



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #29**  
**June 5, 2023 – June 12, 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 06/12/23, survey submissions increased by 1,395 from the previous week, making the total submissions 23,702. 15,095 homeowners were determined to be in Phases I – VII.
- 9,070 environmental reviews have been completed, representing 60% of the 15,095 homeowners in Phases I – VII.
- 8,879 homeowners, from Phases I – VII, have been invited to start an application. 5,521 applications have been submitted, representing 62% of the homeowners invited to start an application.
- There has been a total of 3,063 grant awards offered to homeowners totaling \$245,328,639.55. Of those, 1,348 homeowners have closed on their grant agreements, obligating \$111,178,458.67.

## Program Mobile and Event Outreach

- The Program completed 12 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	15

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

### Mobile Outreach

• 6/12	9am-4pm	Mathews Building	4876 LA-1 Mathews
• 6/12	10am-4pm	Regala Gym	194 Regala Park Road, Reserve
• 6/13	10am-4pm	Houma Library	778 Grand Caillou Road, Houma
• 6/13	9:30am-4pm	Grand lake Library	10200 Gulf Highway, Lake Charles
• 6/13	10am-4pm	Jean Lafitte Civic Ctr	4917 City Park St, Jean Lafitte
• 6/13	9:30am-4:30pm	Dequincy Library	102 N. Pine Street, Dequincy
• 6/14	10am-4pm	Larose Civic Ctr	307 East 5th Street, Larose
• 6/14	10am-4pm	Tower's Chamber's 5 <sup>th</sup> Fl	520 old Spanish Trail, Slidell
• 6/14	10am-4pm	Regala Gym	194 Regala Park Road, Reserve
• 6/15	10am-4:30pm	Mathews Building	4876 LA-1 Mathews
• 6/15	10am-3pm	Clausen Bldg.	115485 W. Club Deluxe Road, Hammond

### Event Outreach

- None Scheduled

Table 2: Homeowner Program Snapshot.

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 06/05/23	Weekly Activity	As of 06/05/23	Percentage	Total Dollars
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>25,242</b>	<b>1,597</b>	<b>26,839</b>		
Non-submitted Surveys	2,935	202	3,137		
Submitted Surveys	22,307	1,395	23,702	100%	
<b>Working Phases (1-7) Total</b>	<b>14,143</b>	<b>952</b>	<b>15,095</b>	<b>64%</b>	
Phase I	9,628	547	10,175	43%	
Phase II	1,002	92	1,094	5%	
Phase III	1,240	97	1,337	6%	
Phase IV	1,719	142	1,861	8%	
Phase V	17	3	20	0%	
Phase VI	426	69	495	2%	
Phase VII	111	2	113	0%	
<b>Non-Working Phases Total</b>	<b>8,164</b>	<b>443</b>	<b>8,607</b>	<b>36%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	5,374	651	6,025		
Environmental Reviews Completed	8,769	301	9,070		
<b>Home Inspections:</b>					
Home Inspections Available to Work	1,005	41	1,046		
Total Home Inspections Completed	4,295	180	4,475		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>8,579</b>	<b>300</b>	<b>8,879</b>		
Applications Not Available for Grant Determination	3,279	79	3,358		
Applications Available for Grant Determination	5,300	221	5,521	100%	
Pending Grant Determination	1,960	60	2,020	37%	
<b>Grant Determinations</b>			63%	% Grant Determinations	
Zero Award	70	8	78	1.4%	
Ineligible	250	8	258	4.7%	
Withdrawn	101	1	102	1.8%	
Appeals In Progress	16	-3	13		
Grant Awards Offered to Applicant	2,919	144	3,063	55.5%	\$245,328,639.55
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>1,276</b>	<b>72</b>	<b>1,348</b>		<b>\$ 111,178,458.67</b>
Solution 1 & 1/3	361	13	374		\$37,811,290.23
Solution 2 & 2/3	881	59	940		\$71,151,561.17
Solution 3 Only	34	0	34		\$2,215,607.27
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>627</b>	<b>15</b>	<b>642</b>		<b>\$ 32,871,879.01</b>
Solution 1 & 1/3	231	4	235		\$7,771,380.16
Solution 2 & 2/3	364	11	375		\$23,020,466.33
Solution 3 Only	32	0	32		\$2,080,032.52
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>325</b>	<b>22</b>	<b>347</b>		
Solution 1 & 1/3	95	12	107		
Solution 2 & 2/3	202	10	212		
Solution 3 Only	28	0	28		



Table 3: Key Program Statistics: Totals to Date.

