



Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #37
July 31, 2023 – August 7, 2023

Issued: August 7, 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 was the first step in receiving assistance. The deadline to complete the survey was August 1, 2023. Only homeowners who completed a program survey by the August 1 deadline will be considered for program assistance.

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 Mobile Home Unit Repair Options](#)
- [Solution 2 10 Tips for Hiring a Contractor](#)
- [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 08/07/23, survey submissions increased by 4,237 from the previous week, making the total submissions 38,749. 25,020 homeowners were determined to be in Phases I – VII.
- 14,955 environmental reviews have been completed, representing 60% of the 25,020 homeowners in Phases I – VII.
- 14,531 homeowners, from Phases I – VII, have been invited to start an application. 7,751 applications have been submitted, representing 53% of the homeowners invited to start an application.
- There has been a total of 3,732 grant awards offered to homeowners totaling \$298,271,121.04. Of those, 2,076 homeowners have closed on their grant agreements, obligating \$166,701,033.10.

Program Mobile and Event Outreach

- The Program completed 22 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	65
Aug '23	20

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

Mobile Outreach			
• 8/7	10am-4pm	Larose Civic Center	307 East 5th Street
• 8/7	9:30am-4:30pm	East Bank Regional Library	747 W Napoleon Ave, Metairie
• 8/7	8am-5pm	Lake Charles Office/ Magnolia	1011 Lakeshore Dr, S 306 Lake Charles
• 8/8	10am-4pm	Houma Library	778 Grand Caillo Road, Houma
• 8/8	10am-4pm	Garyville Library	111 Historic Front St, Garyville
• 8/8	9:30am-4:30pm	River Ridge Library	8825 Jefferson Hwy, River Ridge
• 8/8	9:30am-4:30pm	Dequincy Library	102 N. Pine Street, Dequincy
• 8/8	9:30am-4:30pm	Grand Lake Library	10200 Gulf Highway, Lake Charles
• 8/9	10am-4pm	EBR Main Library	7711 Goodwood Blvd, Baton Rouge
• 8/9	10am-4pm	Mathews Building	4876 LA-1, Mathews
• 8/9	9:30am-4:30pm	West Bank Library	751 Manhattan Blvd, Harvey
• 8/9	10am-4pm	Reserve Library	170 West 10th Street, Reserve
• 8/9	8am-5pm	Lake Charles Office/ Magnolia	1011 Lakeshore Dr, S 306 Lake Charles
• 8/10	10am-4pm	Thibodeaux Library	705 W 5th St #3154, Thibodaux
• 8/10	10am-4pm	Clausen Bldg.	115485 W. Club Deluxe Road, Hammond
• 8/10	10am-4pm	Fletcher College	331 Dickson Rd, Houma, LA
• 8/10	10am-4pm	Trinity Community Center	3908 Joliet St, New Orleans
• 8/10	8am-5pm	Lake Charles Office/ Magnolia	1011 Lakeshore Dr, S 306 Lake Charles
• 8/10	10am-4pm	Fletcher College	331 Dickson Rd, Houma, LA
• 8/11	10am-4pm	St Jude Comm Ctr	400 N Rampart St, New Orleans
• 8/11	9:30am-4:30pm	Grand Lake Library	10200 Gulf Highway, Lake Charles
• 8/11	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 07/31/23	Weekly Activity	As of 08/07/23	Percentage	Total Dollars
Surveys Recorded					
Total Surveys Recorded	39,171	4,334	43,505		
Non-submitted Surveys	4,659	97	4,756		
Submitted Surveys	34,512	4,237	38,749	100%	
Working Phases (1-7) Total	22,579	2,441	25,020	65%	
Phase I	14,727	1,425	16,152	42%	
Phase II	1,774	214	1,988	5%	
Phase III	2,083	283	2,366	6%	
Phase IV	2,828	374	3,202	8%	
Phase V	43	8	51	0%	
Phase VI	961	145	1,106	3%	
Phase VII	163	-8	155	0%	
Non-Working Phases Total	11,933	1,796	13,729	35%	
Environmental Reviews					
Environmental Reviews Available to Work	9,291	774	10,065		
Environmental Reviews Completed	13,288	1,667	14,955		
Home Inspections					
Home Inspections Available to Work	2,178	102	2,280		
Total Home Inspections Completed	5,234	237	5,471		
Applications In Process					
Total Number of Invited Applications	13,287	1,244	14,531		
Applications Not Available for Grant Determination	5,875	905	6,780		
Applications Available for Grant Determination	7,412	339	7,751	100%	
Pending Grant Determination	3,270	227	3,497	45%	
Grant Determinations			55%	% Grant Determinations	
Zero Award	118	3	121	1.6%	
Ineligible	279	7	286	3.7%	
Withdrawn	113	2	115	1.5%	
Appeals In Progress	40	0	40		
Grant Awards Offered to Applicant	3,632	100	3,732	48.1%	\$298,271,121.04
Grant Awards					
Grant Awards Obligated	1,971	105	2,076		\$ 166,701,033.10
Solution 1 & 1/3	600	56	656		\$57,392,622.41
Solution 2 & 2/3	1,322	46	1,368		\$106,101,537.42
Solution 3 Only	49	3	52		\$3,206,873.27
Disbursements					
Total Disbursements	978	54	1,032		\$ 56,607,581.48
Solution 1 & 1/3	360	19	379		\$14,360,924.15
Solution 2 & 2/3	573	32	605		\$39,359,101.16
Solution 3 Only	45	3	48		\$2,887,556.17
Housing Rehab/Reconstruction Complete					
Housing Rehab/Reconstruction Complete	561	36	597		
Solution 1 & 1/3	165	5	170		
Solution 2 & 2/3	354	23	377		
Solution 3 Only	42	8	50		



