



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #28**  
**May 29, 2023 – June 5, 2023**

**Issued: June 5, 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 06/05/23, survey submissions increased by 937 from the previous week, making the total submissions 22,307. 14,143 homeowners were determined to be in Phases I – VII.
- 8,769 environmental reviews have been completed, representing 62% of the 14,143 homeowners in Phases I – VII.
- 8,579 homeowners, from Phases I – VII, have been invited to start an application. 5,300 applications have been submitted, representing 62% of the homeowners invited to start an application.
- There has been a total of 2,919 grant awards offered to homeowners totaling \$232,881,677.04. Of those, 1,276 homeowners have closed on their grant agreements, obligating \$104,922,825.48.

## Program Mobile and Event Outreach

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

Mo./ Yr.	Outreach
2022 Jun-Dec	111
1st Qtr. '23	56
Apr '23	29
May '23	30
June '23	3

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

### Mobile Outreach

• 6/5	9am-4pm	Mathews Building	4876 LA-1 Mathews
• 6/6	10am-4pm	Houma Library	778 Grand Caillou Road, Houma
• 6/6	9:30am-3:30pm	Abbeville Library	405 E St Victor St, Abbeville
• 6/6	9:30am-4pm	Grand lake Library	10200 Gulf Highway, Lake Charles
• 6/7	10am-4pm	Larose Civic Ctr	307 East 5th Street, Larose
• 6/7	10am-4pm	Thibodaux Library	705 W 5th St #3154, Thibodaux
• 6/8	10am-4:30pm	Mathews Building	4876 LA-1 Mathews
• 6/8	10am-3pm	Clausen Bldg.	115485 W. Club Deluxe Road, Hammond
• 6/8	10am-4pm	St John the Baptist Library	2920 US-51, Laplace
• 6/9	9:30am-3:30pm	Lafayette Library	301 W Congress St, Lafayette
• 6/9	9am-4:30pm	Kenner Office	3800 Loyola Drive, Kenner
• 6/9	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 05/29/23	Weekly Activity	As of 06/05/23	Percentage	Total Dollars
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>24,179</b>	<b>1,063</b>	<b>25,242</b>		
Non-submitted Surveys	2,809	126	2,935		
Submitted Surveys	21,370	937	22,307	100%	
<b>Working Phases (1-7) Total</b>	<b>13,476</b>	<b>667</b>	<b>14,143</b>	<b>63%</b>	
Phase I	9,236	392	9,628	43%	
Phase II	949	53	1002	4%	
Phase III	1,167	73	1,240	6%	
Phase IV	1,615	104	1,719	8%	
Phase V	15	2	17	0%	
Phase VI	382	44	426	2%	
Phase VII	112	-1	111	0%	
<b>Non-Working Phases Total</b>	<b>7,894</b>	<b>270</b>	<b>8,164</b>	<b>37%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	5,074	300	5,374		
Environmental Reviews Completed	8,402	367	8,769		
<b>Home Inspections:</b>					
Home Inspections Available to Work	964	41	1,005		
Total Home Inspections Completed	4,198	97	4,295		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>8,402</b>	<b>177</b>	<b>8,579</b>		
Applications Not Available for Grant Determination	3,240	39	3,279		
Applications Available for Grant Determination	5,162	138	5,300	100%	
Pending Grant Determination	2,021	-61	1,960	37%	
<b>Grant Determinations</b>			63%	% Grant Determinations	
Zero Award	67	3	70	1.3%	
Ineligible	247	3	250	4.7%	
Withdrawn	99	2	101	1.9%	
Appeals In Progress	18	-2	16		
Grant Awards Offered to Applicant	2,728	191	2,919	55.1%	\$232,881,677.04
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>1,236</b>	<b>40</b>	<b>1,276</b>		<b>\$ 104,922,825.48</b>
Solution 1 & 1/3	360	1	361		\$36,458,513.93
Solution 2 & 2/3	844	37	881		\$66,248,704.28
Solution 3 Only	32	2	34		\$2,215,607.27
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>602</b>	<b>25</b>	<b>627</b>		<b>\$ 31,472,904.29</b>
Solution 1 & 1/3	223	8	231		\$7,250,040.37
Solution 2 & 2/3	347	17	364		\$22,142,831.40
Solution 3 Only	32	0	32		\$2,080,032.52
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>304</b>	<b>21</b>	<b>325</b>		
Solution 1 & 1/3	90	5	95		
Solution 2 & 2/3	186	16	202		
Solution 3 Only	28	0	28		



Table 3: Key Program Statistics: Totals to Date.

