



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #49**  
**October 23 – October 30, 2023**

**Issued: October 30, 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 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 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 10/30/2023, survey submissions increased by 26 from the previous week, making the total submissions 39,211. 25,601 homeowners were determined to be in Phases I – VII.
- 25,130 environmental reviews have been completed, representing 98% of the 25,601 homeowners in Phases I – VII.
- 25,120 homeowners, from Phases I – VII, have been invited to start an application. 16,564 applications have been submitted, representing 66% of the homeowners invited to start an application.
- There has been a total of 5,047 grant awards offered to homeowners totaling \$390,296,474.28 . Of those, 3,240 homeowners have closed on their grant agreements, obligating \$261,191,980.86.

## Program Mobile and Event Outreach

- The Program completed 16 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
3rd Qtr. '23	229
Oct '23	61

- 11 planned Mobile Outreaches scheduled to take place in the next reporting period:
  - 10/30 9:30am-4:30pm East Bank Library 747 W Napoleon Ave, Metairie
  - 10/30 10am-4pm Mathews Building 4876 LA-1, Mathews
  - 10/31 9:30am-4:30pm East Bank Library 747 W Napoleon Ave, Metairie
  - 10/31 10am-4pm Houma Library 778 Grand Caillou Road, Houma
  - 10/31 10am-4pm Garyville Library 111 Historic Front St, Garyville
  - 10/31 9:30am-4:30pm Jennings Library (Jeff Davis Parish) 118 W. Plaquemine Street, Jennings
  - 11/1 10am-4pm Mathews Building 4876 LA-1, Mathews
  - 11/1 10am-4pm Garyville Library 111 Historic Front St, Garyville
  - 11/2 10am-4pm Thibodeau Library 705 W 5th St #3154, Thibodeau
  - 11/2 10am-3pm Robert E Smith Library 6301 Canal Blvd, New Orleans
  - 11/3 10am-4pm Houma Library 778 Grand Caillou Road, Houma

Table 2: Homeowner Program Snapshot.

<b>Restore 2020 Homeowner Program Weekly Snapshot</b>					
<b>Activity</b>	<b>As of 10/23/2023</b>	<b>Weekly Activity</b>	<b>As of 10/30/2023</b>	<b>Percentage</b>	<b>Total Dollars</b>
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>43,859</b>	<b>34</b>	<b>43,893</b>		
Non-Submitted Surveys	4,674	8	4,682		
Submitted Surveys	39,185	26	39,211	100%	
<b>Working Phases (1-7) Total</b>	<b>25,595</b>	<b>6</b>	<b>25,601</b>	<b>65%</b>	
Phase I	16,498	2	16,500	42%	
Phase II	2,013	1	2,014	5%	
Phase III	2,391	3	2,394	6%	
Phase IV	3,237	1	3,238	8%	
Phase V	51	0	51	0%	
Phase VI	1,113	0	1,113	3%	
Phase VII	292	-1	291	1%	
<b>Non-Working Phases Total</b>	<b>13,590</b>	<b>20</b>	<b>13,610</b>	<b>35%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	1,231	-760	471		
Environmental Reviews Completed	24,364	766	25,130		
<b>Home Inspections</b>					
Home Inspections Available to Work	6,541	265	6,806		
Total Home Inspections Completed	9,035	723	9,758		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>24,280</b>	<b>840</b>	<b>25,120</b>		
Applications Not Available for Grant Determination	8,704	-148	8,556		
Applications Available for Grant Determination	15,576	988	16,564	100%	
Pending Grant Determination	9,734	576	10,310	62%	
<b>Grant Determinations</b>			38%	% Grant Determinations	
Zero Award	237	21	258	1.6%	
Ineligible	359	419	778	4.7%	
Withdrawn	163	8	171	1.0%	
Appeals In Progress	23	3	26		
Grant Awards Offered to Applicant	5,083	-36	5,047	30.5%	\$390,296,474.28
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>3,139</b>	<b>101</b>	<b>3,240</b>		<b>\$ 261,191,980.86</b>
Solution 1 & 1/3	1,041	36	1,077		\$95,832,156.80
Solution 2 & 2/3	2,033	63	2,096		\$161,510,626.81
Solution 3 Only	65	2	67		\$3,849,197.25
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>1,713</b>	<b>62</b>	<b>1,775</b>		<b>\$ 96,406,061.97</b>
Solution 1 & 1/3	654	16	670		\$26,120,622.17
Solution 2 & 2/3	998	43	1,041		\$66,478,778.29
Solution 3 Only	61	3	64		\$3,806,661.51
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>970</b>	<b>41</b>	<b>1011</b>		
Solution 1 & 1/3	284	12	296		
Solution 2 & 2/3	625	26	651		
Solution 3 Only	61	3	64		



Table 3: Key Program Statistics: Totals to Date.

