



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #43**  
**September 11, 2023 – September 18, 2023**

**Issued: September 18, 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. The deadline to complete the survey was August 1, 2023.

## 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"> <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> </ol>
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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 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 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 Reconstruction](#)
- [Fortified Construction Checklist](#)
- [Solution 2 10 Tips for Hiring a Contractor](#)
- [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 applications in impacted areas throughout the state.
- Information on mobile outreach 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
- Survey Submission Deadline of 8/1/2023 has passed.
- As of 9/18/2023, survey submissions increased by -67 from the previous week, making the total submissions 39,025. 25,416 homeowners were determined to be in Phases I – VII.
- 21,042 environmental reviews have been completed, representing 83% of the 25,416 homeowners in Phases I – VII.
- 21,025 homeowners, from Phases I – VII, have been invited to start an application. 11,683 applications have been submitted, representing 56% of the homeowners invited to start an application.
- There has been a total of 4,409 grant awards offered to homeowners totaling \$350,281,664.64. Of those, 2,627 homeowners have closed on their grant agreements, obligating \$211,423,537.70.

## Program Mobile and Event Outreach

- The Program completed 14 outreach events during this reporting period.
- Table 1: Completed Outreach:

Mo./ Yr.	Outreach
<b>2022 Jun-Dec</b>	<b>111</b>
<b>1st Qtr. '23</b>	<b>56</b>
<b>2nd Qtr. '23</b>	<b>113</b>
<b>July '23</b>	<b>65</b>
<b>Aug '23</b>	<b>107</b>
<b>Sep '23</b>	<b>28</b>

- 14 planned Mobile Outreaches scheduled to take place in the next reporting period:
  - 9/18 10am-4pm Larose Civic Center 307 East 5th Street
  - 9/18 1pm-5pm Kenner Library 630 W Esplanade Ave, Kenner
  - 9/19 10am-4pm Houma Library 778 Grand Caillou Road, Houma
  - 9/19 9:30am-4:30pm West Bank Library 751 Manhattan Blvd, Harvey
  - 9/19 9:30am-4:30pm Dequincy Library 102 N. Pine Street, Dequincy
  - 9/20 10am-4pm EBR Main Library 7711 Goodwood Blvd, Baton Rouge
  - 9/20 10am-4pm Mathews Building 4876 LA-1, Mathews
  - 9/20 11am-4pm Clausen Bldg. 115485 W. Club Deluxe Road, Hammond
  - 9/21 10am-4pm Robert E Smith Library 6301 Canal Blvd, New Orleans
  - 9/21 10am-4pm Thibodeau Library 705 W 5th St #3154, Thibodeau
  - 9/21 10am-4pm Garyville Library 111 Historic Front St, Garyville
  - 9/22 10am-4pm East New Orleans Regional Library 5641 Read Blvd, New Orleans
  - 9/22 10am-4pm Houma Library 778 Grand Caillou Road, Houma
  - 9/22 9:30am-3:30pm Lafayette Public Library 301 W Congress St, Lafayette

Table 2: Homeowner Program Snapshot.

<b>Restore 2020 Homeowner Program Weekly Snapshot</b>					
<b>Activity</b>	<b>As of 9/11/2023</b>	<b>Weekly Activity</b>	<b>As of 9/18/2023</b>	<b>Percentage</b>	<b>Total Dollars</b>
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>43,776</b>	<b>-75</b>	<b>43,701</b>		
Non-Submitted Surveys	4,684	-8	4,676		
Submitted Surveys	39,092	-67	39,025	100%	
<b>Working Phases (1-7) Total</b>	<b>25,275</b>	<b>141</b>	<b>25,416</b>	<b>65%</b>	
Phase I	16,347	-2	16,345	42%	
Phase II	2,004	6	2,010	5%	
Phase III	2,386	-5	2,381	6%	
Phase IV	3,223	1	3,224	8%	
Phase V	51	0	51	0%	
Phase VI	1,109	2	1,111	3%	
Phase VII	155	139	294	1%	
<b>Non-Working Phases Total</b>	<b>13,817</b>	<b>-208</b>	<b>13,609</b>	<b>35%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	4,892	-518	4,374		
Environmental Reviews Completed	20,383	659	21,042		
<b>Home Inspections</b>					
Home Inspections Available to Work	3,960	536	4,496		
Total Home Inspections Completed	7,086	101	7,187		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>19,956</b>	<b>1,069</b>	<b>21,025</b>		
Applications Not Available for Grant Determination	8,910	432	9,342		
Applications Available for Grant Determination	11,046	637	11,683	100%	
Pending Grant Determination	6,050	602	6,652	57%	
<b>Grant Determinations</b>			43%	% Grant Determinations	
Zero Award	155	8	163	1.4%	
Ineligible	308	11	319	2.7%	
Withdrawn	132	8	140	1.2%	
Appeals In Progress	21	2	23		
Grant Awards Offered to Applicant	4,401	8	4,409	37.7%	\$350,281,664.64
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>2,575</b>	<b>52</b>	<b>2,627</b>		<b>\$ 211,423,537.70</b>
Solution 1 & 1/3	829	13	842		\$73,968,710.84
Solution 2 & 2/3	1,689	39	1,728		\$134,026,358.97
Solution 3 Only	57	0	57		\$3,428,467.89
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>1,298</b>	<b>140</b>	<b>1,438</b>		<b>\$ 77,981,012.56</b>
Solution 1 & 1/3	500	62	562		\$20,808,057.13
Solution 2 & 2/3	743	76	819		\$53,744,487.54
Solution 3 Only	55	2	57		\$3,428,467.89
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>743</b>	<b>56</b>	<b>799</b>		
Solution 1 & 1/3	216	9	225		
Solution 2 & 2/3	472	45	517		
Solution 3 Only	55	2	57		



