



Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #31
June 19, 2023 – June 26, 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 06/26/23, survey submissions increased by 1,218 from the previous week, making the total submissions 26,466. 17,435 homeowners were determined to be in Phases I – VII.
- 10,055 environmental reviews have been completed, representing 58% of the 17,435 homeowners in Phases I – VII.
- 9,482 homeowners, from Phases I – VII, have been invited to start an application. 5,446 applications have been submitted, representing 57% of the homeowners invited to start an application.
- There has been a total of 3,012 grant awards offered to homeowners totaling \$244,862,837.39. Of those, 1,499 homeowners have closed on their grant agreements, obligating \$122,487,819.59.

Program Mobile and Event Outreach

- The Program completed 13 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	39

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

Mobile Outreach

• 6/26	9am-4pm	Mathews Building	4876 LA-1 Mathews
• 6/26	10am-4pm	Regala Gymnasium	194 Regala Park Road, Reserve
• 6/27	9:30am-4pm	Grand lake Library	10200 Gulf Highway, Lake Charles
• 6/27	10am-4pm	Jean Lafitte Civic Center	4917 City Park St, Jean Lafitte
• 6/27	9:30am-4:30pm	Dequincy Library	102 N. Pine Street, Dequincy
• 6/27	10am-4pm	Roland Borne, Sr. Library	979 LA-18, Edgard
• 6/28	10am-4pm	Thibodaux Library	705 W 5th St #3154, Thibodaux
• 6/28	9:30am-4:30pm	East Bank Regional Library	747 W Napoleon Ave, Metairie
• 6/28	10am-4pm	Tower's Chamber's 5 th Fl	520 old Spanish Trail, Slidell
• 6/29	10am-3pm	Clausen Bldg.	115485 W. Club Deluxe Road, Hammond
• 6/29	9:30am-4:30pm	West Bank Regional Library	751 Manhattan Blvd, Harvey
• 6/29	9am-7pm	Kenner MLK Resource Ctr.	1042 31st Street, Kenner
• 6/30	9:30am-4pm	Grand lake Library	10200 Gulf Highway, Lake Charles
• 6/30	9:30am-4:30pm	North Kenner Library	630 W Esplanade Ave, Kenner
• 6/30	9:30am-4:30pm	Jennings Library	118 W. Plaquemine Street, Jennings

Table 2: Homeowner Program Snapshot.

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 06/19/23	Weekly Activity	As of 06/26/23	Percentage	Total Dollars
Surveys Recorded					
Total Surveys Recorded	28,610	1,605	30,215		
Non-submitted Surveys	3,362	387	3,749		
Submitted Surveys	25,248	1,218	26,466	100%	
Working Phases (1-7) Total	16,567	868	17,435	66%	
Phase I	11,055	502	11,557	44%	
Phase II	1,219	83	1,302	5%	
Phase III	1,519	102	1,621	6%	
Phase IV	2,046	115	2,161	8%	
Phase V	26	3	29	0%	
Phase VI	589	63	652	2%	
Phase VII	113	0	113	0%	
Non-Working Phases Total	8,681	350	9,031	34%	
Environmental Reviews					
Environmental Reviews Available to Work	7,373	7	7,380		
Environmental Reviews Completed	9,194	861	10,055		
Home Inspections:					
Home Inspections Available to Work	1,098	-37	1,061		
Total Home Inspections Completed	4,626	-241	4,385		
Applications In Process					
Total Number of Invited Applications	9,188	294	9,482		
Applications Not Available for Grant Determination	3,464	572	4,036		
Applications Available for Grant Determination	5,724	-278	5,446	100%	
Pending Grant Determination	2,078	-95	1,983	36%	
Grant Determinations				64%	% Grant Determinations
Zero Award	79	3	82	1.5%	
Ineligible	259	3	262	4.8%	
Withdrawn	103	4	107	2.0%	
Appeals In Progress	16	1	17		
Grant Awards Offered to Applicant	3,205	-193	3,012	55.3%	\$244,862,837.39
Grant Awards					
Grant Awards Obligated	1,417	82	1,499		\$ 122,487,819.59
Solution 1 & 1/3	385	26	411		\$40,007,669.72
Solution 2 & 2/3	998	52	1,050		\$79,969,779.59
Solution 3 Only	34	4	38		\$2,510,370.28
Disbursements					
Total Disbursements	688	34	722		\$ 38,612,091.14
Solution 1 & 1/3	243	9	252		\$8,943,005.76
Solution 2 & 2/3	411	25	436		\$27,453,478.11
Solution 3 Only	34	0	34		\$2,215,607.27
Housing Rehab/Reconstruction Complete					
Housing Rehab/Reconstruction Complete	386	29	415		
Solution 1 & 1/3	117	15	132		
Solution 2 & 2/3	239	13	252		
Solution 3 Only	30	1	31		



Table 3: Key Program Statistics: Totals to Date.

