



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #30**  
**June 12, 2023 – June 19, 2023**

**Issued: June 19, 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> <ul 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> </ul>
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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 06/19/23, survey submissions increased by 1,546 from the previous week, making the total submissions 25,248. 16,567 homeowners were determined to be in Phases I – VII.
- 9,194 environmental reviews have been completed, representing 55% of the 16,567 homeowners in Phases I – VII.
- 9,188 homeowners, from Phases I – VII, have been invited to start an application. 5,724 applications have been submitted, representing 62% of the homeowners invited to start an application.
- There has been a total of 3,205 grant awards offered to homeowners totaling \$256,926,547.92. Of those, 1,417 homeowners have closed on their grant agreements, obligating \$116,689,991.97.

## Program Mobile and Event Outreach

- The Program completed 11 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	26

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

### Mobile Outreach

• 6/20	9:30am-4pm	Grand lake Library	10200 Gulf Highway, Lake Charles
• 6/20	9:30am-4:30pm	East Bank Regional Library	747 W Napoleon Ave, Metairie
• 6/20	9:30am-3:30pm	Vermilion Parish Library	405 E St Victor St, Abbeville
• 6/20	10am-7pm	Clausen Bldg.	115485 W. Club Deluxe Road, Hammond
• 6/21	10am-4pm	Larose Civic Ctr	307 East 5th Street, Larose
• 6/21	10am-4pm	Tower's Chamber's 5 <sup>th</sup> Fl	520 old Spanish Trail, Slidell
• 6/21	9:30am-4:30pm	River Ridge Library	8825 Jefferson Hwy, River Ridge
• 6/22	10am-4:30pm	Mathews Building	4876 LA-1 Mathews
• 6/22	9:30am-4:30pm	East Bank Regional Library	747 W Napoleon Ave, Metairie
• 6/23	9:30am-4pm	Grand lake Library	10200 Gulf Highway, Lake Charles
• 6/23	9:30am-3:30pm	Lafayette Public Library	301 W Congress St, Lafayette
• 6/23	9am-4:30pm	Kenner Office	2200 Veterans Memorial Blvd, Kenner

### Event Outreach

- None Scheduled

Table 2: Homeowner Program Snapshot.

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 06/12/23	Weekly Activity	As of 06/19/23	Percentage	Total Dollars
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>26,839</b>	<b>1,771</b>	<b>28,610</b>		
Non-submitted Surveys	3,137	225	3,362		
Submitted Surveys	23,702	1,546	25,248	100%	
<b>Working Phases (1-7) Total</b>	<b>15,095</b>	<b>1,472</b>	<b>16,567</b>	<b>66%</b>	
Phase I	10,175	880	11,055	44%	
Phase II	1,094	125	1,219	5%	
Phase III	1,337	182	1,519	6%	
Phase IV	1,861	185	2,046	8%	
Phase V	20	6	26	0%	
Phase VI	495	94	589	2%	
Phase VII	113	0	113	0%	
<b>Non-Working Phases Total</b>	<b>8,607</b>	<b>74</b>	<b>8,681</b>	<b>34%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	6,025	1,348	7,373		
Environmental Reviews Completed	9,070	124	9,194		
<b>Home Inspections:</b>					
Home Inspections Available to Work	1,046	52	1,098		
Total Home Inspections Completed	4,475	151	4,626		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>8,879</b>	<b>309</b>	<b>9,188</b>		
Applications Not Available for Grant Determination	3,358	106	3,464		
Applications Available for Grant Determination	5,521	203	5,724	100%	
Pending Grant Determination	2,020	58	2,078	36%	
<b>Grant Determinations</b>			64%	% Grant Determinations	
Zero Award	78	1	79	1.4%	
Ineligible	258	1	259	4.5%	
Withdrawn	102	1	103	1.8%	
Appeals In Progress	13	3	16		
Grant Awards Offered to Applicant	3,063	142	3,205	56.0%	\$256,926,547.92
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>1,348</b>	<b>69</b>	<b>1,417</b>		<b>\$ 116,689,991.97</b>
Solution 1 & 1/3	374	11	385		\$39,024,725.68
Solution 2 & 2/3	940	58	998		\$75,449,659.02
Solution 3 Only	34	0	34		\$2,215,607.27
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>642</b>	<b>46</b>	<b>688</b>		<b>\$ 35,992,165.62</b>
Solution 1 & 1/3	235	8	243		\$8,023,626.41
Solution 2 & 2/3	375	36	411		\$25,752,931.94
Solution 3 Only	32	2	34		\$2,215,607.27
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>347</b>	<b>39</b>	<b>386</b>		
Solution 1 & 1/3	107	10	117		
Solution 2 & 2/3	212	27	239		
Solution 3 Only	28	2	30		



Table 3: Key Program Statistics: Totals to Date.

