Grant	239	19	5
Iberia	282	64	9
Iberville	261	54	12
Jackson	34	10	4
Jefferson	6,358	1,234	237
Jefferson Davis	651	132	25
La Salle	23		
LaSalle		2	
Lafayette	296	49	2
Lafourche	5,702	2,066	710
Lincoln	69	10	1
Livingston	1,427	288	84

*Pipeline #6: FEMA Major/Severe Data Updated

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

Damaged Parish	*> \$5K FVL	Submitted Survey	Submitted Applications
Morehouse	79	8	1
Natchitoches	126	13	1
Orleans	4,054	871	121
Other		1	
Ouachita	254	49	3
Plaquemines	681	232	48
Pointe Coupee	41	13	4
Rapides	780	107	22
Richland		4	
Sabine	80	7	
St. Bernard	543	64	7
St. Charles	2,079	705	232
St. Helena	467	366	75
St. James	1,043	445	149
St. John the Baptist	3,261	1,292	335
St. Landry	312	40	6
St. Martin	190	35	1
St. Mary	314	82	16
St. Tammany	1,754	234	34
Tangipahoa	3,211	1,370	274
Tensas		1	1
Terrebonne	6,674	2,612	1,040
Union	60	3	1
Vermilion	378	58	9
Vernon	326	35	11
Washington	458	93	7
Webster		1	
West Baton Rouge	70	7	1
West Carroll		3	
West Feliciana	30	2	
Winn	85	7	
Other Parishes		1,668	
Total	57,954	18,147	4,383

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	4	\$524,346.92
Allen	13	17	\$1,443,804.33	13	\$947,865.89
Ascension	8	21	\$1,331,917.43	8	\$563,503.06
Assumption	5	11	\$909,301.60	5	\$483,010.44
Beauregard	12	40	\$4,274,691.09	21	\$2,267,484.31
Caddo	0	1	\$28,700.56	1	\$28,700.56
Calcasieu	205	354	\$30,719,831.92	187	\$16,826,573.79
Cameron	14	47	\$4,449,519.14	16	\$1,489,911.45
East Baton Rouge	10	22	\$1,186,108.81	15	\$635,265.38
East Feliciana	3	7	\$442,761.76	4	\$268,806.43
Grant	0	4	\$206,060.79	1	73973.27
Iberia	2	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	90	115	\$7,740,099.76	51	\$3,451,712.94
Jefferson Davis	2	18	\$1,865,491.43	12	\$1,076,001.68
Lafayette	1	1	\$49,376.26		
Lafourche	271	374	\$30,595,448.62	137	\$11,146,057.01
Lincoln	0	1	\$113,948.43		
Livingston	25	50	\$4,018,397.30	28	\$2,187,438.98
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	57	51	\$1,973,383.14	27	\$939,879.42
Ouachita	0	3	\$373,929.42	3	\$373,929.42
Plaquemines	17	30	\$2,500,548.17	9	\$740,307.50
Pointe Coupee	1	3	\$248,660.09	1	\$84,041.54
Rapides	7	13	\$1,046,807.13	5	\$420,463.84
St. Bernard	3	3	\$72,461.35	2	\$63,670.46
St. Charles	105	120	\$9,173,262.21	51	\$4,113,260.53
St. Helena	32	43	\$3,737,826.42	29	\$2,629,607.84
St. James	79	66	\$5,517,728.39	33	\$2,623,939.33
St. John the Baptist	124	190	\$13,312,228.67	106	\$8,016,452.00
St. Landry	3	3	\$371,175.57	2	\$199,507.36
St. Martin	1				
St. Mary	7	8	\$674,226.71	2	\$115,430.86
St. Tammany	18	12	\$1,039,896.67	6	\$318,496.02
Tangipahoa	111	139	\$11,329,831.65	75	\$6,287,468.90
Tensas	1				
Terrebonne	414	547	\$43,447,873.06	170	\$14,884,267.48
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
Total	1,660	2,362	\$188,253,451.39	1,044	\$85,468,340.76