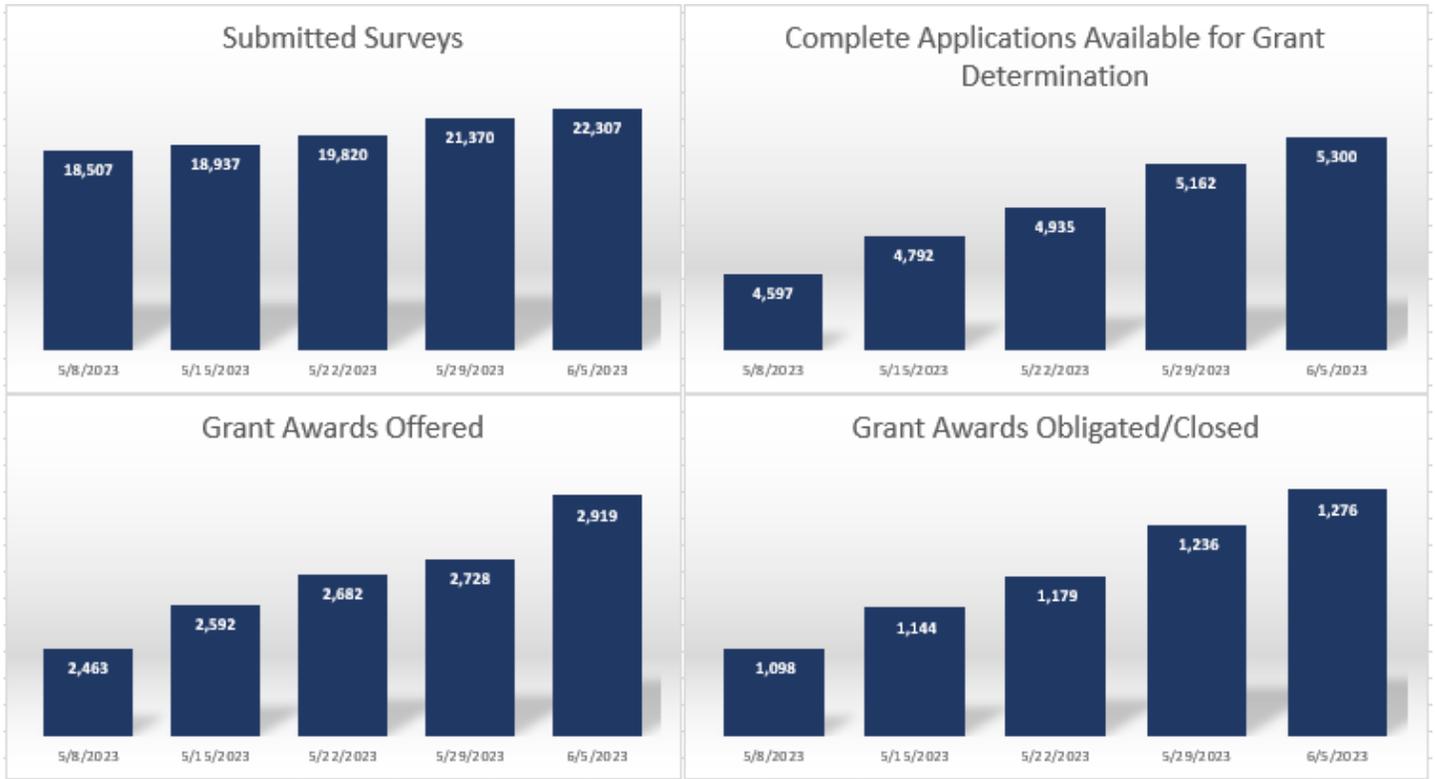




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	100	1.9%	86	3.0%	22	1.7%
American Indian/Alaska Native and White	46	0.9%	40	1.4%	7	0.6%
American Indian/Alaskan Native/Black-African American	77	1.5%	63	2.2%	29	2.3%
Asian	22	0.4%	18	0.6%	8	0.6%
Asian and White	9	0.2%	6	0.2%	3	0.2%
Black/African American	2,145	40.5%	1,546	53.0%	712	55.8%
Black/African American and White	68	1.3%	49	1.7%	27	2.1%
Decline to answer	52	1.0%	34	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	0.1%	0	0.0%
Other Multi-Racial	60	1.1%	46	1.6%	18	1.4%
White	1,317	24.9%	1,013	34.7%	423	33.2%
NOT PROVIDED	1,395	26.3%	11	0.4%	6	0.5%
<b>Total</b>	<b>5,300</b>	<b>100%</b>	<b>2,919</b>	<b>100%</b>	<b>1,276</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	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	13	
16	29	4
17	28	4
18	28	7
19	11	
20	2	
21	3	
22	32	6
23	26	1
24	35	9
25	72	9
26	46	6
27	32	9
28	3	
29	56	5
30	63	14
31	14	3
32	299	98
33	376	93
34	1,373	326
35	484	113
36	393	70
37	445	105

House District	Submitted Surveys	Submitted Applications
38	8	2
39	13	1
40	38	6
41	32	6
42	63	5
43	9	
44	28	4
45	8	
46	31	2
47	452	126
48	34	4
49	63	11
50	100	17
51	1,378	526
52	789	246
53	1,368	474
54	1,519	480
55	933	297
56	600	141
57	1,584	442
58	686	178
59	60	9
60	239	26
61	43	7
62	58	12
63	48	4
64	33	3
65	30	2
66	23	4
67	35	5
68	48	9
69	25	3
70	28	3
71	35	3
72	1,170	289

House District	Submitted Surveys	Submitted Applications
73	508	139
74	162	24
75	109	9
76	82	11
77	79	11
78	92	14
