



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #26**  
**May 15, 2023 – May 22, 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. 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](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
  - Phase 7 on Apr. 17, 2023
- As of 05/22/23, survey submissions increased by 883 from the previous week, making the total submissions 19,820. 12,339 homeowners were determined to be in Phases I – VII.
- 8,086 environmental reviews have been completed, representing 66% of the 12,339 homeowners in Phases I – VII.
- 8,087 homeowners, from Phases I – VII, have been invited to start an application. 4,935 applications have been submitted, representing 61% of the homeowners invited to start an application.
- There has been a total of 2,682 grant awards offered to homeowners totaling \$215,078,797.11. Of those, 1,179 homeowners have closed on their grant agreements, obligating \$96,781,173.57.

## Program Mobile and Event Outreach

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

Mo./ Yr.	Outreach
Jun '22	6
3rd Qtr. '22	28
4th Qtr. '22	77
1st Qtr. '23	56
Apr '23	29
May '23	20

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

### Mobile Outreach

- |        |               |                           |                                    |
|--------|---------------|---------------------------|------------------------------------|
| • 5/23 | 9:30am-4:30pm | Crowley Library           | 1125 N. Parkerson Ave, Crowley     |
| • 5/23 | 9:30am-4:30pm | Moss Bluff Library        | 251 Parish Road, Lake Charles      |
| • 5/23 | 10am – 4pm    | Reserve Library           | 170 West 10th Street, Reserve      |
| • 5/24 | 9am – 12pm    | Lake Charles Civic Center | 900 Lake Shore Drive, Lake Charles |
| • 5/24 | 10am – 4:30pm | Mathews Building          | 4876 LA-1 Mathews                  |
| • 5/25 | 9am – 4pm     | Kenner, Council on Aging  | 641 Compromise St., Kenner         |
| • 5/26 | 9:30am-4:30pm | DeRidder Library          | 205 S. Washington Avenue, DeRidder |
| • 5/26 | 9:30am-4pm    | Grand lake Library        | 10200 Gulf Highway, Lake Charles   |

### Event Outreach

- None Scheduled

Table 2: Homeowner Program Snapshot

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 05/15/23	Weekly Activity	As of 05/22/23	Percentage	Total Dollars
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>21,406</b>	<b>1,043</b>	<b>22,449</b>		
Non-submitted Surveys	2,469	160	2,629		
Submitted Surveys	18,937	883	19,820	100%	
<b>Working Phases (1-7) Total</b>	<b>10,213</b>	<b>2,126</b>	<b>12,339</b>	<b>62%</b>	
Phase I	7,296	1,303	8,599	43%	
Phase II	683	169	852	4%	
Phase III	835	200	1,035	5%	
Phase IV	1,099	339	1,438	7%	
Phase V	12	1	13	0%	
Phase VI	180	113	293	1%	
Phase VII	108	1	109	1%	
<b>Non-Working Phases Total</b>	<b>8,724</b>	<b>-1,243</b>	<b>7,481</b>	<b>38%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	2,136	2,117	4,253		
Environmental Reviews Completed	8,077	9	8,086		
<b>Home Inspections:</b>					
Home Inspections Available to Work	955	43	998		
Total Home Inspections Completed	3,837	100	3,937		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>7,703</b>	<b>384</b>	<b>8,087</b>		
Applications Not Available for Grant Determination	2,911	241	3,152		
Applications Available for Grant Determination	4,792	143	4,935	100%	
Pending Grant Determination	1,813	45	1,858	38%	
<b>Grant Determinations</b>			62%	% Grant Determinations	
Zero Award	56	3	59	1.2%	
Ineligible	235	4	239	4.8%	
Withdrawn	96	1	97	2.0%	
Appeals In Progress	22	-8	14		
Grant Awards Offered to Applicant	2,592	90	2,682	54.3%	\$215,078,797.11
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>1,144</b>	<b>35</b>	<b>1,179</b>		<b>\$ 96,781,173.57</b>
Solution 1 & 1/3	343	6	349		\$34,821,470.32
Solution 2 & 2/3	769	29	798		\$59,879,670.73
Solution 3 Only	32	0	32		\$2,080,032.52
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>550</b>	<b>36</b>	<b>586</b>		<b>\$ 27,783,865.58</b>
Solution 1 & 1/3	223	0	223		\$6,047,514.71
Solution 2 & 2/3	298	34	332		\$19,714,261.48
Solution 3 Only	29	2	31		\$2,022,089.39
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>251</b>	<b>30</b>	<b>281</b>		
Solution 1 & 1/3	74	7	81		
Solution 2 & 2/3	152	21	173		
Solution 3 Only	25	2	27		