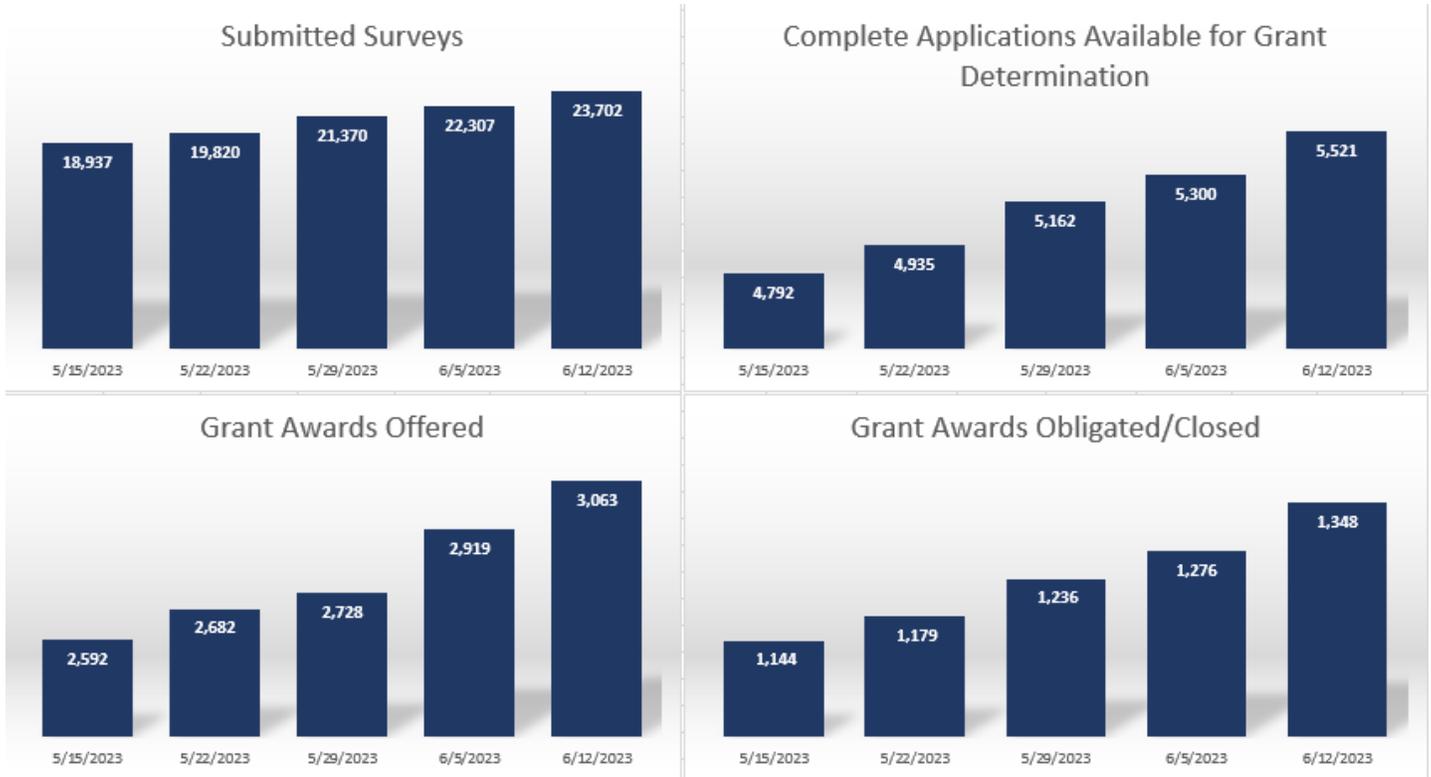




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	102	1.9%	87	2.8%	24	1.8%
American Indian/Alaska Native and White	47	0.9%	40	1.3%	8	0.6%
American Indian/Alaskan Native/Black-African American	81	1.5%	65	2.1%	31	2.3%
Asian	23	0.4%	18	0.6%	8	0.6%
Asian and White	9	0.2%	6	0.2%	3	0.2%
Black/African American	2,236	40.5%	1,636	53.4%	759	56.3%
Black/African American and White	69	1.3%	52	1.7%	30	2.2%
Decline to answer	55	1.0%	36	1.2%	19	1.4%
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	65	1.2%	46	1.5%	18	1.3%
White	1,361	24.7%	1,059	34.6%	440	32.6%
NOT PROVIDED	1,464	26.5%	11	0.4%	6	0.5%
<b>Total</b>	<b>5,521</b>	<b>100%</b>	<b>3,063</b>	<b>100%</b>	<b>1,348</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	8	1
3	13	2
4	5	
5	7	
7	4	
8	1	
10	2	
11	10	3
12	11	1
13	23	7
14	13	1
15	14	1
16	35	4
17	31	7
18	31	7
19	12	
20	3	
21	3	
22	36	6
23	27	1
24	40	10
25	76	12
26	50	7
27	34	9
28	3	
29	63	6
30	67	14
31	14	3
32	310	104
33	392	96
34	1,424	333
35	514	117
36	413	71
37	474	112

House District	Submitted Surveys	Submitted Applications
38	10	1
39	15	1
40	40	6
41	38	6
42	67	6
43	10	
44	31	4
45	8	1
46	34	2
47	471	129
48	37	4
49	71	11
50	105	20
51	1,410	537
52	816	248
53	1,416	479
54	1,571	496
55	974	316
56	629	145
57	1,644	469
58	735	190
59	72	9
60	256	29
61	48	7
62	62	13
63	55	5
64	35	3
65	33	3
66	24	5
67	37	5
68	54	9
69	26	3
70	32	3
71	38	3
72	1,230	299

House District	Submitted Surveys	Submitted Applications
73	543	145
74	177	24
75	116	9
76	90	13
77	84	11
78	105	14
