



Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #27
May 22, 2023 – May 29, 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.

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, 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.



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 05/29/23, survey submissions increased by 1,550 from the previous week, making the total submissions 21,370. 13,476 homeowners were determined to be in Phases I – VII.
- 8,402 environmental reviews have been completed, representing 62% of the 13,476 homeowners in Phases I – VII.
- 8,402 homeowners, from Phases I – VII, have been invited to start an application. 5,162 applications have been submitted, representing 61% of the homeowners invited to start an application.
- There has been a total of 2,728 grant awards offered to homeowners totaling \$218,072,122.42 . Of those, 1,236 homeowners have closed on their grant agreements, obligating \$101,715,707.48 .

Program Mobile and Event Outreach

- The Program completed 7 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	27

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

Mobile Outreach

- | | | | |
|--------|---------------|---------------------------|------------------------------------|
| • 5/30 | 9:30am-4:30pm | Dequincy Library | 102 N. Pine Street, Dequincy |
| • 5/30 | 9:30am-2pm | Oberlin Library | 320 S. 6th Street, Oberlin |
| • 5/30 | 10am-4pm | Tower's Chamber's 5th Fl. | 520 old Spanish Trail, Slidell |
| • 6/1 | 10am-4:30pm | Mathews Building | 4876 LA-1 Mathews |
| • 6/2 | 9:30am-4pm | Grand lake Library | 10200 Gulf Highway, Lake Charles |
| • 6/2 | 9:30am-4:30pm | Jennings Library | 118 W. Plaquemine Street, Jennings |

Event Outreach

- None Scheduled

Table 2: Homeowner Program Snapshot.

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 05/22/23	Weekly Activity	As of 05/29/23	Percentage	Total Dollars
Surveys Recorded					
Total Surveys Recorded	22,449	1,730	24,179		
Non-submitted Surveys	2,629	180	2,809		
Submitted Surveys	19,820	1,550	21,370	100%	
Working Phases (1-7) Total	12,339	1,137	13,476	63%	
Phase I	8,599	637	9,236	43%	
Phase II	852	97	949	4%	
Phase III	1,035	132	1,167	5%	
Phase IV	1,438	177	1,615	8%	
Phase V	13	2	15	0%	
Phase VI	293	89	382	2%	
Phase VII	109	3	112	1%	
Non-Working Phases Total	7,481	413	7,894	37%	
Environmental Reviews					
Environmental Reviews Available to Work	4,253	821	5,074		
Environmental Reviews Completed	8,086	316	8,402		
Home Inspections:					
Home Inspections Available to Work	998	-34	964		
Total Home Inspections Completed	3,937	261	4,198		
Applications In Process					
Total Number of Invited Applications	8,087	315	8,402		
Applications Not Available for Grant Determination	3,152	88	3,240		
Applications Available for Grant Determination	4,935	227	5,162	100%	
Pending Grant Determination	1,858	163	2,021	39%	
Grant Determinations			61%	% Grant Determinations	
Zero Award	59	8	67	1.3%	
Ineligible	239	8	247	4.8%	
Withdrawn	97	2	99	1.9%	
Appeals In Progress	14	4	18		
Grant Awards Offered to Applicant	2,682	46	2,728	52.8%	\$218,072,122.42
Grant Awards					
Grant Awards Obligated	1,179	57	1,236		\$ 101,715,707.48
Solution 1 & 1/3	349	11	360		\$36,196,280.51
Solution 2 & 2/3	798	46	844		\$63,439,394.45
Solution 3 Only	32	0	32		\$2,080,032.52
Disbursements					
Total Disbursements	586	16	602		\$ 28,985,193.30
Solution 1 & 1/3	223	0	223		\$6,047,514.71
Solution 2 & 2/3	332	15	347		\$20,857,646.07
Solution 3 Only	31	1	32		\$2,080,032.52
Housing Rehab/Reconstruction Complete					
Housing Rehab/Reconstruction Complete	281	23	304		
Solution 1 & 1/3	81	9	90		
Solution 2 & 2/3	173	13	186		
Solution 3 Only	27	1	28		



Table 3: Key Program Statistics: Totals to Date.

