



Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #33
July 3, 2023 – July 10, 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 07/10/23, survey submissions increased by 1,055 from the previous week, making the total submissions 28,956. 18,992 homeowners were determined to be in Phases I – VII.
- 10,978 environmental reviews have been completed, representing 58% of the 18,992 homeowners in Phases I – VII.
- 10,975 homeowners, from Phases I – VII, have been invited to start an application. 6,195 applications have been submitted, representing 56% of the homeowners invited to start an application.
- There has been a total of 3,310 grant awards offered to homeowners totaling \$266,161,848.69. Of those, 1,702 homeowners have closed on their grant agreements, obligating \$136,648,620.75.

Program Mobile and Event Outreach

- The Program completed 9 outreach events during this reporting period.
- Table 1: Completed Outreach:

Mo./ Yr.	Outreach
2022 Jun-Dec	111
1st Qtr. '23	56
2nd Qtr. '23	113
July '23	9

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

Mobile Outreach			
• 7/10	10am-4pm	Regala Gymnasium	194 Regala Park Road, Reserve
• 7/10	10am-4pm	Houma Library	778 Grand Caillou Road, Houma
• 7/11	10am-4pm	Larose Civic Center	307 East 5th Street, Larose
• 7/11	10am-4pm	Fletcher College	331 Dickson Rd, Houma
• 7/11	10am-4pm	Tower's Chamber's 5th Fl	520 Old Spanish Trail, Slidell
• 7/11	3:30pm-6:30pm	Allen August Center	2001 Moeling St, Lake Charles
• 7/12	10am-4pm	Mathews Building	4876 LA-1, Mathews
• 7/12	10am-4pm	EBR, Main Library	7711 Goodwood Blvd, Baton Rouge
• 7/12	9am-4:30pm	Kenner Office	2200 Veterans Memorial Blvd, Kenner
• 7/13	10am-4pm	Regala Gymnasium	194 Regala Park Road, Reserve
• 7/13	10am-4pm	Clausen Bldg.	115485 W. Club Deluxe Road, Hammond
• 7/13	10am-4pm	Thibodaux Library	705 W 5th St #3154, Thibodaux
• 7/13	9:30am-4:30pm	East Bank Regional Library	747 W Napoleon Ave, Metairie
• 7/14	10am-4pm	Houma Library	778 Grand Caillou Road, Houma
• 7/14	9am-3pm	Kenner Office	2200 Veterans Memorial Blvd, Kenner
• 7/14	9:30am-4pm	Grand Lake Library	10200 Gulf Highway, Lake Charles
• 7/14	9:30am-3:30pm	Lafayette Library – Main	301 W Congress St., Lafayette



Table 2: Homeowner Program Snapshot.

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 07/03/23	Weekly Activity	As of 07/10/23	Percentage	Total Dollars
Surveys Recorded					
Total Surveys Recorded	32,218	1,320	33,538		
Non-submitted Surveys	4,317	265	4,582		
Submitted Surveys	27,901	1,055	28,956	100%	
Working Phases (1-7) Total	18,323	669	18,992	66%	
Phase I	12,116	412	12,528	43%	
Phase II	1,390	68	1,458	5%	
Phase III	1,702	54	1,756	6%	
Phase IV	2,269	83	2,352	8%	
Phase V	33	2	35	0%	
Phase VI	702	47	749	3%	
Phase VII	111	3	114	0%	
Non-Working Phases Total	9,578	386	9,964	34%	
Environmental Reviews					
Environmental Reviews Available to Work	7,343	671	8,014		
Environmental Reviews Completed	10,980	-2	10,978		
Home Inspections:					
Home Inspections Available to Work	1,459	87	1,546		
Total Home Inspections Completed	4,491	158	4,649		
Applications In Process					
Total Number of Invited Applications	10,975	0	10,975		
Applications Not Available for Grant Determination	5,025	-245	4,780		
Applications Available for Grant Determination	5,950	245	6,195	100%	
Pending Grant Determination	2,307	110	2,417	39%	
Grant Determinations			61%	% Grant Determinations	
Zero Award	87	7	94	1.5%	
Ineligible	263	5	268	4.3%	
Withdrawn	106	0	106	1.7%	
Appeals In Progress	24	0	24		
Grant Awards Offered to Applicant	3,187	123	3,310	53.4%	\$266,161,848.69
Grant Awards					
Grant Awards Obligated	1,618	84	1,702		\$ 136,648,620.75
Solution 1 & 1/3	466	40	506		\$45,905,687.17
Solution 2 & 2/3	1,111	43	1,154		\$88,131,625.06
Solution 3 Only	41	1	42		\$2,611,308.52
Disbursements					
Total Disbursements	747	73	820		\$ 44,963,838.74
Solution 1 & 1/3	260	27	287		\$10,653,075.18
Solution 2 & 2/3	453	40	493		\$31,728,700.26
Solution 3 Only	34	6	40		\$2,582,063.30
Housing Rehab/Reconstruction Complete					
Housing Rehab/Reconstruction Complete	428	39	467		
Solution 1 & 1/3	134	3	137		
Solution 2 & 2/3	263	31	294		
Solution 3 Only	31	5	36		