Table 3: Key Program Statistics: Totals to Date.

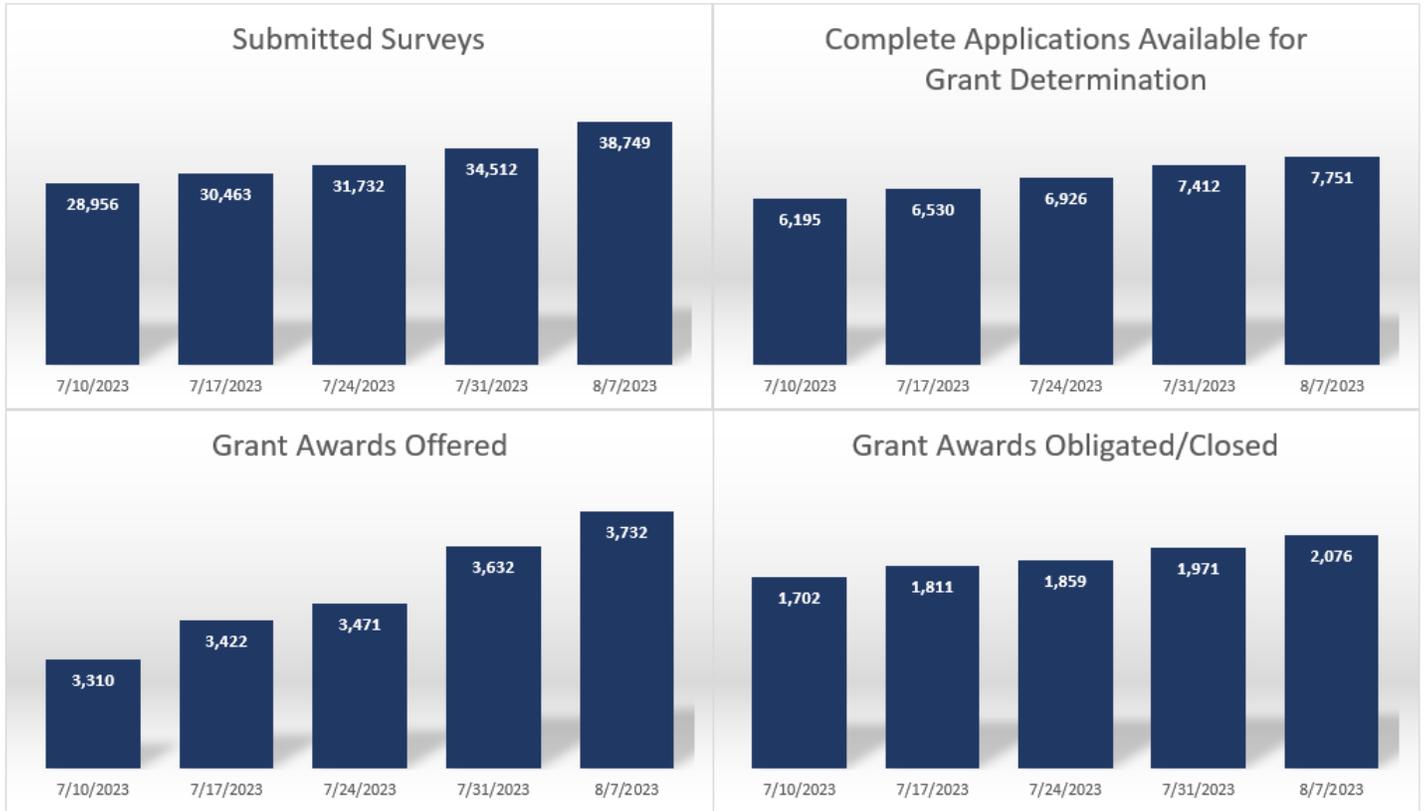




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	97	1.3%	80	2.1%	33	1.6%
American Indian/Alaska Native and White	43	0.6%	31	0.8%	14	0.7%
American Indian/Alaskan Native/Black-African American	104	1.3%	76	2.0%	48	2.3%
Asian	32	0.4%	20	0.5%	14	0.7%
Asian and White	11	0.1%	9	0.2%	4	0.2%
Black/African American	2,924	37.7%	2,146	57.5%	1,229	59.2%
Black/African American and White	90	1.2%	66	1.8%	42	2.0%
Decline to answer	77	1.0%	45	1.2%	24	1.2%
Native Hawaiian/Other Pacific Islander	3	0.0%	3	0.1%	2	0.1%
Native Hawaiian/Other Pacific Islander and White	1	0.0%	1	0.0%	0	0.0%
Other Multi-Racial	91	1.2%	57	1.5%	24	1.2%
White	1,583	20.4%	1,186	31.8%	635	30.6%
NOT PROVIDED	2,695	34.8%	12	0.3%	7	0.3%
Total	7,751	100%	3,732	100%	2,076	100%

Female Head of Household % of Complete Apps: 46%



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

House District	Submitted Surveys	Submitted Applications	House District	Submitted Surveys	Submitted Applications	House District	Submitted Surveys	Submitted Applications
1	6		37	730	138	73	932	202
2	20	2	38	25	2	74	342	56
3	32	6	39	59	4	75	238	34
4	20	4	40	99	10	76	220	32
5	9	3	41	72	9	77	173	18
6	1		42	141	14	78	272	32
7	6	2	43	23	1	79	337	48
8	1		44	68	11	80	135	14
9	2		45	16	2	81	855	237
10	2		46	86	13	82	223	24
11	17	3	47	699	151	83	824	115
12	32	4	48	76	7	84	664	112
13	49	7	49	162	23	85	246	30
14	30	2	50	231	32	86	650	106
15	21	2	51	1,843	594	87	535	50
16	80	11	52	1,226	320	88	154	23
17	69	9	53	1,938	557	89	121	7
18	61	13	54	2,020	544	90	226	31
19	24		55	1,370	395	91	367	31
20	7		56	1,074	215	92	629	111
21	5		57	2,552	619	93	330	35