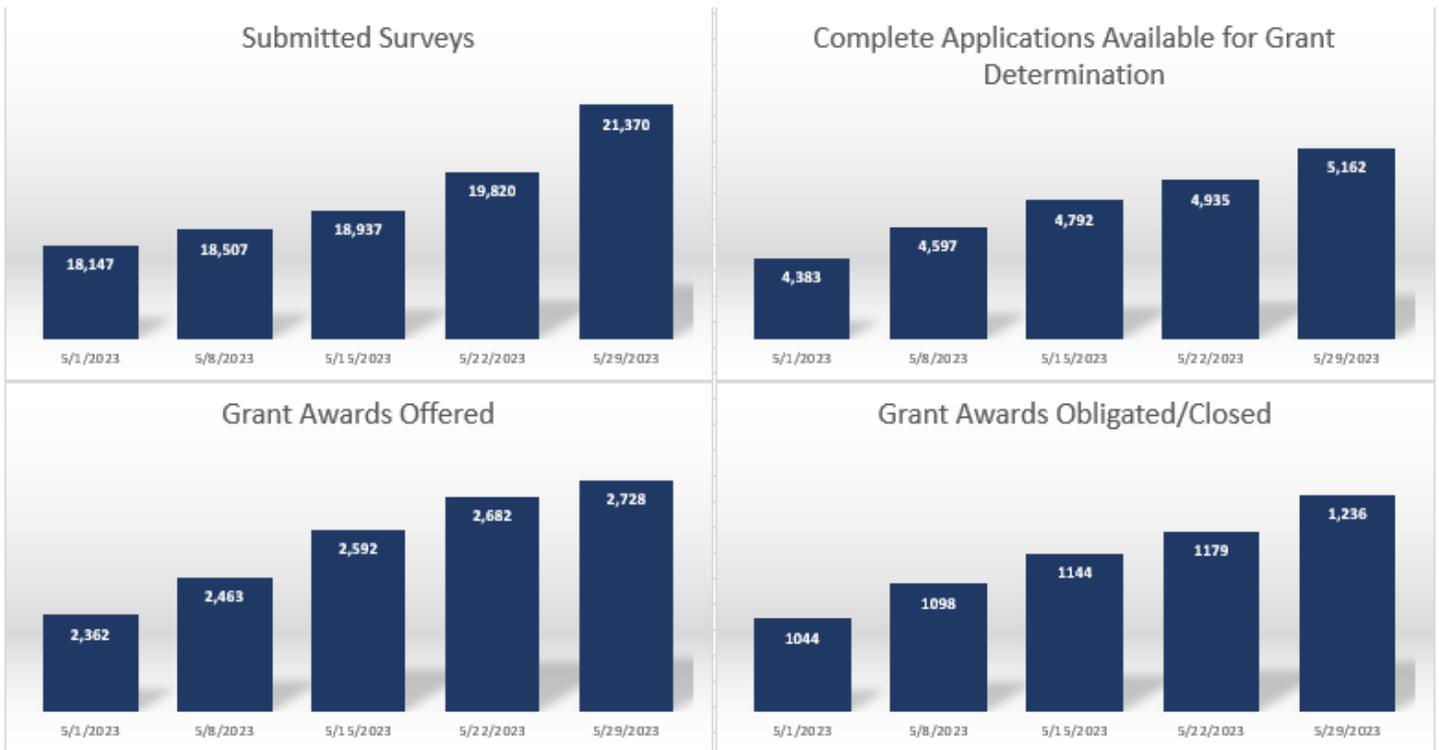




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	97	1.9%	83	3.0%	22	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	1.4%	57	2.1%	26	2.1%
Asian	22	0.4%	17	0.6%	8	0.7%
Asian and White	9	0.2%	6	0.2%	3	0.2%
Black/African American	2,047	39.7%	1,446	53.0%	689	55.7%
Black/African American and White	65	1.3%	44	1.6%	26	2.1%
Decline to answer	49	1.0%	32	1.2%	19	1.5%
Native Hawaiian/Other Pacific Islander	5	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	58	1.1%	45	1.7%	17	1.4%
White	1,274	24.7%	944	34.6%	411	33.3%
NOT PROVIDED	1,413	27.4%	11	0.4%	6	0.5%
Total	5,162	100%	2,728	100%	1,236	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	7	
3	11	1
4	4	
5	6	
7	4	
8	1	
10	2	
11	9	3
12	10	1
13	20	5
14	12	
15	11	
16	27	2
17	25	4
18	27	7
19	11	
20	2	
21	3	
22	30	5
23	24	1
24	35	9
25	68	9
26	42	5
27	31	10
28	3	
29	52	4
30	62	13
31	14	3
32	287	89
33	365	88
34	1,355	325
35	471	112
36	382	70
37	437	100

House District	Submitted Surveys	Submitted Applications
38	8	2
39	13	1
40	37	6
41	32	6
42	59	5
43	8	
44	27	4
45	7	
46	28	
47	442	122
48	32	3
49	59	10
50	97	17
51	1,359	520
52	778	240
53	1,346	474
54	1,499	464
55	910	282
56	575	139
57	1,552	433
58	649	167
59	56	9
60	222	25
61	41	7
62	55	11
63	47	4
64	31	3
65	30	2
66	22	4
67	32	5
68	47	8
69	25	3
70	24	3
71	34	3
72	1,130	282

House District	Submitted Surveys	Submitted Applications
73	494	133
74	152	23
75	104	9
76	75	11
77	74	10
78	86	14
79	115	15
80	44	4
