



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #55**  
**December 4 – December 11, 2023**

**Issued: December 11, 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.





**Based on current funding limitations and federal guidance, to be placed in a phase, you must have:**

- (1) owned and still own the damaged home
- (2) occupied the home at the time of the disaster
- (3) sustained FEMA IA damages of \$3,000 or greater for repairs
- (4) NOT received or expect to receive structural insurance payments greater than \$50k

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				✓		
	OTHER IMPACTED	N/A	N/A	N/A		✓	N/A
HOMEOWNER 62+ AND/OR HOUSEHOLD MEMBER WITH DISABILITY	YES	N/A	✓		N/A	N/A	N/A
	NO			✓			
STATUS OF REPAIRS	COMPLETE						✓
	INCOMPLETE	N/A	N/A	N/A	✓	✓	

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.

### 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 or reconstruction.

**1 COMPLETE THE PROGRAM SURVEY**

Completing the program survey is the first step in receiving program assistance. The Restore Louisiana program survey deadline was August 1, 2023. Homeowners who did not submit a survey by the deadline may not 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 deadline to complete the Restore Louisiana program application was October 31, 2023.

**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 Restore Louisiana Homeowner Assistance Program discontinued mobile support locations effective Friday, November 17, 2023, including the office located in Lake Charles at the Magnolia Building, 1011 Lakeshore Drive. Homeowners may continue to submit their applications to the Restore Louisiana Homeowner Assistance Program online by logging into their account at [restore.la.gov](https://restore.la.gov) or by calling the program call center at 866.735.2001 from 8 a.m. to 5 p.m., Monday through Friday.



## 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.
- Application Submission Deadline of 10/31/2023 has passed.
- As of 12/11/2023, survey submissions increased by 6 from the previous week, making the total submissions 39,294. 25,670 homeowners were determined to be in Phases I – VII.
- 25,624 environmental reviews have been completed, representing 99.8% of the 25,670 homeowners in Phases I – VII.
- 25,598 homeowners, from Phases I – VII, have been invited to start an application. 18,028 applications have been submitted, representing 70% of the homeowners invited to start an application.
- There has been a total of 6,078 grant awards offered to homeowners totaling \$451,629,574.18 . Of those, 3,748 homeowners have closed on their grant agreements, obligating \$299,387,731.23.

## Program Mobile and Event Outreach

- There were no planned 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	67
Nov'23	25

- No planned Mobile Outreaches scheduled to take place in the next reporting period:

Table 2: Homeowner Program Snapshot.

<b>Restore 2020 Homeowner Program Weekly Snapshot</b>					
<b>Activity</b>	<b>As of 12/4/2023</b>	<b>Weekly Activity</b>	<b>As of 12/11/2023</b>	<b>Percentage</b>	<b>Total Dollars</b>
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>43,969</b>	<b>5</b>	<b>43,974</b>		
Non-Submitted Surveys	4,681	-1	4,680		
Submitted Surveys	39,288	6	39,294	100%	
<b>Working Phases (1-7) Total</b>	<b>25,666</b>	<b>4</b>	<b>25,670</b>	<b>65%</b>	
Phase I	16,545	3	16,548	42%	
Phase II	2,024	1	2,025	5%	
Phase III	2,400	0	2,400	6%	
Phase IV	3,242	0	3,242	8%	
Phase V	51	0	51	0%	
Phase VI	1,113	0	1,113	3%	
Phase VII	291	0	291	1%	
<b>Non-Working Phases Total</b>	<b>13,622</b>	<b>2</b>	<b>13,624</b>	<b>35%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	55	-9	46		
Environmental Reviews Completed	25,611	13	25,624		
<b>Home Inspections</b>					
Home Inspections Available to Work	5,161	-445	4,716		
Total Home Inspections Completed	12,834	478	13,312		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>25,542</b>	<b>56</b>	<b>25,598</b>		
Applications Not Available for Grant Determination	7,547	23	7,570		
Applications Available for Grant Determination	17,995	33	18,028	100%	
Pending Grant Determination	10,639	-316	10,323	57%	
<b>Grant Determinations</b>			43%	% Grant Determinations	
Zero Award	321	26	347	1.9%	
Ineligible	1,037	19	1,056	5.9%	
Withdrawn	218	6	224	1.2%	
Appeals In Progress	50	1	51		
Grant Awards Offered to Applicant	5,780	298	6,078	33.7%	\$451,629,574.18
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>3,666</b>	<b>82</b>	<b>3,748</b>		<b>\$ 299,387,731.23</b>
Solution 1 & 1/3	1,250	35	1,285		\$112,917,436.80
Solution 2 & 2/3	2,343	44	2,387		\$182,240,589.03
Solution 3 Only	73	3	76		\$4,229,705.40
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>2,091</b>	<b>98</b>	<b>2,189</b>		<b>\$ 118,945,975.98</b>
Solution 1 & 1/3	793	51	844		\$32,977,490.79
Solution 2 & 2/3	1,227	45	1,272		\$81,863,079.77
Solution 3 Only	71	2	73		\$4,105,405.42
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>1,227</b>	<b>46</b>	<b>1,273</b>		
Solution 1 & 1/3	372	13	385		
Solution 2 & 2/3	783	31	814		
Solution 3 Only	72	2	74		