79	151	16
80	57	4
81	546	172
82	90	14
83	377	81
84	381	76
85	103	17
86	376	72
87	225	35
88	78	13
89	53	6
90	95	18
91	157	21
92	348	59
93	140	16
94	71	6
95	188	47
96	48	11
97	261	34
98	78	11
99	265	19
100	291	35
101	45	8
102	192	15
103	200	31
104	56	11
105	346	48
Unknown	1,070	7
<b>Total</b>	<b>23,702</b>	<b>5,521</b>



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

Senate District	Submitted Surveys	Submitted Applications
1	322	50
2	2,382	696
3	655	94
4	552	63
5	321	43
6	1,018	260
7	394	43
8	1,094	207
9	158	18
10	406	46
11	285	52
12	1,072	199
13	265	52
14	123	21
15	157	17
16	98	13
17	419	94
18	417	109
19	2,287	570
20	4,083	1,417

Senate District	Submitted Surveys	Submitted Applications
21	1,198	351
22	119	19
23	30	3
24	94	13
25	1,280	296
26	157	19
27	2,042	463
28	142	46
29	115	21
30	627	178
31	96	11
32	28	3
33	38	3
34	61	10
35	51	11
36	2	
37	3	1
38	18	1
39	23	1
Unknown	1,070	7
<b>Total</b>	<b>23,702</b>	<b>5,521</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	98	22
Allen	817	143	47
Ascension	1,491	376	62
Assumption	599	252	29
Avoyelles		3	
Beauregard	1,617	215	67
Bienville		1	
Bossier		2	
Caddo	248	46	3
Calcasieu	12,264	2,962	718
Cameron	1,055	292	93
Catahoula		2	
Claiborne		3	
Concordia		2	
De Soto		5	
East Baton Rouge	1,916	418	55
East Feliciana	232	67	17
Evangeline		5	
Grant	337	28	6
Iberia	459	92	19
Iberville	403	84	13
Jackson	69	14	6
Jefferson	10,075	1,908	342
Jefferson Davis	978	185	36
La Salle	43		
Lafayette	544	85	8
Lafourche	6,972	2,359	870
LaSalle		7	
Lincoln	93	12	3
Livingston	2,101	390	107