Table 3: Key Program Statistics: Totals to Date.

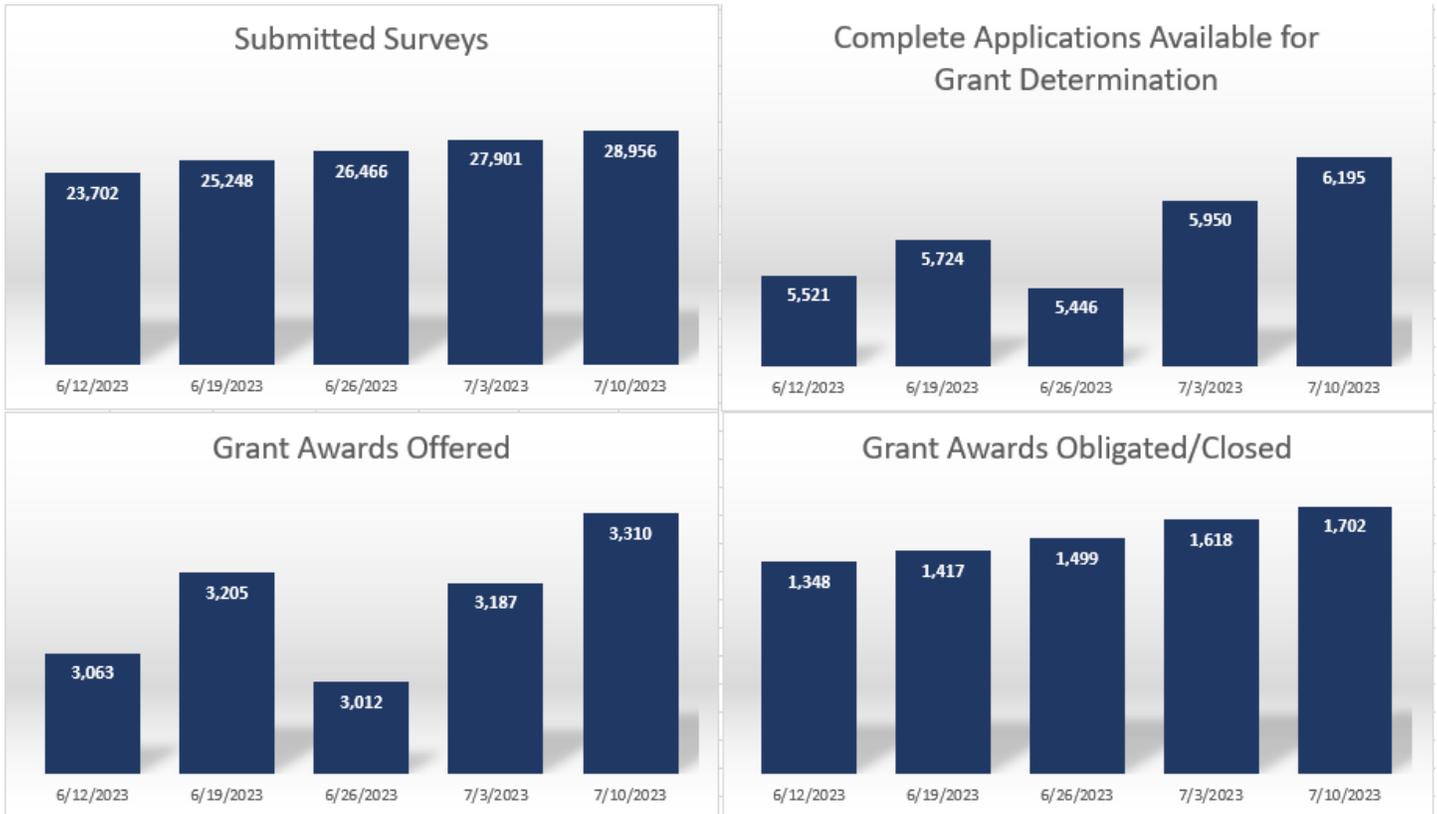




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	93	1.5%	80	2.4%	29	1.7%
American Indian/Alaska Native and White	40	0.7%	29	0.9%	11	0.7%
American Indian/Alaskan Native/Black-African American	78	1.3%	66	2.0%	37	2.2%
Asian	25	0.4%	19	0.6%	10	0.6%
Asian and White	11	0.2%	6	0.2%	4	0.2%
Black/African American	2,418	39.0%	1,870	56.5%	986	57.9%
Black/African American and White	77	1.2%	62	1.9%	34	2.0%
Decline to answer	60	1.0%	42	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	63	1.0%	46	1.4%	21	1.2%
White	1,380	22.3%	1074	32.5%	542	31.8%
NOT PROVIDED	1,945	31.4%	11	0.3%	6	0.4%
Total	6,195	100%	3,310	100%	1,702	100%

Female Head of Household % of Complete Apps: 48%



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	3
23	33	1
24	57	10
25	88	18
26	61	11
27	40	11
28	3	
29	78	9
30	87	16
31	18	4
32	384	106
33	468	96
34	1,556	364
35	582	123
36	482	72
37	546	121

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	123
48	42	6
49	95	18
50	147	25
51	1,520	528
52	907	262
53	1,531	495
54	1,691	509
55	1,087	345
56	744	175
57	1,924	516
58	892	232
59	100	12
60	347	52
61	63	8
62	91	13
63	71	7
64	45	4
65	47	4
66	34	6
67	50	10
68	65	12
69	35	5
70	44	4
71	44	6
72	1,435	344

House District	Submitted Surveys	Submitted Applications
73	661	145
74	221	30
75	150	19
76	129	16
77	105	11
78	143	18
79	190	33
80	76	7
81	618	198
82	118	17
83	506	95
84	449	97