Table 3: Key Program Statistics: Totals to Date

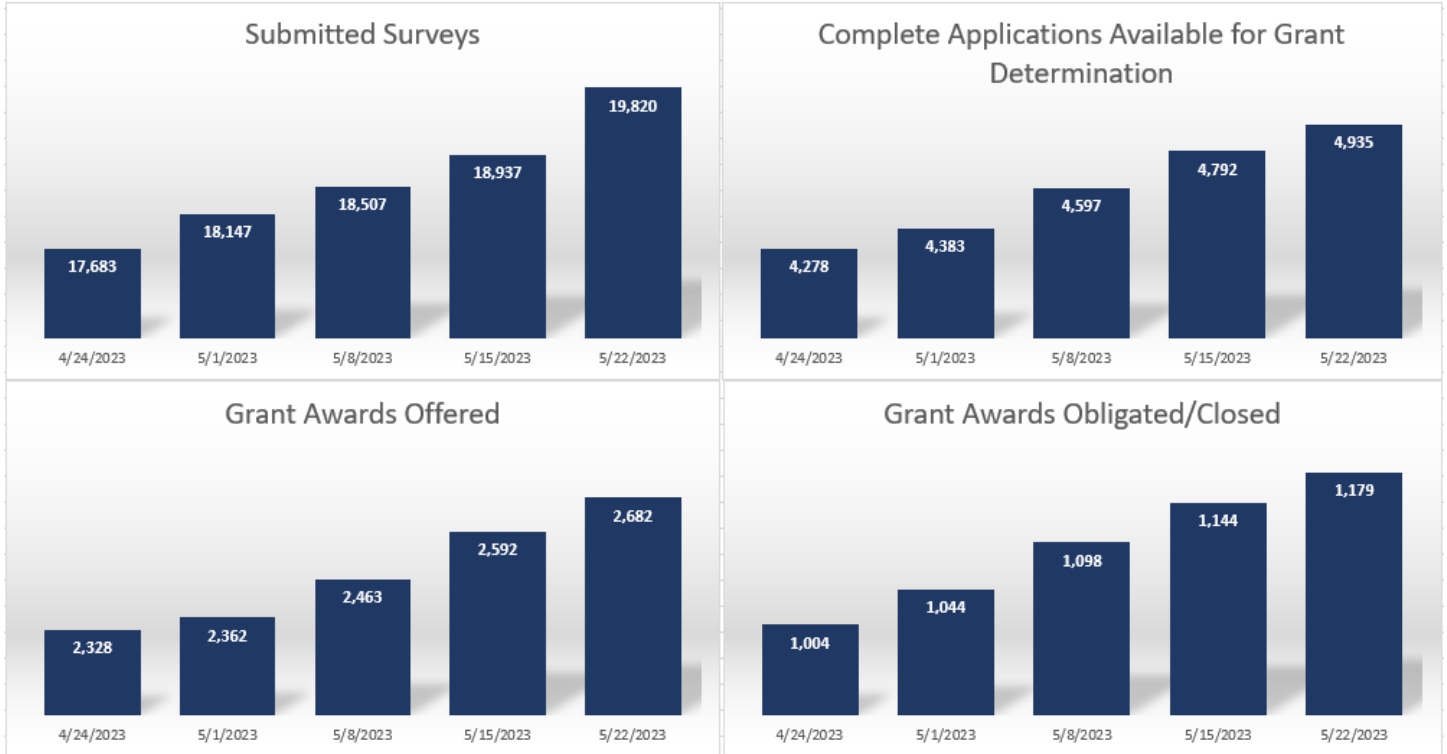






Table 8: Demographic Information for Submitted Applications

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	97	2.0%	84	3.1%	21	1.8%
American Indian/Alaska Native and White	45	0.9%	36	1.3%	7	0.6%
American Indian/Alaskan Native/Black-African American	74	1.5%	57	2.1%	26	2.2%
Asian	21	0.4%	17	0.6%	8	0.7%
Asian and White	8	0.2%	6	0.2%	3	0.3%
Black/African American	1,949	39.5%	1,412	52.7%	649	55.1%
Black/African American and White	57	1.2%	42	1.6%	24	2.0%
Decline to answer	46	0.9%	33	1.2%	19	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	56	1.1%	46	1.7%	16	1.4%
White	1,242	25.2%	931	34.7%	398	33.8%
NOT PROVIDED	1,332	27.0%	11	0.4%	6	0.5%
<b>Total</b>	<b>4,935</b>	<b>100%</b>	<b>2,682</b>	<b>100%</b>	<b>1,179</b>	<b>100%</b>

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	10	1
4	4	
5	4	
7	4	
8	1	
10	1	
11	9	2
12	9	1
13	17	5
14	10	
15	9	
16	21	2
17	21	3
18	26	7
19	10	
20	2	
21	3	
22	25	5
23	17	1
24	31	9
25	59	9
26	37	4
27	27	9
28	2	
29	37	3
30	59	14
31	11	3
32	258	83
33	327	75
34	1,300	314
35	427	107
36	348	61
37	395	102

House District	Submitted Surveys	Submitted Applications
38	7	2
39	9	1
40	33	5
41	27	5
42	52	5
43	7	
44	22	4
45	6	
46	19	
47	426	115
48	27	1
49	51	9
50	90	17
51	1,324	515
52	748	231
53	1,312	477
54	1,455	456
55	862	262
56	542	135
57	1,485	410
58	607	162
59	41	8
60	186	24
61	31	7
62	46	10
63	33	2
64	22	3
65	25	2
66	17	4
67	28	4
68	44	8
69	17	2
70	19	3
71	29	3
72	1,074	263

House District	Submitted Surveys	Submitted Applications
73	468	133
74	138	23
75	90	9
76	61	10
77	65	9
78	70	13
79	87	12