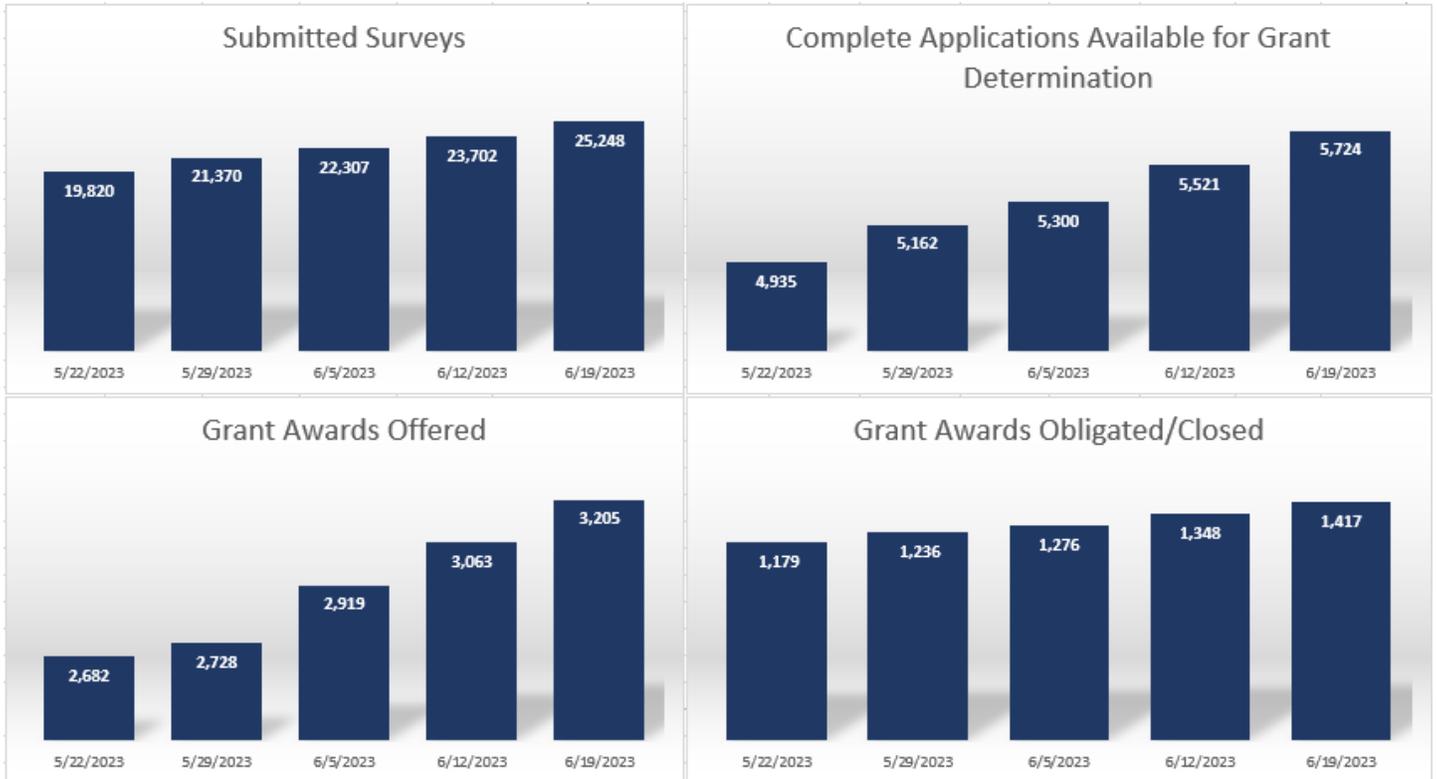




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	103	1.8%	92	2.9%	25	1.8%
American Indian/Alaska Native and White	48	0.8%	41	1.3%	8	0.6%
American Indian/Alaskan Native/Black-African American	83	1.5%	66	2.1%	34	2.4%
Asian	23	0.4%	18	0.6%	8	0.6%
Asian and White	9	0.2%	7	0.2%	4	0.3%
Black/African American	2,316	40.5%	1,726	53.9%	800	56.5%
Black/African American and White	74	1.3%	56	1.8%	30	2.1%
Decline to answer	57	1.0%	38	1.2%	19	1.3%
Native Hawaiian/Other Pacific Islander	5	0.1%	4	0.1%	2	0.1%
Native Hawaiian/Other Pacific Islander and White	4	0.1%	4	0.1%	0	0.0%
Other Multi-Racial	67	1.2%	48	1.5%	18	1.3%
White	1,396	24.4%	1,094	34.1%	463	32.7%
NOT PROVIDED	1,539	26.9%	11	0.3%	6	0.4%
<b>Total</b>	<b>5,724</b>	<b>100%</b>	<b>3,205</b>	<b>100%</b>	<b>1,417</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	3	
2	12	1
3	21	2
4	13	
5	7	
7	4	
8	1	
10	2	
11	11	4
12	13	1
13	27	7
14	15	1
15	16	1
16	45	5
17	35	7
18	34	8
19	16	
20	4	
21	3	
22	42	6
23	27	1
24	45	9
25	81	13
26	56	8
27	34	10
28	3	
29	71	6
30	71	14
31	15	3
32	334	107
33	408	96
34	1,466	338
35	539	120
36	437	73
37	493	112

House District	Submitted Surveys	Submitted Applications
38	11	1
39	20	1
40	44	7
41	39	8
42	70	9
43	10	
44	34	4
45	10	1
46	36	2
47	489	132
48	38	4
49	77	11
50	116	21
51	1,447	546
52	847	249
53	1,459	488
54	1,612	518
55	1,014	333
56	672	145
57	1,721	485
58	796	200
59	81	11
60	273	43
61	54	7
62	74	14
63	60	7
64	38	3
65	38	4
66	27	6
67	43	5
68	57	10
69	28	3
70	34	3
71	43	3
72	1,292	304

House District	Submitted Surveys	Submitted Applications
73	571	145
