



Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #32
June 26, 2023 – July 3, 2023

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Table of Contents

Program Overview 3

Homeowner Phase Prioritization Factors 3

Eligibility 4

Homeowner Program Steps..... 5

Program Outreach..... 5

Executive Summary..... 6

Program Mobile and Event Outreach 6

- Table 1: Completed Outreach:..... 6

Table 2: Homeowner Program Snapshot..... 7

Table 3: Key Program Statistics: Totals to Date. 8

Table 8: Demographic Information for Submitted Applications..... 9

Appendix A Table 11: Submitted Surveys and Submitted Applications by House District. 10

Appendix A Table 12: Submitted Surveys and Submitted Applications by Senate District. 11

Appendix B Table 13: FEMA Verified Loss (FVL) Greater than \$3,000, Submitted Surveys and Submitted Applications by Parish..... 12

Appendix C Table 14: Grant Awards by Parish..... 13



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.

<p>1 COMPLETE THE PROGRAM SURVEY</p> <p>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.</p>	<p>2 ENVIRONMENTAL REVIEW</p> <p>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.</p>	<p>3 START THE PROGRAM APPLICATION</p> <p>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.</p>	<p>4 DAMAGE & LEAD ASSESSMENT</p> <p>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.</p>
<p>5 ELIGIBILITY REVIEW</p> <p>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.</p>	<p>6 AWARD DETERMINATION</p> <p>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.</p>	<p>7 CONTRACTOR SELECTION</p> <p>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.</p> <p>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.</p> <p>Please visit the program Resources page for more information on contractor selection:</p> <ul style="list-style-type: none">• 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 <p>Contractor Selection is the last status where the solution chosen on the application may be changed prior to closing on the grant award.</p>	
<p>8 GRANT AGREEMENT & EXECUTION</p> <p>After accepting their award, the homeowner will meet with the closing team to sign their grant agreement.</p>	<p>9 REIMBURSEMENT, REPAIR, RECONSTRUCTION</p> <p>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.</p>		

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 07/03/23, survey submissions increased by 1,435 from the previous week, making the total submissions 27,901. 18,323 homeowners were determined to be in Phases I – VII.
- 10,980 environmental reviews have been completed, representing 60% of the 18,323 homeowners in Phases I – VII.
- 10,975 homeowners, from Phases I – VII, have been invited to start an application. 5,950 applications have been submitted, representing 54% of the homeowners invited to start an application.
- There has been a total of 3,187 grant awards offered to homeowners totaling \$257,220,853.53. Of those, 1,618 homeowners have closed on their grant agreements, obligating \$130,811,724.18.

Program Mobile and Event Outreach

- The Program completed 15 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	54

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

Mobile Outreach

• 7/5	9am-4pm	Mathews Building	4876 LA-1 Mathews
• 7/5	10am-4pm	East Bank Regional Library	747 W Napoleon Ave, Metairie
• 7/5	9am-4:30pm	Kenner Office	2200 Veterans Memorial Blvd, Kenner
• 7/6	10am-3pm	Clausen Bldg.	115485 W. Club Deluxe Road, Hammond
• 7/6	10am-4pm	Larose Civic Center	307 East 5th Street, Larose
• 7/6	10am-4pm	Koop Council Chambers	21490 Koop Drive, Mandeville
• 7/7	9am-3pm	Kenner Office	2200 Veterans Memorial Blvd, Kenner
• 7/7	9:30am-4pm	Grand lake Library	10200 Gulf Highway, Lake Charles
• 7/7	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 06/26/23	Weekly Activity	As of 07/03/23	Percentage	Total Dollars
Surveys Recorded					
Total Surveys Recorded	30,215	2,003	32,218		
Non-submitted Surveys	3,749	568	4,317		
Submitted Surveys	26,466	1,435	27,901	100%	
Working Phases (1-7) Total	17,435	888	18,323	66%	
Phase I	11,557	559	12,116	43%	
Phase II	1,302	88	1,390	5%	
Phase III	1,621	81	1,702	6%	
Phase IV	2,161	108	2,269	8%	
Phase V	29	4	33	0%	
Phase VI	652	50	702	3%	
Phase VII	113	-2	111	0%	
Non-Working Phases Total	9,031	547	9,578	34%	
Environmental Reviews					
Environmental Reviews Available to Work	7,380	-37	7,343		
Environmental Reviews Completed	10,055	925	10,980		
Home Inspections:					
Home Inspections Available to Work	1,061	398	1,459		
Total Home Inspections Completed	4,385	106	4,491		
Applications In Process					
Total Number of Invited Applications	9,482	1,493	10,975		
Applications Not Available for Grant Determination	4,036	989	5,025		
Applications Available for Grant Determination	5,446	504	5,950	100%	
Pending Grant Determination	1,983	324	2,307	39%	
Grant Determinations			61%	% Grant Determinations	
Zero Award	82	5	87	1.5%	
Ineligible	262	1	263	4.4%	
Withdrawn	107	-1	106	1.8%	
Appeals In Progress	17	7	24		
Grant Awards Offered to Applicant	3,012	175	3,187	53.6%	\$257,220,853.53
Grant Awards					
Grant Awards Obligated	1,499	119	1,618		\$ 130,811,724.18
Solution 1 & 1/3	411	55	466		\$43,343,073.99
Solution 2 & 2/3	1,050	61	1,111		\$84,863,605.06
Solution 3 Only	38	3	41		\$2,605,045.13
Disbursements					
Total Disbursements	722	25	747		\$ 41,091,952.27
Solution 1 & 1/3	252	8	260		\$10,170,592.92
Solution 2 & 2/3	436	17	453		\$28,705,752.08
Solution 3 Only	34	0	34		\$2,215,607.27
Housing Rehab/Reconstruction Complete					
Housing Rehab/Reconstruction Complete	415	13	428		
Solution 1 & 1/3	132	2	134		
Solution 2 & 2/3	252	11	263		
Solution 3 Only	31	0	31		