80	31	3
81	491	155
82	59	14
83	298	66
84	332	60
85	81	12
86	322	65
87	165	25
88	56	9
89	38	6
90	74	13
91	120	16
92	241	52
93	106	15
94	47	6
95	154	39
96	37	10
97	191	29
98	53	10
99	178	15
100	213	28
101	34	8
102	142	12
103	142	27
104	43	9
105	291	45
Unknown	650	2
<b>Total</b>	<b>19,820</b>	<b>4,935</b>



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

Senate District	Submitted Surveys	Submitted Applications
1	235	40
2	2,036	594
3	474	75
4	403	51
5	242	38
6	884	237
7	281	35
8	930	170
9	98	17
10	240	39
11	225	46
12	894	177
13	215	46
14	86	16
15	104	14
16	73	11
17	353	79
18	326	95
19	2,020	500
20	3,810	1,363

Senate District	Submitted Surveys	Submitted Applications
21	1,073	327
22	84	14
23	23	1
24	68	12
25	1,111	263
26	109	18
27	1,818	424
28	113	35
29	87	14
30	524	154
31	68	8
32	18	4
33	29	1
34	41	5
35	40	9
36	1	
37	3	
38	14	1
39	17	
Unknown	650	2
<b>Total</b>	<b>19,820</b>	<b>4,935</b>



Appendix B Table 13: FEMA Verified Loss (FVL) Greater than \$3,000, Submitted Surveys and Submitted Applications by Parish

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Acadia	686	80	22
Allen	817	107	35
Ascension	1,491	245	43
Assumption	599	195	22
Avoyelles		2	
Beauregard	1,617	191	62
Bienville		1	
Bossier		2	
Caddo	248	29	1
Calcasieu	12,264	2,641	647
Cameron	1,055	272	81
Catahoula		2	
Claiborne		4	
Concordia		2	
De Soto		4	
East Baton Rouge	1,916	298	45
East Feliciana	232	47	12
Evangeline		5	
Grant	337	17	5
Iberia	459	64	15
Iberville	403	65	12
Jackson	69	11	5
Jefferson	10,075	1,398	275
Jefferson Davis	978	142	32
La Salle	43		
LaSalle		3	
Lafayette	544	56	6
Lafourche	6,972	2,118	780
Lincoln	93	7	2
Livingston	2,101	305	96