74	189	25
75	128	9
76	99	14
77	92	11
78	121	18
79	161	17
80	61	5
81	573	180
82	102	16
83	427	83
84	404	83
85	112	19
86	393	72
87	264	35
88	84	13
89	58	6
90	104	19
91	174	18
92	376	66
93	157	17
94	81	8
95	197	47
96	52	11
97	287	40
98	92	12
99	300	24
100	335	42
101	49	9
102	207	16
103	221	32
104	69	11
105	365	50
Unknown	1,235	10
<b>Total</b>	<b>25,248</b>	<b>5,724</b>



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

Senate District	Submitted Surveys	Submitted Applications
1	356	53
2	2,515	733
3	745	105
4	623	72
5	357	41
6	1,066	262
7	433	44
8	1,185	221
9	178	21
10	447	54
11	308	52
12	1,140	203
13	282	53
14	137	21
15	172	20
16	106	15
17	455	100
18	444	114
19	2,418	595
20	4,190	1,447

Senate District	Submitted Surveys	Submitted Applications
21	1,253	363
22	127	19
23	32	3
24	106	14
25	1,332	300
26	166	24
27	2,114	471
28	157	46
29	126	24
30	664	181
31	104	11
32	30	4
33	49	3
34	72	11
35	57	11
36	2	
37	3	1
38	21	1
39	41	1
Unknown	1,235	10
<b>Total</b>	<b>25,248</b>	<b>5,724</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	101	26
Allen	817	152	47
Ascension	1,491	413	71
Assumption	599	272	43
Avoyelles		3	
Beauregard	1,617	238	71
Bienville		1	
Bossier		2	
Caddo	248	62	3
Calcasieu	12,264	3,110	729
Cameron	1,055	311	95
Catahoula		2	
Claiborne		3	
Concordia		2	
De Soto		5	
East Baton Rouge	1,916	466	61
East Feliciana	232	74	18
Evangeline		5	
Grant	337	34	6
Iberia	459	107	19
Iberville	403	91	17
Jackson	69	15	6
Jefferson	10,075	2,051	372
Jefferson Davis	978	202	35
La Salle	43		
Lafayette	544	93	8
Lafourche	6,972	2,469	909
LaSalle		8	
Lincoln	93	15	4
Livingston	2,101	399	113