81	512	164
82	76	14
83	342	80
84	358	69
85	94	16
86	335	70
87	191	29
88	71	10
89	45	6
90	83	14
91	136	18
92	274	56
93	124	14
94	63	7
95	169	42
96	41	10
97	224	28
98	64	10
99	215	17
100	244	28
101	39	8
102	166	15
103	174	29
104	47	11
105	317	45
Unknown	657	3
Total	21,370	5,162



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

Senate District	Submitted Surveys	Submitted Applications
1	277	43
2	2,178	624
3	561	85
4	467	50
5	281	40
6	937	242
7	331	41
8	1,017	191
9	135	19
10	307	43
11	246	50
12	962	189
13	243	49
14	107	18
15	134	16
16	85	12
17	380	87
18	370	100
19	2,118	533
20	3,909	1,368

Senate District	Submitted Surveys	Submitted Applications
21	1,126	340
22	100	16
23	28	1
24	82	14
25	1,194	274
26	129	18
27	1,933	447
28	124	39
29	98	16
30	579	164
31	83	9
32	21	4
33	34	1
34	49	6
35	47	9
36	2	
37	3	
38	16	1
39	20	
Unknown	657	3
Total	21,370	5,162



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	87	22
Allen	817	116	39
Ascension	1,491	296	47
Assumption	599	225	24
Avoyelles		3	
Beauregard	1,617	205	61
Bienville		1	
Bossier		2	
Caddo	248	32	1
Calcasieu	12,264	2,766	687
Cameron	1,055	275	85
Catahoula		2	
Claiborne		3	
Concordia		2	
De Soto		5	
East Baton Rouge	1,916	358	50
East Feliciana	232	54	15
Evangeline		5	
Grant	337	21	5
Iberia	459	75	18
Iberville	403	72	12
Jackson	69	11	5
Jefferson	10,075	1,634	319
Jefferson Davis	978	160	31
La Salle	43		
LaSalle		3	
Lafayette	544	71	6
Lafourche	6,972	2,188	807
Lincoln	93	8	3
Livingston	2,101	345	102