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	10	1
Natchitoches	214	19	1
Orleans	7,308	1,006	137
Ouachita	429	52	4
Plaquemines	875	254	49
Pointe Coupee	74	16	6
Rapides	1,236	115	21
Richland		4	
Sabine	161	7	
St. Bernard	957	79	7
St. Charles	2,744	759	249
St. Helena	655	386	104
St. James	1,435	489	157
St. John the Baptist	3,998	1,343	381
St. Landry	589	45	8
St. Martin	351	32	4
St. Mary	425	102	17
St. Tammany	2,750	288	49
Tangipahoa	4,464	1,415	369
Tensas		1	1
Terrebonne	8,176	2,748	1,135
Union	99	5	1
Vermilion	660	63	10
Vernon	495	36	12
Washington	750	103	13
Webster		1	
West Baton Rouge	101	7	1
West Carroll		3	
West Feliciana	41	2	
Winn	132	8	
Other Parishes		2,109	
<b>Total</b>	<b>82,246</b>	<b>19,820</b>	<b>4,935</b>

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

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

\*Pipeline #26 FVL>\$5K column updated to reflect FVL>\$3K.

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	4	17	\$1,458,814.21	4	\$524,346.92
Allen	11	23	\$1,885,453.14	14	\$1,027,373.25
Ascension	14	24	\$1,634,013.33	9	\$683,503.06
Assumption	9	12	\$994,301.60	5	\$483,010.44
Beauregard	13	44	\$4,603,276.86	22	\$2,397,789.05
Caddo	0	1	\$28,700.56	1	\$28,700.56
Calcasieu	211	374	\$33,079,855.63	203	\$17,954,503.46
Cameron	20	49	\$4,598,447.48	19	\$1,720,294.27
East Baton Rouge	18	24	\$1,307,579.68	16	\$745,222.50
East Feliciana	4	8	\$562,761.76	4	\$268,806.43
Grant	1	3	\$179,120.63	1	\$73,973.27
Iberia	8	7	\$735,674.98	4	\$457,083.45
Iberville	4	7	\$509,806.75	3	\$224,429.06
Jackson	2	3	\$273,044.03	1	\$108,973.27
Jefferson	120	121	\$8,829,008.76	57	\$3,893,555.84
Jefferson Davis	9	18	\$1,865,491.43	13	\$1,196,001.68
Lafayette	5	1	\$49,376.26		
Lafourche	278	434	\$34,481,400.73	161	\$13,244,802.12
Lincoln	1	1	\$113,948.43		
Livingston	30	56	\$4,551,844.38	33	\$2,577,196.75
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	59	61	\$2,926,051.22	28	\$958,247.43
Ouachita	1	3	\$373,929.42	3	\$373,929.42
Plaquemines	14	33	\$2,758,457.83	10	\$837,095.52
Pointe Coupee	2	4	\$333,660.09	1	\$84,041.54
Rapides	6	13	\$1,006,997.24	6	\$494,280.94
St. Bernard	2	4	\$84,512.44	2	\$63,670.46
St. Charles	97	141	\$11,375,512.28	64	\$5,216,168.78
St. Helena	49	55	\$4,750,578.61	35	\$3,073,415.84
St. James	66	86	\$7,088,977.28	38	\$3,033,461.98
St. John the Baptist	140	218	\$15,353,424.95	118	\$8,780,827.79
St. Landry	5	3	\$371,175.57	2	\$199,507.36
St. Martin	4				
St. Mary	8	7	\$494,644.23	3	\$187,332.64
St. Tammany	29	16	\$1,122,001.40	7	\$342,019.92
Tangipahoa	177	165	\$13,725,735.04	85	\$7,052,663.54
Tensas	1				
Terrebonne	421	626	\$50,008,133.93	193	\$17,374,891.30
Union	0	1	\$73,824.56	1	\$73,824.56
Vermilion	2	6	\$489,612.56	3	\$276,067.74
Vernon	4	8	\$734,660.92	7	\$572,025.92
Washington	9	3	\$204,329.49	1	\$117,478.09
West Baton Rouge	0	1	\$34,329.71	1	\$34,329.71
<b>Total</b>	<b>1,858</b>	<b>2,682</b>	<b>\$215,078,797.11</b>	<b>1,179</b>	<b>\$96,781,173.57</b>