Table 3: Key Program Statistics: Totals to Date.

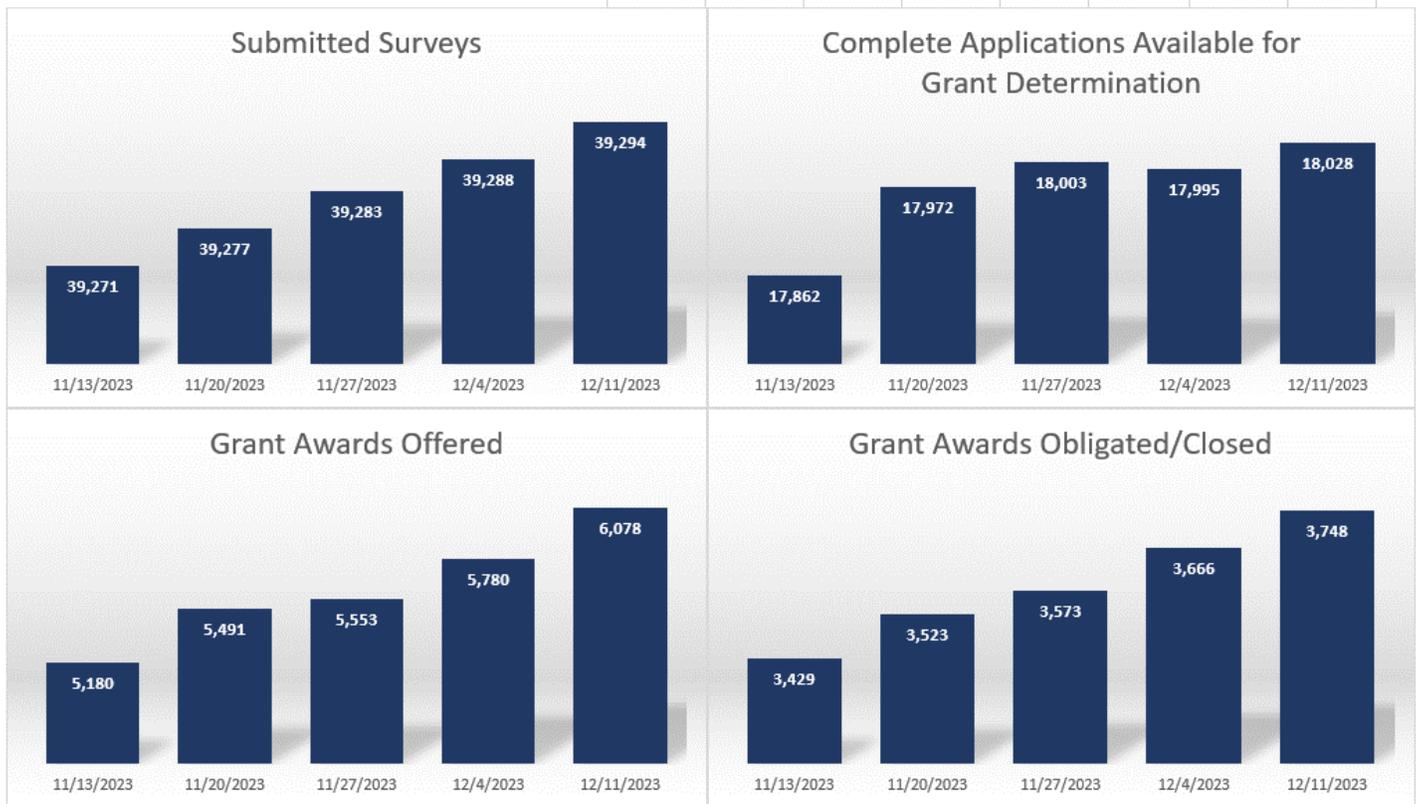




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	152	0.8%	103	1.7%	60	1.6%
American Indian/Alaska Native and White	81	0.5%	49	0.8%	21	0.6%
American Indian/Alaskan Native/Black-African American	193	1.1%	121	2.0%	76	2.0%
Asian	80	0.4%	36	0.6%	25	0.7%
Asian and White	18	0.1%	10	0.2%	6	0.2%
Black/African American	6,350	35.2%	3,551	58.4%	2,256	60.2%
Black/African American and White	184	1.0%	107	1.8%	73	2.0%
Decline to answer	215	1.2%	93	1.5%	60	1.6%
Native Hawaiian/Other Pacific Islander	7	0.0%	7	0.1%	5	0.1%
Native Hawaiian/Other Pacific Islander and White	5	0.0%	5	0.1%	2	0.1%
Other Multi-Racial	188	1.0%	98	1.6%	47	1.3%
White	3,334	18.5%	1,876	30.9%	1,105	29.5%
NOT PROVIDED	7,221	40.1%	22	0.4%	12	0.3%
<b>Total</b>	<b>18,028</b>	<b>100%</b>	<b>6,078</b>	<b>100%</b>	<b>3,748</b>	<b>100%</b>

Female Head of Household % of Complete Apps: 41%



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

House District	Submitted Surveys	Submitted Applications
1	6	2
2	21	9
3	35	13
4	20	9
5	9	3
6	1	1
7	6	3
8	1	
9	2	
10	2	
11	18	9
12	33	15
13	50	26
14	30	13
15	21	6
16	81	39
17	69	41
18	64	31
19	24	9
20	7	3
21	5	
22	108	56
23	58	21
24	102	48
25	137	52