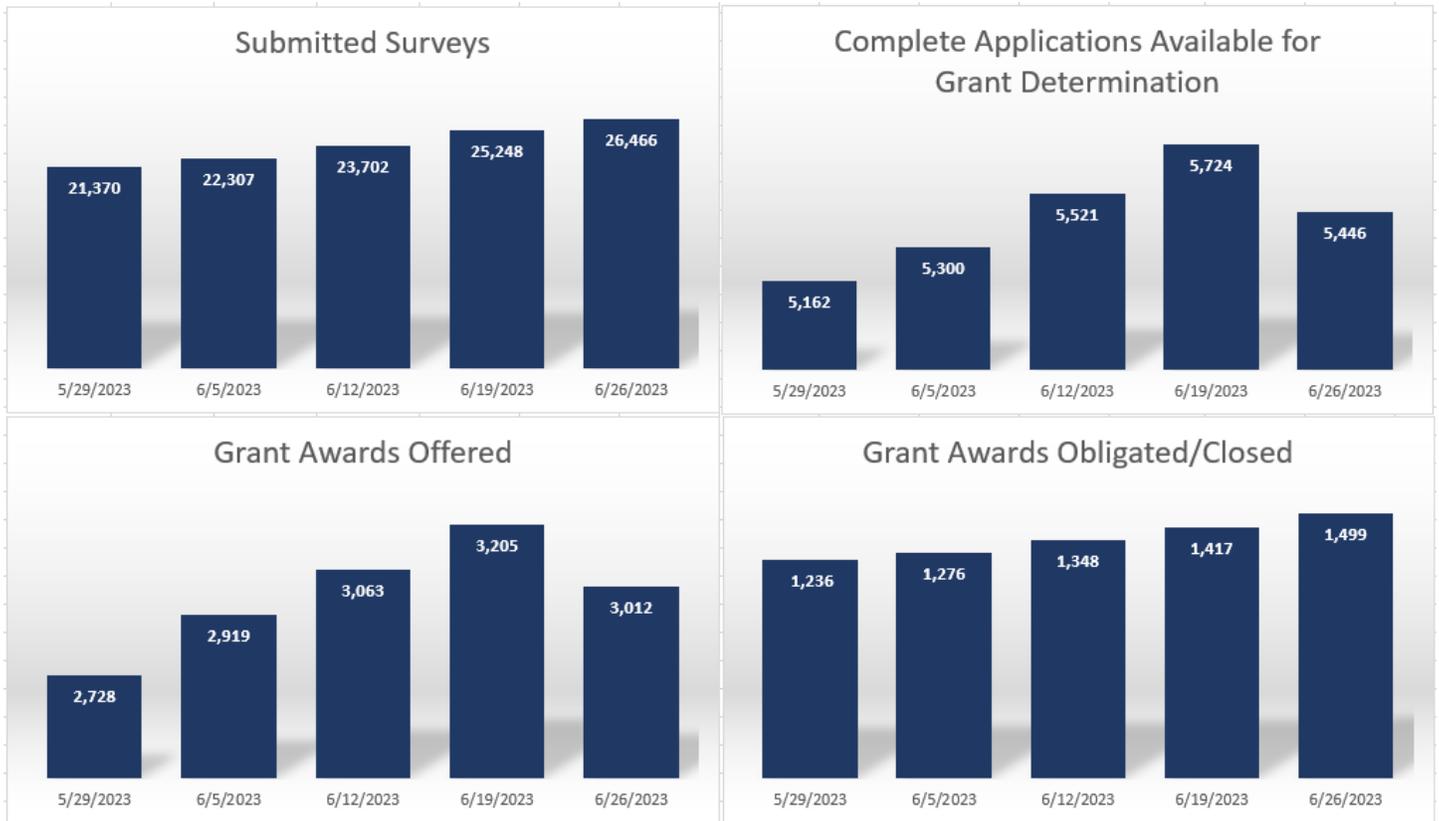




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	82	1.5%	71	2.4%	24	1.6%
American Indian/Alaska Native and White	35	0.6%	27	0.9%	10	0.7%
American Indian/Alaskan Native/Black-African American	75	1.4%	60	2.0%	35	2.3%
Asian	23	0.4%	19	0.6%	9	0.6%
Asian and White	8	0.2%	6	0.2%	4	0.3%
Black/African American	2,203	40.5%	1,676	55.6%	853	56.9%
Black/African American and White	70	1.3%	53	1.8%	32	2.1%
Decline to answer	56	1.0%	39	1.3%	20	1.3%
Native Hawaiian/Other Pacific Islander	3	0.1%	3	0.1%	2	0.1%
Native Hawaiian/Other Pacific Islander and White	2	0.0%	2	0.1%	0	0.0%
Other Multi-Racial	57	1.1%	42	1.4%	20	1.3%
White	1,273	23.4%	1,006	33.4%	484	32.3%
NOT PROVIDED	1,559	28.6%	8	0.3%	6	0.4%
Total	5,446	100%	3,012	100%	1,499	100%

Female Head of Household % of Complete Apps: 50%



Appendix A Table 11: Submitted Surveys and Submitted Applications by House District.

House District	Submitted Surveys	Submitted Applications
1	3	
2	14	1
3	25	2
4	15	
5	8	
7	4	2
8	1	
10	2	
11	13	3
12	13	1
13	37	7
14	18	1
15	17	1
16	55	5
17	39	8
18	40	7
19	19	
20	5	
21	3	
22	50	4
23	33	1
24	55	9
25	88	13
26	61	8
27	39	9
28	3	
29	75	7
30	84	14
31	18	4
32	369	106
33	446	87
34	1,531	327
35	571	116
36	464	69
37	537	111

House District	Submitted Surveys	Submitted Applications
38	12	1
39	23	1
40	50	8
41	41	8
42	74	11
43	12	
44	36	5
45	11	1
46	59	5
47	523	117
48	40	5
49	92	14
50	126	22
51	1,503	481
52	895	220
53	1,513	437
54	1,676	485
55	1,071	310
56	724	137
57	1,837	466
58	857	187
59	97	10
60	326	42
61	63	7
62	87	11
63	67	7
64	42	3
65	45	3
66	30	6
67	49	5
68	62	10
69	34	3
70	40	3
71	44	3
72	1,402	298