22	106	6	58	1,244	314	94	171	21
23	57	7	59	145	19	95	303	73
24	98	14	60	527	95	96	120	11
25	135	21	61	103	15	97	699	69
26	109	12	62	137	21	98	204	16
27	56	12	63	111	15	99	716	86
28	7		64	72	11	100	822	84
29	124	21	65	82	9	101	110	14
30	138	22	66	52	7	102	442	55
31	30	4	67	75	14	103	440	64
32	537	121	68	90	13	104	175	22
33	641	118	69	46	7	105	627	116
34	1,934	433	70	66	10	Unknown	299	
35	777	161	71	76	6	Total	38,749	7,751
36	654	101	72	1,915	434			



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

Senate District	Submitted Surveys	Submitted Applications
1	752	111
2	3,726	1,031
3	1,685	200
4	1,458	156
5	747	68
6	1,673	370
7	956	105
8	2,044	330
9	400	44
10	907	122
11	602	75
12	1,819	333
13	471	85
14	259	44
15	323	44
16	172	24
17	785	154
18	754	162
19	3,646	776
20	5,356	1,582

Senate District	Submitted Surveys	Submitted Applications
21	1,888	462
22	277	32
23	59	7
24	247	28
25	1,930	358
26	337	47
27	2,892	619
28	309	45
29	242	33
30	1,038	220
31	206	26
32	60	5
33	89	9
34	127	17
35	107	10
36	3	
37	9	1
38	31	6
39	64	10
Unknown	299	
Total	38,749	7,751



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	158	30
Allen	817	267	46
Ascension	1,491	614	119
Assumption	599	453	92
Avoyelles		8	
Beauregard	1,617	341	81
Bienville		1	
Bossier		4	
Caddo	248	75	17
Calcasieu	12,264	3,945	941
Cameron	1,055	376	91
Catahoula		2	
Claiborne		3	
Concordia		5	
De Soto		9	
East Baton Rouge	1,916	806	127
East Feliciana	232	121	25
Evangeline		6	
Franklin		1	
Grant	337	66	6
Iberia	459	219	26
Iberville	403	176	30
Jackson	69	14	6
Jefferson	10,075	3,573	570
Jefferson Davis	978	300	52
La Salle	43		
Lafayette	544	188	19
Lafourche	6,972	2,983	997
LaSalle		13	
Lincoln	93	16	4
Livingston	2,101	617	166