26	108	50
27	56	30
28	8	
29	127	53
30	142	69
31	31	14
32	554	274
33	648	281
34	1,935	837
35	785	339
36	658	225
37	734	312
38	29	19
39	60	26
40	104	51
41	71	36
42	141	63
43	22	12
44	70	31
45	17	7
46	90	51
47	705	305
48	75	41
49	172	98
50	256	102
51	1,872	983
52	1,251	612
53	1,951	992
54	2,036	965
55	1,404	753
56	1,090	451
57	2,590	1,136
58	1,284	615
59	152	66
60	567	264
61	106	42
62	141	75
63	114	56
64	74	30
65	84	32
66	55	24
67	77	36
68	90	39
69	47	16
70	66	29
71	80	30
72	1,974	905
73	958	466
74	359	152
75	249	113
76	229	99
77	176	60
78	276	132
79	340	140
80	139	52
81	878	434
82	225	85
83	857	449
84	675	279
85	257	110
86	658	287
87	547	236
88	155	69
89	122	41
90	228	91
91	385	163
92	643	274
93	332	151
94	171	79
95	308	162
96	124	62
97	717	352
98	207	96
99	741	334
100	849	386
101	115	36
102	454	205
103	450	192
104	178	84
105	636	271
Unknown	43	
<b>Total</b>	<b>39,294</b>	<b>18,028</b>



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

Senate District	Submitted Surveys	Submitted Applications
1	772	336
2	3,849	1,934
3	1,733	809
4	1,503	708
5	768	338
6	1,714	815
7	984	416
8	2,089	950
9	406	156
10	919	386
11	615	247
12	1,886	830
13	484	225
14	265	122
15	334	126
16	173	72
17	807	370
18	773	374
19	3,702	1,570
20	5,409	2,691