House District	Submitted Surveys	Submitted Applications
73	642	139
74	209	21
75	146	10
76	122	14
77	101	11
78	136	19
79	185	20
80	72	7
81	604	180
82	115	16
83	482	88
84	439	81
85	126	19
86	453	69
87	291	37
88	94	13
89	68	6
90	118	19
91	194	18
92	409	65
93	177	19
94	91	9
95	213	54
96	66	10
97	337	41
98	104	12
99	341	29
100	393	45
101	56	9
102	237	16
103	243	31
104	80	11
105	393	53
Unknown	411	
Total	26,466	5,446



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

Senate District	Submitted Surveys	Submitted Applications
1	407	52
2	2,705	696
3	851	109
4	721	80
5	400	42
6	1,201	248
7	494	45
8	1,290	225
9	204	25
10	501	56
11	354	51
12	1,246	199
13	299	58
14	154	22
15	190	20
16	120	15
17	513	97
18	487	113
19	2,588	569
20	4,348	1,283

Senate District	Submitted Surveys	Submitted Applications
21	1,336	352
22	165	23
23	35	4
24	122	15
25	1,431	284
26	184	27
27	2,218	453
28	183	45
29	144	22
30	725	172
31	122	11
32	37	3
33	54	3
34	83	12
35	67	10
36	2	
37	6	1
38	22	3
39	46	1
Unknown	411	
Total	26,466	5,446



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	27
Allen	817	165	46
Ascension	1,491	442	65
Assumption	599	292	42
Avoyelles		3	
Beauregard	1,617	252	68
Bienville		1	
Bossier		2	
Caddo	248	69	5
Calcasieu	12,264	3,208	696
Cameron	1,055	325	82
Catahoula		2	
Claiborne		3	
Concordia		2	
De Soto		5	
East Baton Rouge	1,916	505	61
East Feliciana	232	81	15
Evangeline		5	
Grant	337	39	4
Iberia	459	113	20
Iberville	403	102	16
Jackson	69	15	6
Jefferson	10,075	2,228	382
Jefferson Davis	978	207	37
La Salle	43		
Lafayette	544	98	10
Lafourche	6,972	2,524	839
LaSalle		9	
Lincoln	93	15	3
Livingston	2,101	412	116