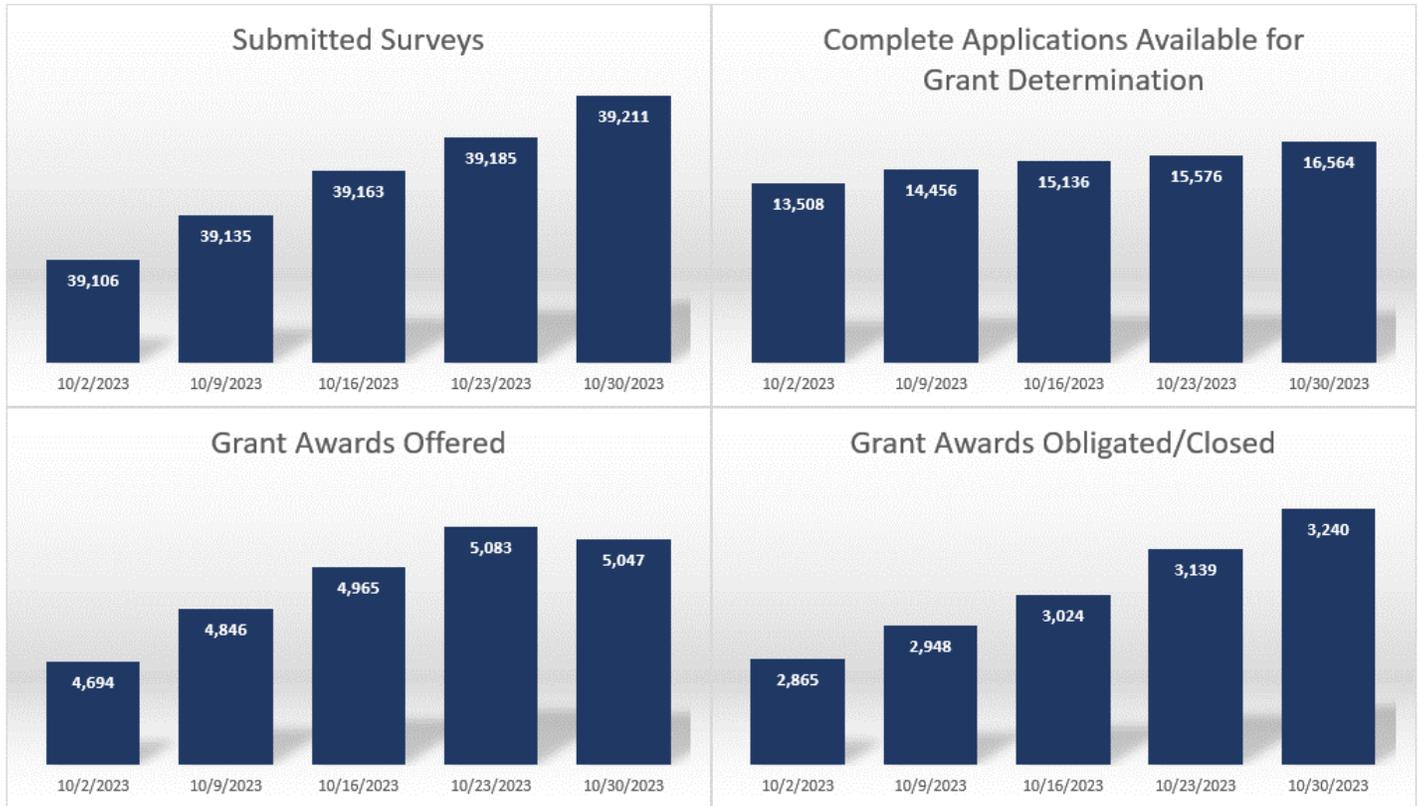




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	120	0.7%	87	1.7%	55	1.7%
American Indian/Alaska Native and White	65	0.4%	32	0.6%	20	0.6%
American Indian/Alaskan Native/Black-African American	159	1.0%	102	2.0%	69	2.1%
Asian	65	0.4%	28	0.6%	18	0.6%
Asian and White	13	0.1%	9	0.2%	6	0.2%
Black/African American	5,342	32.3%	2,965	58.8%	1,938	59.8%
Black/African American and White	148	0.9%	90	1.8%	66	2.0%
Decline to answer	174	1.1%	79	1.6%	46	1.4%
Native Hawaiian/Other Pacific Islander	6	0.0%	6	0.1%	4	0.1%
Native Hawaiian/Other Pacific Islander and White	6	0.0%	4	0.1%	0	0.0%
Other Multi-Racial	151	0.9%	77	1.5%	38	1.2%
White	2,798	16.9%	1,550	30.7%	968	29.9%
NOT PROVIDED	7,517	45.4%	18	0.4%	12	0.4%
<b>Total</b>	<b>16,564</b>	<b>100%</b>	<b>5,047</b>	<b>100%</b>	<b>3,240</b>	<b>100%</b>

Female Head of Household % of Complete Apps: 38%



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	2	37	731	262	73	956	434
2	21	6	38	29	16	74	359	120
3	35	11	39	61	25	75	248	112
4	20	9	40	104	45	76	229	98
5	9	3	41	72	35	77	176	54
6	1	1	42	141	54	78	274	118
7	6	3	43	22	12	79	340	134
8	1		44	68	30	80	138	49
9	2		45	17	7	81	874	403
10	2		46	89	43	82	225	72
11	18	7	47	706	285	83	851	431
12	33	14	48	75	32	84	675	257
13	50	23	49	170	69	85	256	99
14	30	12	50	252	60	86	657	263
15	21	6	51	1,868	907	87	545	222
16	81	37	52	1,248	572	88	154	60
17	69	37	53	1,947	939	89	121	38
18	62	24	54	2,035	910	90	228	86
19	24	7	55	1,398	691	91	384	134
20	7	3	56	1,088	420	92	642	249
21	5		57	2,587	1,102	93	331	128
22	108	49	58	1,274	563	94	171	71
23	57	21	59	150	63	95	305	140
24	102	41	60	563	246	96	123	52
25	137	49	61	106	41	97	713	333