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	19	1
Natchitoches	214	23	1
Orleans	7,308	1,474	162
Ouachita	429	73	12
Plaquemines	875	287	53
Pointe Coupee	74	19	6
Rapides	1,236	149	27
Richland		4	
Sabine	161	12	
St. Bernard	957	131	9
St. Charles	2,744	920	266
St. Helena	655	475	121
St. James	1,435	577	178
St. John the Baptist	3,998	1,535	439
St. Landry	589	65	9
St. Martin	351	53	6
St. Mary	425	124	22
St. Tammany	2,750	413	63
Tangipahoa	4,464	1,717	406
Tensas		1	1
Terrebonne	8,176	2,992	1,174
Union	99	6	1
Vermilion	660	96	11
Vernon	495	47	15
Washington	750	141	13
Webster		2	
West Baton Rouge	101	16	1
West Carroll		3	
West Feliciana	41	4	
Winn	132	10	1
Other Parishes		2,258	
<b>Total</b>	<b>82,246</b>	<b>23,702</b>	<b>5,521</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	5	16	\$1,440,264.34	4	\$537,765.63
Allen	22	24	\$1,964,351.73	14	\$1,040,271.86
Ascension	31	26	\$1,832,710.61	11	\$815,605.29
Assumption	12	16	\$1,330,443.98	5	\$483,010.44
Beauregard	17	45	\$4,869,905.81	26	\$2,777,249.44
Caddo	2	1	\$28,700.56	1	\$28,700.56
Calcasieu	241	410	\$36,521,759.66	216	\$19,310,379.44
Cameron	26	54	\$5,093,540.01	20	\$2,035,721.68
East Baton Rouge	23	28	\$1,660,906.35	17	\$841,716.65
East Feliciana	8	9	\$682,761.76	4	\$268,806.43
Grant	2	3	\$179,120.63	1	\$73,973.27
Iberia	9	9	\$895,868.80	5	\$538,725.71
Iberville	5	7	\$509,806.75	3	\$224,429.06
Jackson	3	3	\$272,530.73	2	\$187,530.73
Jefferson	143	158	\$11,162,780.24	63	\$4,498,562.89
Jefferson Davis	14	18	\$1,902,262.49	13	\$1,232,772.74
Lafayette	7	1	\$49,376.26		
Lafourche	313	489	\$38,767,660.54	188	\$15,255,083.94
Lincoln	2	1	\$113,948.43		
Livingston	31	64	\$5,039,916.41	37	\$2,892,226.36
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	66	76	\$3,226,364.70	33	\$1,134,942.49
Ouachita	10	2	\$323,455.72	2	\$323,455.72
Plaquemines	16	35	\$2,933,780.29	12	\$1,056,199.43
Pointe Coupee	2	4	\$333,660.09	2	\$169,041.54
Rapides	12	13	\$948,861.08	6	\$494,280.94
St. Bernard	5	3	\$75,721.55	2	\$63,670.46
St. Charles	90	165	\$13,915,045.06	81	\$6,706,296.90
St. Helena	58	63	\$5,422,592.36	38	\$3,349,175.06
St. James	71	100	\$8,389,910.92	48	\$3,894,578.49
St. John the Baptist	152	260	\$18,513,152.23	146	\$10,916,088.08
St. Landry	5	4	\$422,975.31	2	\$199,507.36
St. Martin	6				
St. Mary	11	9	\$693,246.06	3	\$187,332.64
St. Tammany	37	19	\$1,316,385.93	9	\$422,776.06
Tangipahoa	186	190	\$15,781,777.66	97	\$7,996,379.75
Tensas	0	1	21468.1		
Terrebonne	359	716	\$57,051,312.22	223	\$20,122,147.90
Union	0	1	\$73,824.56	1	\$73,824.56
Vermilion	3	6	\$489,612.56	3	\$276,067.74
Vernon	6	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
Winn	1				
<b>Total</b>	<b>2,020</b>	<b>3,063</b>	<b>\$245,328,639.55</b>	<b>1,348</b>	<b>\$111,178,458.67</b>