79	139	14
80	48	4
81	533	165
82	82	14
83	355	80
84	367	73
85	97	15
86	350	71
87	206	31
88	77	13
89	51	6
90	86	15
91	141	18
92	327	54
93	129	15
94	65	6
95	176	45
96	42	11
97	241	31
98	69	11
99	243	18
100	259	28
101	42	8
102	179	15
103	186	29
104	50	11
105	331	46
Unknown	842	6
<b>Total</b>	<b>22,307</b>	<b>5,300</b>



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

Senate District	Submitted Surveys	Submitted Applications
1	297	44
2	2,264	648
3	597	87
4	507	55
5	294	40
6	962	248
7	357	41
8	1,051	197
9	140	18
10	367	41
11	262	51
12	1,010	195
13	251	51
14	115	19
15	141	16
16	88	13
17	398	91
18	391	105
19	2,194	548
20	3,960	1,387

Senate District	Submitted Surveys	Submitted Applications
21	1,155	346
22	106	19
23	29	2
24	84	14
25	1,220	283
26	139	19
27	1,966	452
28	132	43
29	105	17
30	595	172
31	88	9
32	22	3
33	35	2
34	54	7
35	48	10
36	2	
37	3	
38	16	1
39	20	
Unknown	842	6
<b>Total</b>	<b>22,307</b>	<b>5,300</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	93	21
Allen	817	124	44
Ascension	1,491	319	56
Assumption	599	247	25
Avoyelles		3	
Beauregard	1,617	204	65
Bienville		1	
Bossier		2	
Caddo	248	33	1
Calcasieu	12,264	2,815	698
Cameron	1,055	279	89
Catahoula		2	
Claiborne		3	
Concordia		2	
De Soto		5	
East Baton Rouge	1,916	385	52
East Feliciana	232	58	16
Evangeline		5	
Grant	337	23	6
Iberia	459	84	19
Iberville	403	77	13
Jackson	69	12	5
Jefferson	10,075	1,744	321
Jefferson Davis	978	172	34
La Salle	43		
Lafayette	544	76	7
Lafourche	6,972	2,253	837
LaSalle		4	
Lincoln	93	8	3
Livingston	2,101	368	106