26	108	47	62	141	72	98	207	74
27	56	30	63	114	53	99	737	313
28	8		64	74	26	100	848	364
29	126	51	65	84	32	101	115	34
30	142	65	66	55	21	102	451	190
31	31	11	67	77	35	103	448	180
32	552	261	68	90	35	104	178	72
33	647	252	69	47	16	105	634	250
34	1,928	782	70	66	29	Unknown	85	
35	781	299	71	80	29	<b>Total</b>	<b>39,211</b>	<b>16,564</b>
36	658	195	72	1,960	795			



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

Senate District	Submitted Surveys	Submitted Applications	Senate District	Submitted Surveys	Submitted Applications
1	770	317	21	1,935	853
2	3,832	1,824	22	283	120
3	1,727	773	23	59	30
4	1,497	647	24	258	115
5	766	276	25	1,938	673
6	1,709	748	26	343	159
7	979	383	27	2,894	1,122
8	2,083	894	28	313	139
9	405	136	29	245	110
10	917	351	30	1,061	477
11	612	225	31	208	85
12	1,875	718	32	61	31
13	482	198	33	89	43
14	265	114	34	128	61
15	333	122	35	108	33
16	173	67	36	3	
17	803	336	37	9	2
18	768	343	38	31	8
19	3,694	1,485	39	68	25
20	5,402	2,521	Unknown	85	
<b>Total</b>	<b>39,211</b>	<b>16,564</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	710	145	91
Allen	821	222	130
Ascension	1,493	637	304
Assumption	605	478	217
Avoyelles		8	
Beauregard	1,631	289	174
Bienville	1	1	
Bossier	1	4	
Caddo	269	74	35
Calcasieu	12,504	3,826	1,695
Cameron	1,068	386	161
Catahoula	1	2	
Claiborne		3	
Concordia		5	
De Soto		9	
East Baton Rouge	1,918	780	354
East Feliciana	235	112	68
Evangeline		6	
Franklin		1	
Grant	345	59	41
Iberia	460	207	85
Iberville	404	164	90
Jackson	72	16	8
Jefferson	10,086	3,472	1,738
Jefferson Davis	988	261	132
La Salle	45		
Lafayette	553	189	95
Lafourche	6,984	3,017	1,691
LaSalle		11	9
Lincoln	98	14	7
Livingston	2,104	578	314