85	132	25
86	465	75
87	301	42
88	98	13
89	69	5
90	123	20
91	209	23
92	429	81
93	182	21
94	94	11
95	220	67
96	72	10
97	352	46
98	108	11
99	363	41
100	418	53
101	58	11
102	247	29
103	250	45
104	85	15
105	401	90
Unknown	2,102	
Total	28,956	6,195



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

Senate District	Submitted Surveys	Submitted Applications
1	427	66
2	2,814	786
3	898	136
4	752	93
5	420	47
6	1,230	271
7	512	68
8	1,331	276
9	216	27
10	517	80
11	363	59
12	1,286	242
13	313	71
14	158	28
15	198	26
16	127	19
17	537	110
18	501	127
19	2,671	660
20	4,396	1,418

Senate District	Submitted Surveys	Submitted Applications
21	1,370	398
22	179	24
23	36	5
24	125	18
25	1,475	300
26	188	32
27	2,264	503
28	194	44
29	146	29
30	750	180
31	124	13
32	37	4
33	60	5
34	86	13
35	73	11
36	2	
37	7	1
38	23	3
39	48	2
Unknown	2,102	
Total	28,956	6,195



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	110	29
Allen	817	181	45
Ascension	1,491	480	80
Assumption	599	355	46
Avoyelles		4	
Beauregard	1,617	274	69
Bienville		1	
Bossier		2	
Caddo	248	73	6
Calcasieu	12,264	3,380	755
Cameron	1,055	353	84
Catahoula		2	
Claiborne		3	
Concordia		2	
De Soto		5	
East Baton Rouge	1,916	543	77
East Feliciana	232	91	17
Evangeline		5	
Grant	337	58	3
Iberia	459	162	23
Iberville	403	112	24
Jackson	69	15	7
Jefferson	10,075	2,454	443
Jefferson Davis	978	229	44
La Salle	43		
Lafayette	544	117	11
Lafourche	6,972	2,649	905
LaSalle		10	
Lincoln	93	17	3
Livingston	2,101	447	146