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	14	1
Natchitoches	214	23	1
Orleans	7,308	1,210	141
Ouachita	429	60	5
Plaquemines	875	267	50
Pointe Coupee	74	17	6
Rapides	1,236	137	23
Richland		4	
Sabine	161	7	
St. Bernard	957	104	8
St. Charles	2,744	827	258
St. Helena	655	422	112
St. James	1,435	519	163
St. John the Baptist	3,998	1,410	401
St. Landry	589	55	10
St. Martin	351	42	4
St. Mary	425	111	17
St. Tammany	2,750	343	55
Tangipahoa	4,464	1,513	383
Tensas		1	1
Terrebonne	8,176	2,797	1,146
Union	99	5	1
Vermilion	660	77	10
Vernon	495	38	13
Washington	750	118	13
Webster		2	
West Baton Rouge	101	9	1
West Carroll		3	
West Feliciana	41	2	
Winn	132	10	
Other Parishes		2,198	
Total	82,246	21,370	5,162

*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	15	23	\$1,898,351.75	14	\$1,040,271.86
Ascension	18	24	\$1,634,013.33	9	\$683,503.06
Assumption	10	13	\$1,081,842.07	5	\$483,010.44
Beauregard	14	42	\$4,528,057.23	23	\$2,487,503.00
Caddo	0	1	\$28,700.56	1	\$28,700.56
Calcasieu	252	373	\$32,968,179.70	207	\$18,387,471.46
Cameron	24	49	\$4,598,447.48	19	\$1,720,294.27
East Baton Rouge	23	24	\$1,307,579.68	16	\$745,222.50
East Feliciana	7	8	\$562,761.76	4	\$268,806.43
Grant	1	3	\$179,120.63	1	\$73,973.27
Iberia	10	8	\$810,868.80	4	\$457,083.45
Iberville	4	7	\$509,806.75	3	\$224,429.06
Jackson	3	2	\$193,973.27	1	\$108,973.27
Jefferson	168	116	\$8,361,114.51	59	\$4,067,404.68
Jefferson Davis	8	18	\$1,865,491.43	13	\$1,196,001.68
Lafayette	5	1	\$49,376.26		
Lafourche	292	447	\$35,552,676.67	171	\$14,218,503.17
Lincoln	2	1	\$113,948.43		
Livingston	32	59	\$4,571,963.22	34	\$2,661,056.65
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	62	61	\$2,539,889.45	30	\$1,031,485.49
Ouachita	2	3	\$373,929.42	3	\$373,929.42
Plaquemines	15	33	\$2,758,457.83	11	\$942,497.30
Pointe Coupee	2	4	\$333,660.09	1	\$84,041.54
Rapides	8	13	\$1,006,997.24	6	\$494,280.94
St. Bernard	3	4	\$84,512.44	2	\$63,670.46
St. Charles	100	146	\$11,835,842.89	72	\$6,045,447.85
St. Helena	53	59	\$5,070,847.54	35	\$3,085,565.84
St. James	68	89	\$7,475,141.39	42	\$3,397,840.98
St. John the Baptist	148	228	\$16,209,559.74	125	\$9,323,720.97
St. Landry	7	3	\$371,175.57	2	\$199,507.36
St. Martin	4				
St. Mary	8	7	\$494,644.23	3	\$187,332.64
St. Tammany	35	16	\$1,123,814.53	9	\$422,776.06
Tangipahoa	184	170	\$14,147,372.00	90	\$7,437,681.92
Tensas	1				
Terrebonne	415	635	\$50,330,876.14	203	\$18,149,319.25
Union	0	1	\$73,824.56	1	\$73,824.56
Vermilion	2	6	\$489,612.56	3	\$276,067.74
Vernon	4	9	\$811,890.15	7	\$572,025.92
Washington	8	3	\$204,329.49	1	\$117,478.09
West Baton Rouge	0	1	\$34,329.71	1	\$34,329.71
Total	2,021	2,728	\$218,072,122.42	1,236	\$101,715,707.48