Table 3: Key Program Statistics: Totals to Date.

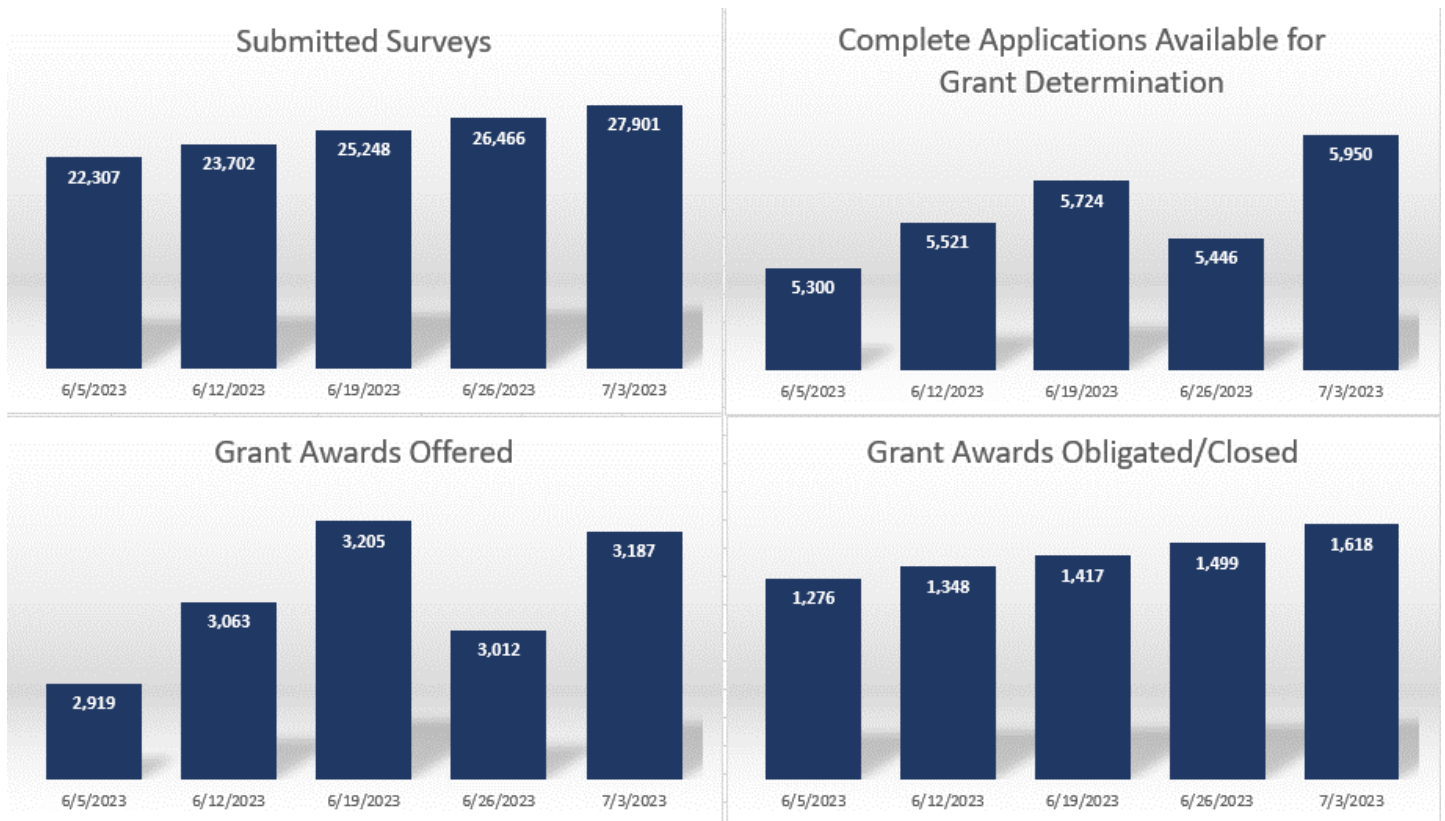




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	90	1.5%	78	2.5%	25	1.6%
American Indian/Alaska Native and White	38	0.6%	28	0.9%	10	0.6%
American Indian/Alaskan Native/Black-African American	77	1.3%	64	2.0%	37	2.3%
Asian	23	0.4%	19	0.6%	10	0.6%
Asian and White	10	0.2%	6	0.2%	4	0.3%
Black/African American	2,325	39.1%	1,785	56.0%	933	57.7%
Black/African American and White	74	1.2%	61	1.9%	34	2.1%
Decline to answer	59	1.0%	41	1.3%	20	1.2%
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	61	1.0%	44	1.4%	20	1.2%
White	1,339	22.5%	1,047	32.9%	517	32.0%
NOT PROVIDED	1,849	31.1%	9	0.3%	6	0.4%
Total	5,950	100%	3,187	100%	1,618	100%

Female Head of Household % of Complete Apps: 49%



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

House District	Submitted Surveys	Submitted Applications
1	3	
2	14	1
3	27	3
4	15	
5	8	
6	1	
7	5	2
8	1	
10	2	
11	14	3
12	15	2
13	37	8
14	21	1
15	18	2
16	57	6
17	40	9
18	42	6
19	19	
20	5	
21	3	
22	56	4
23	33	1
24	57	9
25	88	17
26	61	10
27	40	10
28	3	
29	78	9
30	87	16
31	18	4
32	384	108
33	468	94
34	1,556	348
35	582	122
36	482	71
37	546	118

House District	Submitted Surveys	Submitted Applications
38	13	1
39	24	1
40	51	11
41	42	9
42	76	12
43	12	
44	37	5