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	131	38	28
Natchitoches	222	49	22
Orleans	7,318	3,214	1,603
Ouachita	433	120	71
Plaquemines	876	411	204
Pointe Coupee	74	28	10
Rapides	1,258	233	122
Red River	1		
Richland		4	
Sabine	161	24	14
St. Bernard	959	250	121
St. Charles	2,754	1,340	682
St. Helena	672	665	311
St. James	1,448	868	443
St. John the Baptist	4,007	2,269	1,008
St. Landry	604	115	73
St. Martin	353	97	61
St. Mary	427	255	68
St. Tammany	2,751	838	373
Tangipahoa	4,495	2,565	1,218
Terrebonne	8,193	3,961	2,232
Union	103	19	13
Vermilion	677	148	100
Vernon	497	92	51
Washington	753	267	128
Webster		2	
West Baton Rouge	101	31	19
West Carroll		3	
West Feliciana	41	12	9
Winn	135	22	14
Other Parishes		6,295	127
<b>Total</b>	<b>82,840</b>	<b>39,211</b>	<b>16,564</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

\*Pipeline #46: FEMA Data Updated

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	70	19	\$1,636,073.51	7	\$799,072.41
Allen	87	39	\$3,403,772.03	27	\$2,142,400.97
Ascension	215	74	\$5,308,170.86	42	\$2,877,408.36
Assumption	153	58	\$4,757,599.35	37	\$3,001,500.62
Beauregard	102	59	\$5,664,284.73	44	\$4,428,486.59
Caddo	28	6	\$315,672.65	2	\$132,535.72
Calcasieu	892	646	\$57,716,956.07	438	\$40,990,002.81
Cameron	75	56	\$5,191,847.95	31	\$2,973,476.00
East Baton Rouge	263	75	\$3,967,655.95	43	\$2,295,743.13
East Feliciana	48	18	\$1,812,677.25	11	\$959,524.81
Grant	36	3	\$348,035.36	1	\$73,973.27
Iberia	63	18	\$1,651,278.77	12	\$943,657.27
Iberville	71	18	\$1,505,965.32	11	\$757,374.11
Jackson	4	4	\$281,385.70	3	\$239,662.41
Jefferson	1,248	389	\$21,034,786.99	208	\$12,391,079.75
Jefferson Davis	87	32	\$2,556,939.46	27	\$2,259,159.22
LaSalle	9				
Lafayette	76	17	\$1,148,245.38	7	\$233,046.28
Lafourche	855	664	\$54,690,716.59	441	\$36,673,591.39
Lincoln	4	2	\$141,516.54	1	\$81,886.18
Livingston	178	106	\$8,134,137.79	76	\$6,113,883.70
Morehouse	25	1	\$29,756.49		
Natchitoches	19	2	\$108,213.89	1	\$26,327.71
Orleans	1,355	195	\$8,148,057.29	95	\$3,813,154.45
Ouachita	56	14	\$1,130,966.58	7	\$556,439.01
Plaquemines	136	58	\$4,765,078.63	30	\$2,762,851.75
Pointe Coupee	4	6	\$473,156.35	3	\$252,604.85
Rapides	87	27	\$1,941,806.70	19	\$1,526,068.89
Sabine	14				
St. Bernard	103	16	\$416,100.21	8	\$210,774.82
St. Charles	363	272	\$22,109,334.23	191	\$15,708,904.30
St. Helena	166	129	\$11,458,493.60	97	\$8,972,971.58
St. James	242	178	\$15,084,863.94	118	\$9,941,108.69
St. John the Baptist	518	416	\$29,011,048.18	309	\$22,073,612.46
St. Landry	55	13	\$1,110,878.09	6	\$622,504.99
St. Martin	53	7	\$439,755.59	2	\$67,250.85
St. Mary	42	23	\$1,821,227.92	10	\$660,647.87
St. Tammany	267	80	3646305.92	38	\$1,235,075.25
Tangipahoa	765	356	\$29,689,567.63	247	\$20,774,228.53
Terrebonne	1,083	893	\$73,380,890.87	560	\$49,375,123.27
Union	12	1	\$73,824.56	1	\$73,824.56
Vermilion	81	15	\$1,338,757.48	3	\$276,067.74
Vernon	38	11	\$903,516.30	9	\$777,823.03
Washington	96	28	\$1,747,082.21	16	\$1,082,821.55
West Baton Rouge	18	1	\$34,329.71	1	\$34,329.71
West Feliciana	8	1	\$82,586.30		
Winn	13	1	\$83,157.36		
Other	127				
<b>Total</b>	<b>10,310</b>	<b>5,047</b>	<b>\$390,296,474.28</b>	<b>3,240</b>	<b>\$261,191,980.86</b>