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	41	1
Natchitoches	214	29	1
Orleans	7,308	1,785	192
Ouachita	429	94	14
Plaquemines	875	303	55
Pointe Coupee	74	20	5
Rapides	1,236	169	29
Richland		4	
Sabine	161	16	
St. Bernard	957	152	11
St. Charles	2,744	1,000	255
St. Helena	655	505	121
St. James	1,435	644	171
St. John the Baptist	3,998	1,706	441
St. Landry	589	68	12
St. Martin	351	91	10
St. Mary	425	134	26
St. Tammany	2,750	513	64
Tangipahoa	4,464	1,965	394
Tensas		1	1
Terrebonne	8,176	3,147	1,058
Union	99	7	1
Vermilion	660	106	13
Vernon	495	60	14
Washington	750	174	14
Webster		2	
West Baton Rouge	101	22	2
West Carroll		3	
West Feliciana	41	7	
Winn	132	20	1
Other Parishes		2,456	
Total	82,246	26,466	5,446

*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	10	16	\$1,401,185.26	4	\$537,765.63
Allen	20	24	\$1,994,266.04	14	\$1,040,271.86
Ascension	40	20	\$1,468,077.57	13	\$935,422.22
Assumption	27	14	\$1,196,545.47	8	\$724,263.63
Beauregard	22	41	\$4,470,509.63	27	\$2,887,538.68
Caddo	4	1	\$28,700.56	1	\$28,700.56
Calcasieu	225	405	\$36,681,211.41	231	\$20,686,108.41
Cameron	26	43	\$4,392,580.32	23	\$2,261,371.98
East Baton Rouge	29	28	\$1,645,558.56	19	\$948,229.02
East Feliciana	7	8	\$706,436.54	4	\$268,806.43
Grant	2	1	\$73,973.27	1	\$73,973.27
Iberia	10	9	\$867,220.00	5	\$545,225.71
Iberville	7	8	\$528,793.29	4	\$306,881.20
Jackson	3	3	\$272,530.73	2	\$187,530.73
Jefferson	171	167	\$11,927,863.66	74	\$5,151,979.25
Jefferson Davis	15	18	\$1,751,038.69	14	\$1,300,784.88
Lafayette	9	1	\$49,376.26		
Lafourche	312	459	\$36,623,502.80	217	\$17,343,517.83
Lincoln	3				
Livingston	39	65	\$5,071,116.76	40	\$3,108,573.87
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	92	80	\$3,713,292.59	36	\$1,220,412.99
Ouachita	11	3	\$451,782.43	2	\$323,455.72
Plaquemines	18	35	\$2,792,433.85	14	\$1,225,428.34
Pointe Coupee	2	3	\$222,233.54	2	\$169,041.54
Rapides	10	17	\$1,636,807.64	7	\$523,716.70
St. Bernard	6	4	\$86,776.75	2	\$63,670.46
St. Charles	68	176	\$15,153,779.56	90	\$7,528,636.76
St. Helena	53	67	\$5,741,402.43	41	\$3,592,062.66
St. James	50	113	\$9,800,406.27	61	\$4,801,301.05
St. John the Baptist	141	270	\$19,708,208.69	162	\$12,037,091.36
St. Landry	7	5	\$503,415.55	2	\$199,507.36
St. Martin	9	1	\$33,894.02		
St. Mary	15	9	\$699,950.05	3	\$187,332.64
St. Tammany	30	25	\$1,485,725.83	10	\$471,662.26
Tangipahoa	165	199	\$16,978,872.53	105	\$8,727,479.49
Tensas	0	1	21468.1		
Terrebonne	306	650	\$53,095,762.15	246	\$21,919,799.15
Union	0	1	\$73,824.56	1	\$73,824.56
Vermilion	5	6	\$540,450.91	3	\$276,067.74
Vernon	6	8	\$650,105.15	7	\$572,875.92
Washington	6	6	\$261,100.55	2	\$176,850.31
West Baton Rouge	1	1	\$34,329.71	1	\$34,329.71
Winn	1				
Total	1,983	3,012	\$244,862,837.39	1,499	\$122,487,819.59