45	11	1
46	65	6
47	544	120
48	42	6
49	95	18
50	147	24
51	1,520	508
52	907	251
53	1,532	469
54	1,691	502
55	1,087	338
56	744	167
57	1,924	503
58	892	217
59	100	10
60	347	50
61	63	8
62	91	11
63	71	7
64	45	4
65	47	4
66	34	6
67	50	8
68	65	11
69	35	4
70	44	3
71	44	6
72	1,435	322

House District	Submitted Surveys	Submitted Applications
73	661	142
74	220	26
75	150	17
76	129	16
77	105	11
78	143	18
79	190	30
80	76	7
81	618	195
82	118	17
83	506	93
84	449	91
85	132	24
86	465	74
87	301	40
88	98	13
89	69	5
90	123	20
91	209	21
92	429	76
93	182	20
94	94	10
95	220	60
96	72	10
97	352	45
98	108	11
99	362	36
100	418	49
101	58	10
102	247	20
103	250	39
104	85	15
105	401	82
Unknown	1,048	
Total	27,901	5,950



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

Senate District	Submitted Surveys	Submitted Applications
1	427	62
2	2,814	768
3	897	127
4	752	88
5	420	44
6	1,230	259
7	512	57
8	1,331	262
9	216	26
10	517	73
11	362	56
12	1,286	225
13	313	66
14	158	25
15	198	25
16	127	17
17	537	104
18	501	124
19	2,671	633
20	4,397	1,364

Senate District	Submitted Surveys	Submitted Applications
21	1,370	385
22	179	24
23	36	5
24	125	18
25	1,475	292
26	188	32
27	2,264	484
28	194	45
29	146	28
30	750	181
31	124	12
32	37	3
33	60	5
34	86	13
35	73	12
36	2	
37	7	1
38	23	3
39	48	2
Unknown	1,048	
Total	27,901	5,950