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	43	2
Natchitoches	214	31	1
Orleans	7,308	2,071	237
Ouachita	429	122	16
Plaquemines	875	295	89
Pointe Coupee	74	22	3
Rapides	1,236	188	39
Richland		4	
Sabine	161	19	
St. Bernard	957	151	20
St. Charles	2,744	1,042	309
St. Helena	655	561	140
St. James	1,435	685	199
St. John the Baptist	3,998	1,805	473
St. Landry	589	85	15
St. Martin	351	103	11
St. Mary	425	165	30
St. Tammany	2,750	572	72
Tangipahoa	4,464	2,101	434
Tensas		1	1
Terrebonne	8,176	3,132	1,191
Union	99	10	2
Vermilion	660	118	16
Vernon	495	70	15
Washington	750	183	24
Webster		2	
West Baton Rouge	101	26	3
West Carroll		3	
West Feliciana	41	9	
Winn	132	22	1
Other Parishes		3,181	35
Total	82,246	28,956	6,195

*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	11	17	\$1,401,508.78	4	\$537,765.63
Allen	17	27	\$2,020,228.22	14	\$1,054,131.40
Ascension	51	24	\$1,609,415.85	15	\$1,140,422.22
Assumption	28	17	\$1,595,277.31	9	\$790,780.73
Beauregard	19	43	\$4,588,988.26	31	\$3,192,086.35
Caddo	5	1	\$28,700.56	1	\$28,700.56
Calcasieu	248	442	\$39,579,190.11	264	\$23,151,950.06
Cameron	25	45	\$4,496,805.62	25	\$2,390,423.96
East Baton Rouge	40	32	\$1,894,162.91	23	\$1,179,017.89
East Feliciana	6	11	\$987,154.92	4	\$268,806.43
Grant	1	1	\$73,973.27	1	\$73,973.27
Iberia	12	10	\$941,153.45	5	\$545,225.71
Iberville	15	8	\$528,793.29	5	\$342,403.36
Jackson	3	4	\$306,008.26	2	\$187,530.73
Jefferson	216	177	\$12,479,855.36	86	\$5,929,202.27
Jefferson Davis	20	20	\$1,793,197.77	14	\$1,300,784.88
Lafayette	8	3	\$119,358.39	1	\$9,387.36
Lafourche	324	511	\$40,372,990.33	237	\$18,927,650.66
Lincoln	2	1	\$81,886.18		
Livingston	67	68	\$5,289,429.68	42	\$3,226,161.87
Morehouse	1				
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	130	86	\$3,985,464.16	42	\$1,430,439.19
Ouachita	13	3	\$448,979.06	2	\$320,652.35
Plaquemines	49	37	\$3,058,637.07	16	\$1,457,356.61
Pointe Coupee	0	3	\$222,233.54	2	\$169,041.54
Rapides	20	17	\$1,636,807.64	7	\$523,716.70
St. Bernard	13	5	\$87,612.36	2	\$63,670.46
St. Charles	107	191	\$16,591,934.57	101	\$8,019,306.44
St. Helena	58	80	\$7,037,915.80	45	\$3,938,124.91
St. James	69	122	\$10,312,360.63	70	\$5,397,394.78
St. John the Baptist	150	290	\$21,118,237.26	186	\$13,663,302.74
St. Landry	10	5	\$509,915.55	2	\$206,007.36
St. Martin	9	2	\$118,894.02		
St. Mary	19	9	\$699,950.05	4	\$259,234.42
St. Tammany	32	31	\$1,694,715.21	15	\$588,055.27
Tangipahoa	176	226	\$19,035,603.22	122	\$10,142,653.06
Tensas	0	1	21468.1		
Terrebonne	376	714	\$57,227,415.07	286	\$24,916,705.30
Union	1	1	\$73,824.56	1	\$73,824.56
Vermilion	7	7	\$925,551.11	3	\$276,067.74
Vernon	6	9	\$764,315.09	8	\$650,105.15
Washington	15	7	\$341,278.68	3	\$215,899.41
West Baton Rouge	2	1	\$34,329.71	1	\$34,329.71
Winn	1				
Other Parishes	35				
Total	2,417	3,310	\$266,161,848.69	1,702	\$136,648,620.75