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	37	8
Natchitoches	214	50	6
Orleans	7,308	3,498	397
Ouachita	429	149	16
Plaquemines	875	446	122
Pointe Coupee	74	32	8
Rapides	1,236	244	45
Richland		4	
Sabine	161	23	3
St. Bernard	957	268	31
St. Charles	2,744	1,347	376
St. Helena	655	681	182
St. James	1,435	848	273
St. John the Baptist	3,998	2,262	570
St. Landry	589	131	17
St. Martin	351	116	18
St. Mary	425	238	37
St. Tammany	2,750	870	120
Tangipahoa	4,464	2,652	587
Tensas		1	1
Terrebonne	8,176	3,898	1,364
Union	99	23	3
Vermilion	660	167	26
Vernon	495	113	17
Washington	750	281	40
Webster		2	
West Baton Rouge	101	30	7
West Carroll		3	
West Feliciana	41	10	1
Winn	132	16	1
Other Parishes		4,949	30
Total	82,246	38,749	7,751

*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	19	\$1,536,092.65	4	\$537,765.63
Allen	12	33	\$2,618,930.81	20	\$1,594,359.01
Ascension	77	35	\$2,438,656.75	22	\$1,610,868.18
Assumption	62	29	\$2,548,087.03	15	\$1,293,081.67
Beauregard	28	46	\$4,777,487.76	35	\$3,730,791.98
Caddo	16	1	\$28,700.56	1	\$28,700.56
Calcasieu	378	491	\$44,441,240.78	297	\$26,944,589.61
Cameron	26	49	\$5,069,083.86	26	\$2,443,756.83
East Baton Rouge	80	38	\$2,392,944.03	29	\$1,469,969.57
East Feliciana	14	10	\$867,154.92	7	\$549,524.81
Grant	4	1	\$73,973.27	1	\$73,973.27
Iberia	13	13	\$1,002,538.62	5	\$545,225.71
Iberville	19	10	\$860,683.38	7	\$507,266.67
Jackson	2	4	\$306,008.26	2	\$187,530.73
Jefferson	278	237	\$15,246,741.33	109	\$7,142,750.75
Jefferson Davis	24	24	\$2,168,772.93	14	\$1,300,784.88
Lafayette	14	4	\$361,030.57	1	\$9,387.36
Lafourche	363	559	\$43,609,887.38	280	\$22,647,195.74
Lincoln	3	1	\$81,886.18		
Livingston	78	75	\$5,858,183.35	48	\$3,687,357.73
Morehouse	7				
Natchitoches	5	1	\$26,327.71	1	\$26,327.71
Orleans	277	96	\$4,208,714.39	53	\$1,881,506.96
Ouachita	8	8	\$627,132.05	3	\$448,979.06
Plaquemines	79	40	\$3,350,684.65	19	\$1,794,802.47
Pointe Coupee	6	2	\$169,041.54	2	\$169,041.54
Rapides	25	18	\$1,547,130.85	10	\$789,159.84
Sabine	3				
St. Bernard	21	8	\$186,050.85	5	\$140,699.30
St. Charles	152	211	\$18,374,896.50	125	\$10,204,170.07
St. Helena	86	95	\$8,610,674.31	64	\$5,625,210.21
St. James	131	132	\$10,944,121.73	83	\$6,654,422.15
St. John the Baptist	211	324	\$23,305,540.13	222	\$15,872,352.99
St. Landry	12	5	\$509,915.55	4	\$429,475.31
St. Martin	14	4	\$255,238.04	1	\$33,510.04
St. Mary	17	18	\$1,435,085.93	7	\$496,462.53
St. Tammany	75	35	\$1,479,432.17	17	\$654,849.80
Tangipahoa	295	258	21593471.08	161	\$13,177,457.40
Tensas	0	1	\$21,468.10		
Terrebonne	480	768	\$62,761,655.99	358	\$30,509,721.07
Union	2	1	\$73,824.56	1	\$73,824.56
Vermilion	16	8	\$1,041,598.64	3	\$276,067.74
Vernon	8	9	\$764,315.09	8	\$650,105.15
Washington	28	10	\$662,387.05	5	\$453,676.80
West Baton Rouge	6	1	\$34,329.71	1	\$34,329.71
West Feliciana	1				
Winn	1				
Other Parish	30				
Total	3,497	3,732	\$298,271,121.04	2,076	\$166,701,033.10