Table 3: Key Program Statistics: Totals to Date.

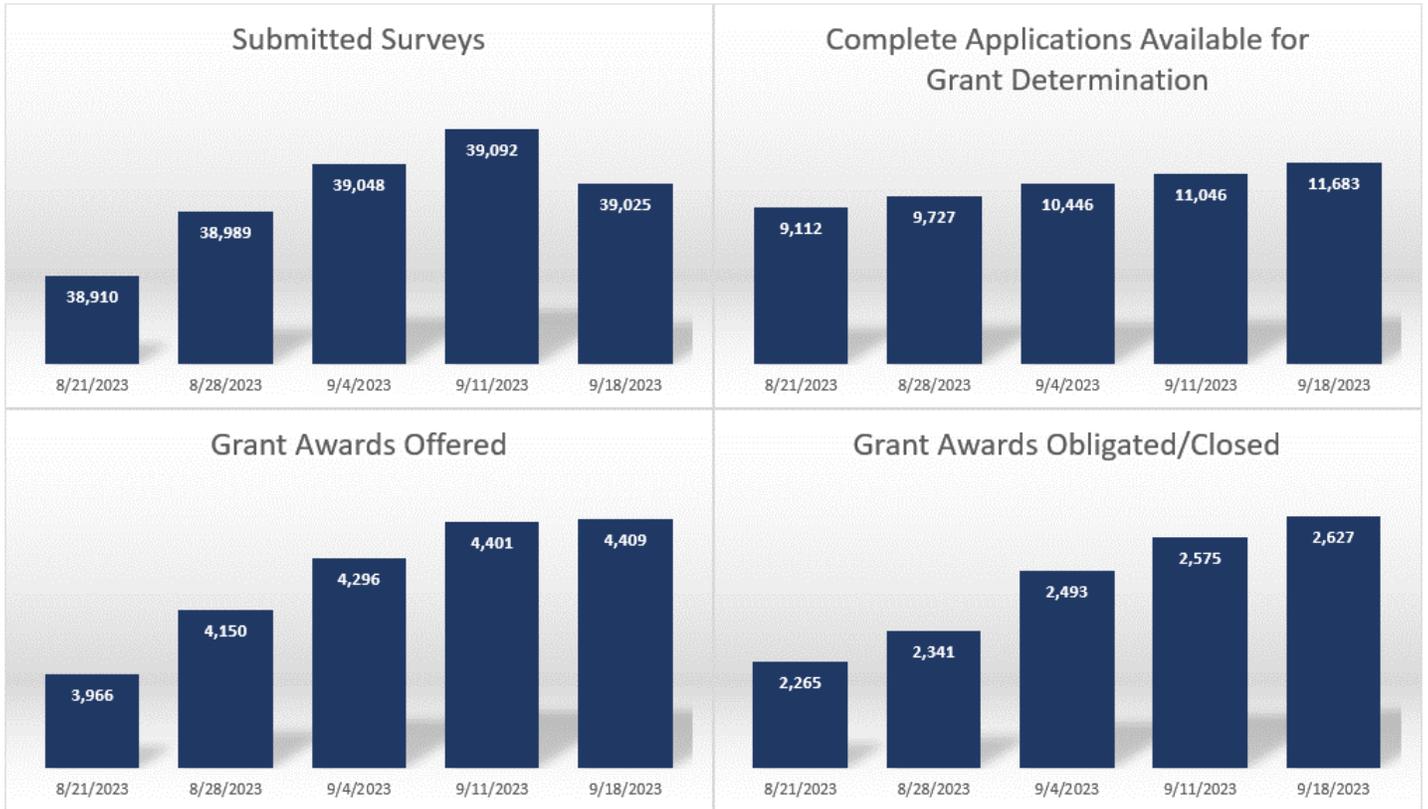




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	104	0.9%	89	2.0%	49	1.9%
American Indian/Alaska Native and White	56	0.5%	37	0.8%	16	0.6%
American Indian/Alaskan Native/Black-African American	132	1.1%	83	1.9%	56	2.1%
Asian	44	0.4%	27	0.6%	16	0.6%
Asian and White	12	0.1%	10	0.2%	4	0.2%
Black/African American	4,109	35.2%	2,548	57.8%	1,561	59.4%
Black/African American and White	110	0.9%	78	1.8%	53	2.0%
Decline to answer	133	1.1%	61	1.4%	35	1.3%
Native Hawaiian/Other Pacific Islander	5	0.0%	3	0.1%	3	0.1%
Native Hawaiian/Other Pacific Islander and White	4	0.0%	2	0.1%	0	0.0%
Other Multi-Racial	121	1.0%	69	1.6%	34	1.3%
White	2,146	18.4%	1,387	31.5%	790	30.1%
NOT PROVIDED	4,707	40.3%	15	0.3%	10	0.4%
<b>Total</b>	<b>11,683</b>	<b>100%</b>	<b>4,409</b>	<b>100%</b>	<b>2,627</b>	<b>100%</b>

Female Head of Household % of Complete Apps: 42%



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	1	37	724	179	73	953	328
2	20	3	38	28	4	74	353	79
3	34	7	39	61	12	75	242	68
4	20	8	40	103	16	76	229	60
5	9	3	41	72	21	77	176	42
6	1		42	141	23	78	274	56
7	6	2	43	22	3	79	338	66
8	1		44	68	26	80	138	27
9	2		45	16	6	81	862	312
10	2		46	89	16	82	224	41
11	17	5	47	701	212	83	842	273
12	33	8	48	75	13	84	670	180
13	50	17	49	164	43	85	251	60
14	30	7	50	248	45	86	655	186
15	21	5	51	1,854	729	87	543	141
16	81	30	52	1,237	445	88	154	42
17	69	28	53	1,937	747	89	121	23
18	61	18	54	2,024	738	90	227	55
19	24	6	55	1,375	514	91	380	63
20	7	1	56	1,081	298	92	639	167
21	5		57	2,571	845	93	332	69
22	108	20	58	1,257	421	94	171	34
23	57	14	59	148	40	95	305	100
24	98	32	60	546	167	96	121	22