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	40	1
Natchitoches	214	28	1
Orleans	7,308	1,622	181
Ouachita	429	83	13
Plaquemines	875	304	52
Pointe Coupee	74	20	6
Rapides	1,236	160	30
Richland		4	
Sabine	161	14	
St. Bernard	957	140	11
St. Charles	2,744	976	268
St. Helena	655	498	123
St. James	1,435	615	179
St. John the Baptist	3,998	1,630	456
St. Landry	589	65	11
St. Martin	351	76	6
St. Mary	425	130	24
St. Tammany	2,750	477	65
Tangipahoa	4,464	1,816	410
Tensas		1	1
Terrebonne	8,176	3,123	1,191
Union	99	6	1
Vermilion	660	104	11
Vernon	495	55	14
Washington	750	163	13
Webster		2	
West Baton Rouge	101	21	2
West Carroll		3	
West Feliciana	41	5	
Winn	132	14	1
Other Parishes		2,347	
<b>Total</b>	<b>82,246</b>	<b>25,248</b>	<b>5,724</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	8	17	\$1,479,430.71	4	\$537,765.63
Allen	21	25	\$2,042,080.97	14	\$1,040,271.86
Ascension	40	26	\$1,832,710.61	13	\$928,922.22
Assumption	26	16	\$1,330,443.98	6	\$560,661.72
Beauregard	21	45	\$4,869,905.81	27	\$2,887,538.68
Caddo	2	1	\$28,700.56	1	\$28,700.56
Calcasieu	229	433	\$38,842,111.62	221	\$20,023,059.94
Cameron	27	55	\$5,188,684.17	22	\$2,185,352.81
East Baton Rouge	29	28	\$1,665,456.49	18	\$924,487.72
East Feliciana	9	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	7	9	\$606,332.68	3	\$224,429.06
Jackson	3	3	\$272,530.73	2	\$187,530.73
Jefferson	167	164	\$11,762,896.68	67	\$4,702,295.89
Jefferson Davis	12	19	\$1,970,274.63	13	\$1,232,772.74
Lafayette	7	1	\$49,376.26		
Lafourche	337	504	\$39,741,883.85	201	\$16,257,084.99
Lincoln	3	1	\$113,948.43		
Livingston	35	66	\$5,200,555.13	38	\$3,007,662.14
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	85	76	\$3,297,838.13	36	\$1,218,354.85
Ouachita	11	2	\$323,455.72	2	\$323,455.72
Plaquemines	12	38	\$3,059,131.34	12	\$1,056,199.43
Pointe Coupee	2	4	\$333,660.09	2	\$169,041.54
Rapides	14	14	\$1,060,046.86	6	\$505,505.94
St. Bernard	6	4	\$86,776.75	2	\$63,670.46
St. Charles	80	177	\$14,804,228.27	86	\$7,056,899.80
St. Helena	59	64	\$5,500,127.56	40	\$3,507,062.66
St. James	61	110	\$9,270,316.94	55	\$4,438,779.76
St. John the Baptist	157	271	\$19,510,215.55	150	\$11,310,480.50
St. Landry	6	5	\$503,415.55	2	\$199,507.36
St. Martin	5	1	\$33,894.02		
St. Mary	12	10	\$771,752.43	3	\$187,332.64
St. Tammany	39	19	\$1,316,385.93	9	\$422,776.06
Tangipahoa	180	200	\$16,603,365.28	100	\$8,283,006.16
Tensas	0	1	21468.1		
Terrebonne	339	752	\$60,016,508.76	238	\$21,236,973.26
Union	0	1	\$73,824.56	1	\$73,824.56
Vermilion	3	6	\$489,612.56	3	\$276,067.74
Vernon	5	9	\$812,740.15	7	\$572,875.92
Washington	6	5	\$222,051.45	1	\$117,478.09
West Baton Rouge	1	1	\$34,329.71	1	\$34,329.71
Winn	1				
<b>Total</b>	<b>2,078</b>	<b>3,205</b>	<b>\$256,926,547.92</b>	<b>1,417</b>	<b>\$116,689,991.97</b>