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	104	29
Allen	817	178	46
Ascension	1,491	448	73
Assumption	599	325	46
Avoyelles		4	
Beauregard	1,617	263	70
Bienville		1	
Bossier		2	
Caddo	248	73	6
Calcasieu	12,264	3,282	736
Cameron	1,055	345	83
Catahoula		2	
Claiborne		3	
Concordia		2	
De Soto		5	
East Baton Rouge	1,916	515	71
East Feliciana	232	84	15
Evangeline		5	
Grant	337	52	4
Iberia	459	134	23
Iberville	403	103	21
Jackson	69	15	7
Jefferson	10,075	2,337	428
Jefferson Davis	978	218	41
La Salle	43		
Lafayette	544	108	11
Lafourche	6,972	2,543	891
LaSalle		9	
Lincoln	93	16	3
Livingston	2,101	419	138

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	42	2
Natchitoches	214	30	1
Orleans	7,308	1,939	219
Ouachita	429	101	16
Plaquemines	875	278	80
Pointe Coupee	74	22	3
Rapides	1,236	175	37
Richland		4	
Sabine	161	17	
St. Bernard	957	141	17
St. Charles	2,744	982	302
St. Helena	655	515	130
St. James	1,435	649	193
St. John the Baptist	3,998	1,729	464
St. Landry	589	75	15
St. Martin	351	99	11
St. Mary	425	159	29
St. Tammany	2,750	527	72
Tangipahoa	4,464	2,018	418
Tensas		1	1
Terrebonne	8,176	2,996	1,140
Union	99	9	2
Vermilion	660	114	16
Vernon	495	65	14
Washington	750	166	22
Webster		2	
West Baton Rouge	101	25	3
West Carroll		3	
West Feliciana	41	8	
Winn	132	22	1
Other Parishes		3,393	
Total	82,246	27,901	5,950

*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	12	16	\$1,401,185.26	4	\$537,765.63
Allen	20	25	\$2,062,578.00	14	\$1,054,131.40
Ascension	44	24	\$1,609,415.85	14	\$1,055,422.22
Assumption	30	15	\$1,280,346.41	9	\$790,780.73
Beauregard	22	43	\$4,561,367.74	30	\$3,118,113.08
Caddo	5	1	\$28,700.56	1	\$28,700.56
Calcasieu	247	423	\$37,999,208.39	251	\$22,224,164.21
Cameron	25	45	\$4,485,471.76	24	\$2,360,077.89
East Baton Rouge	36	31	\$1,799,618.03	21	\$1,009,332.75
East Feliciana	6	9	\$821,299.85	4	\$268,806.43
Grant	2	1	\$73,973.27	1	\$73,973.27
Iberia	12	10	\$941,153.45	5	\$545,225.71
Iberville	12	8	\$528,793.29	5	\$342,403.36
Jackson	4	3	\$272,530.73	2	\$187,530.73
Jefferson	207	174	\$12,451,510.36	78	\$5,416,524.00
Jefferson Davis	17	20	\$1,793,197.77	14	\$1,300,784.88
Lafayette	9	2	\$58,763.62		
Lafourche	329	493	\$39,165,457.51	229	\$18,235,394.02
Lincoln	2	1	\$81,886.18		
Livingston	58	68	\$5,289,429.68	41	\$3,147,506.62
Morehouse	1				
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	115	83	\$3,851,093.37	39	\$1,376,730.88
Ouachita	13	3	\$451,782.43	2	\$323,455.72
Plaquemines	42	36	\$2,943,467.46	15	\$1,375,993.30
Pointe Coupee	0	3	\$222,233.54	2	\$169,041.54
Rapides	18	17	\$1,636,807.64	7	\$523,716.70
St. Bernard	12	4	\$86,881.74	2	\$63,670.46
St. Charles	108	183	\$16,009,780.63	94	\$7,802,459.12
St. Helena	56	72	\$6,206,290.89	43	\$3,774,986.24
St. James	66	119	\$9,954,555.52	67	\$5,172,056.09
St. John the Baptist	154	280	\$20,530,661.09	182	\$13,259,089.66
St. Landry	10	5	\$509,915.55	2	\$206,007.36
St. Martin	10	1	\$33,894.02		
St. Mary	18	9	\$699,950.05	4	\$259,234.42
St. Tammany	35	28	\$1,523,303.31	14	\$589,774.00
Tangipahoa	172	215	\$18,578,854.91	113	\$9,418,446.46
Tensas	0	1	21468.1		
Terrebonne	347	692	\$55,550,764.94	268	\$23,523,870.46
Union	1	1	\$73,824.56	1	\$73,824.56
Vermilion	8	6	\$543,363.01	3	\$276,067.74
Vernon	5	9	\$764,315.09	8	\$650,105.15
Washington	14	6	\$261,100.55	3	\$215,899.41
West Baton Rouge	2	1	\$34,329.71	1	\$34,329.71
Winn	1				
Total	2,307	3,187	\$257,220,853.53	1,618	\$130,811,724.18