25	137	35	61	104	32	97	706	205
26	108	23	62	140	29	98	206	34
27	56	19	63	113	39	99	727	173
28	7		64	73	18	100	835	241
29	125	29	65	84	19	101	111	25
30	140	44	66	54	13	102	444	95
31	31	5	67	76	19	103	444	115
32	549	177	68	90	26	104	178	45
33	646	191	69	46	13	105	633	164
34	1,922	597	70	66	21	Unknown	209	
35	780	209	71	77	19	<b>Total</b>	<b>39,025</b>	<b>11,683</b>
36	655	162	72	1,949	575			



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

Senate District	Submitted Surveys	Submitted Applications
1	767	203
2	3,770	1,373
3	1,712	482
4	1,478	373
5	762	136
6	1,703	544
7	968	211
8	2,066	602
9	404	74
10	913	186
11	610	153
12	1,857	517
13	476	136
14	261	72
15	327	86
16	172	51
17	799	213
18	762	250
19	3,673	1,102
20	5,368	2,056

Senate District	Submitted Surveys	Submitted Applications
21	1,914	623
22	280	55
23	58	13
24	256	58
25	1,926	496
26	338	84
27	2,886	859
28	312	81
29	244	58
30	1,052	343
31	207	56
32	61	14
33	89	27
34	128	51
35	108	21
36	3	
37	9	1
38	31	7
39	66	16
Unknown	209	
<b>Total</b>	<b>39,025</b>	<b>11,683</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	165	52
Allen	817	218	79
Ascension	1,491	616	208
Assumption	599	485	157
Avoyelles		8	
Beauregard	1,617	317	114
Bienville		1	
Bossier		4	
Caddo	248	74	24
Calcasieu	12,264	3,861	1,312
Cameron	1,055	373	125
Catahoula		2	
Claiborne		3	
Concordia		5	
De Soto		9	
East Baton Rouge	1,916	701	234
East Feliciana	232	118	32
Evangeline		6	
Franklin		1	
Grant	337	44	14
Iberia	459	216	49
Iberville	403	154	62
Jackson	69	15	8
Jefferson	10,075	3,153	1,072
Jefferson Davis	978	295	73
La Salle	43		
Lafayette	544	195	52
Lafourche	6,972	2,910	1,319
LaSalle		12	4
Lincoln	93	14	6
Livingston	2,101	573	230