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	17	1
Natchitoches	214	23	1
Orleans	7,308	1,310	147
Ouachita	429	66	7
Plaquemines	875	278	52
Pointe Coupee	74	18	6
Rapides	1,236	143	23
Richland		4	
Sabine	161	10	
St. Bernard	957	109	8
St. Charles	2,744	859	260
St. Helena	655	444	115
St. James	1,435	555	167
St. John the Baptist	3,998	1,462	410
St. Landry	589	59	10
St. Martin	351	49	6
St. Mary	425	117	17
St. Tammany	2,750	383	58
Tangipahoa	4,464	1,604	395
Tensas		1	1
Terrebonne	8,176	2,896	1,158
Union	99	5	1
Vermilion	660	86	11
Vernon	495	41	14
Washington	750	128	13
Webster		2	
West Baton Rouge	101	10	1
West Carroll		3	
West Feliciana	41	3	
Winn	132	12	
Other Parishes		2,209	
<b>Total</b>	<b>82,246</b>	<b>22,307</b>	<b>5,300</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	3	17	\$1,472,232.92	4	\$537,765.63
Allen	20	23	\$1,898,163.90	14	\$1,040,271.86
Ascension	26	25	\$1,698,713.73	10	\$754,460.45
Assumption	9	15	\$1,245,443.98	5	\$483,010.44
Beauregard	15	45	\$4,869,905.81	23	\$2,487,503.00
Caddo	0	1	\$28,700.56	1	\$28,700.56
Calcasieu	241	391	\$35,109,725.39	210	\$18,601,730.96
Cameron	27	50	\$4,625,662.12	20	\$2,036,364.73
East Baton Rouge	22	26	\$1,507,800.76	17	\$829,557.25
East Feliciana	7	9	\$682,761.76	4	\$268,806.43
Grant	2	3	\$179,120.63	1	\$73,973.27
Iberia	11	8	\$810,868.80	4	\$457,083.45
Iberville	5	7	\$509,806.75	3	\$224,429.06
Jackson	2	3	\$272,530.73	1	\$108,973.27
Jefferson	146	138	\$9,727,324.55	59	\$4,067,404.68
Jefferson Davis	11	18	\$1,902,262.49	13	\$1,232,772.74
Lafayette	6	1	\$49,376.26		
Lafourche	297	473	\$37,604,282.00	177	\$14,520,617.35
Lincoln	2	1	\$113,948.43		
Livingston	33	62	\$4,848,691.16	35	\$2,740,919.96
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	60	68	\$2,738,279.42	32	\$1,102,832.05
Ouachita	5	2	\$323,455.72	2	\$323,455.72
Plaquemines	15	35	\$2,930,369.52	11	\$944,250.16
Pointe Coupee	2	4	\$333,660.09	1	\$84,041.54
Rapides	8	13	\$948,861.08	6	\$494,280.94
St. Bernard	3	4	\$84,512.44	2	\$63,670.46
St. Charles	93	155	\$12,641,314.02	76	\$6,391,877.08
St. Helena	54	61	\$5,271,785.87	37	\$3,255,152.28
St. James	69	91	\$7,661,167.11	44	\$3,544,870.53
St. John the Baptist	136	249	\$17,506,046.57	132	\$9,796,487.65
St. Landry	6	4	\$422,975.31	2	\$199,507.36
St. Martin	6				
St. Mary	7	8	\$609,072.04	3	\$187,332.64
St. Tammany	38	16	\$1,122,663.60	9	\$422,776.06
Tangipahoa	183	183	\$14,998,870.07	92	\$7,592,028.18
Tensas	0	1	21468.1		
Terrebonne	374	688	\$54,469,539.17	212	\$18,925,864.01
Union	0	1	\$73,824.56	1	\$73,824.56
Vermilion	3	6	\$489,612.56	3	\$276,067.74
Vernon	5	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
<b>Total</b>	<b>1,960</b>	<b>2,919</b>	<b>\$232,881,677.04</b>	<b>1,276</b>	<b>\$104,922,825.48</b>