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	41	20
Natchitoches	214	43	14
Orleans	7,308	2,938	908
Ouachita	429	106	54
Plaquemines	875	353	146
Pointe Coupee	74	31	9
Rapides	1,236	228	74
Richland		4	
Sabine	161	15	5
St. Bernard	957	196	67
St. Charles	2,744	1,242	499
St. Helena	655	689	217
St. James	1,435	850	338
St. John the Baptist	3,998	2,132	774
St. Landry	589	130	29
St. Martin	351	122	24
St. Mary	425	255	52
St. Tammany	2,750	815	242
Tangipahoa	4,464	2,592	905
Tensas		1	1
Terrebonne	8,176	3,766	1,773
Union	99	17	7
Vermilion	660	175	50
Vernon	495	85	41
Washington	750	263	79
Webster		2	
West Baton Rouge	101	23	13
West Carroll		3	
West Feliciana	41	10	2
Winn	132	21	9
Other Parishes		7,329	105
<b>Total</b>	<b>82,246</b>	<b>39,025</b>	<b>11,683</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	Grant Awards Offered Amounts (\$)	Obligated Award	Obligated Award Amount (\$)
Acadia	30	21	\$1,777,782.77	6	\$735,691.18
Allen	43	35	\$3,133,627.55	23	\$1,913,435.76
Ascension	150	49	\$3,695,260.22	31	\$2,341,536.62
Assumption	106	48	\$4,207,011.14	26	\$2,148,031.43
Beauregard	57	50	\$4,931,029.91	38	\$4,022,092.76
Caddo	22	2	\$68,586.75		
Calcasieu	671	556	\$50,257,460.63	365	\$33,214,923.78
Cameron	61	47	\$4,678,615.17	27	\$2,558,721.28
East Baton Rouge	174	51	\$2,848,589.49	35	\$1,738,256.50
East Feliciana	19	12	\$1,024,056.70	7	\$549,524.81
Grant	10	2	\$266,305.35	1	\$73,973.27
Iberia	34	15	\$1,193,740.49	8	\$682,839.32
Iberville	46	16	\$1,306,721.40	8	\$588,599.61
Jackson	3	5	\$347,731.55	2	\$187,530.73
Jefferson	712	294	\$18,009,252.93	153	\$9,499,885.14
Jefferson Davis	39	29	\$2,280,155.90	22	\$1,907,065.31
LaSalle	4				
Lafayette	42	9	\$637,683.66	3	\$100,364.03
Lafourche	602	627	\$51,142,379.97	351	\$29,007,069.56
Lincoln	4	1	\$81,886.18	1	\$81,886.18
Livingston	115	97	\$7,551,795.32	63	\$5,016,325.42
Morehouse	19				
Natchitoches	13	1	\$26,327.71	1	\$26,327.71
Orleans	748	131	\$5,374,779.55	71	\$2,392,124.50
Ouachita	45	9	\$651,782.28	5	\$507,282.68
Plaquemines	78	63	\$5,189,941.68	20	\$1,875,003.73
Pointe Coupee	4	5	\$393,443.02	2	\$169,041.54
Rapides	47	23	\$1,727,266.18	16	\$1,358,638.12
Sabine	5				
St. Bernard	57	8	\$210,774.82	6	\$188,561.81
St. Charles	235	246	\$20,475,980.64	156	\$13,296,425.96
St. Helena	98	117	\$10,301,634.52	81	\$7,316,208.11
St. James	165	161	\$13,531,857.76	99	\$8,092,406.68
St. John the Baptist	359	373	\$26,524,966.69	272	\$19,582,495.84
St. Landry	20	8	\$645,481.28	4	\$429,475.31
St. Martin	17	6	\$414,480.57	2	\$63,781.41
St. Mary	28	22	\$1,878,716.35	8	\$608,976.44
St. Tammany	179	51	2607496	27	\$994,414.05
Tangipahoa	547	317	\$27,118,461.14	199	\$16,240,307.27
Tensas	0	1	\$21,468.10		
Terrebonne	788	855	\$70,197,602.59	463	\$39,945,461.95
Union	5	2	\$158,824.56	1	\$73,824.56
Vermilion	40	8	\$844,682.09	3	\$276,067.74
Vernon	31	10	\$955,330.29	9	\$764,315.09
Washington	54	23	\$1,468,684.26	11	\$820,314.80
West Baton Rouge	10	3	\$122,009.48	1	\$34,329.71
West Feliciana	2				
Winn	9				
Other Parish	105				
<b>Total</b>	<b>6,652</b>	<b>4,409</b>	<b>\$350,281,664.64</b>	<b>2,627</b>	<b>\$211,423,537.70</b>