Senate District	Submitted Surveys	Submitted Applications
21	1,948	979
22	284	148
23	59	30
24	259	126
25	1,940	769
26	343	177
27	2,904	1,210
28	314	148
29	245	117
30	1,064	533
31	209	91
32	61	34
33	89	44
34	128	66
35	108	41
36	3	
37	9	3
38	31	8
39	68	29
Unknown	43	
<b>Total</b>	<b>39,294</b>	<b>18,028</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	151	101
Allen	821	230	137
Ascension	1,493	668	338
Assumption	605	488	240
Avoyelles		8	
Beauregard	1,631	307	197
Bienville	1	1	
Bossier	1	4	
Caddo	269	81	40
Calcasieu	12,504	3,889	1,877
Cameron	1,068	386	174
Catahoula	1	2	
Claiborne		3	
Concordia		5	
De Soto		9	
East Baton Rouge	1,918	798	373
East Feliciana	235	117	73
Evangeline		6	
Franklin		1	
Grant	345	63	47
Iberia	460	192	126
Iberville	404	168	92
Jackson	72	15	9
Jefferson	10,086	3,627	1,883
Jefferson Davis	988	277	157
La Salle	45		
Lafayette	553	192	100
Lafourche	6,984	3,104	1,828
LaSalle		12	10
Lincoln	98	16	10
Livingston	2,104	624	361

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	131	38	28
Natchitoches	222	51	23
Orleans	7,318	3,408	1,773
Ouachita	433	132	81
Plaquemines	876	427	220
Pointe Coupee	74	34	18
Rapides	1,258	244	129
Red River	1		
Richland		4	
Sabine	161	25	16
St. Bernard	959	264	132
St. Charles	2,754	1,384	725
St. Helena	672	697	348
St. James	1,448	878	482
St. John the Baptist	4,007	2,302	1,056
St. Landry	604	128	83
St. Martin	353	106	75
St. Mary	427	236	113
St. Tammany	2,751	854	408
Tangipahoa	4,495	2,709	1,385
Terrebonne	8,193	4,037	2,390
Union	103	20	13
Vermilion	677	156	108
Vernon	497	99	58
Washington	753	281	140
Webster		2	
West Baton Rouge	101	31	18
West Carroll		3	
West Feliciana	41	12	9
Winn	135	24	17
Other Parishes		5,264	7
<b>Total</b>	<b>82,840</b>	<b>39,294</b>	<b>18,028</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	Grant Awards Offered Amounts (\$)	Obligated Award	Obligated Award Amount (\$)
Acadia	76	22	\$2,099,854.02	8	\$805,536.61
Allen	91	39	\$3,267,978.67	32	\$2,833,760.83
Ascension	214	100	\$6,792,881.84	53	\$3,505,875.19
Assumption	154	78	\$6,006,104.33	46	\$3,790,219.69
Beauregard	107	72	\$7,025,792.40	48	\$4,678,065.73
Caddo	30	8	\$332,767.56	2	\$132,630.15
Calcasieu	919	745	\$66,227,665.67	502	\$46,169,020.00
Cameron	77	62	\$5,478,716.78	33	\$3,414,119.06
East Baton Rouge	250	96	\$5,090,423.56	57	\$3,412,602.14
East Feliciana	50	21	\$2,029,373.13	14	\$1,194,065.15
Grant	37	7	\$679,205.76	1	\$73,973.27
Iberia	92	30	\$2,312,336.69	14	\$1,117,375.19
Iberville	64	25	\$2,261,485.05	16	\$1,429,587.75
Jackson	3	6	\$368,506.38	3	\$239,662.41
Jefferson	1,237	512	\$24,886,865.13	267	\$14,783,574.21
Jefferson Davis	97	42	\$3,218,802.57	31	\$2,513,615.47
LaSalle	9				
Lafayette	75	22	\$1,168,288.91	9	\$317,871.50
Lafourche	859	741	\$60,606,066.45	484	\$40,783,742.99
Lincoln	6	2	\$141,516.54	1	\$81,886.18
Livingston	192	125	\$9,383,677.16	86	\$6,931,661.73
Morehouse	19	6	\$433,683.70	2	\$60,023.55
Natchitoches	20	2	\$108,213.89	2	\$108,213.89
Orleans	1,399	296	\$11,877,240.51	120	\$4,743,693.50
Ouachita	60	19	\$1,408,006.04	9	\$823,548.74
Plaquemines	130	76	\$5,811,857.75	35	\$3,020,704.49
Pointe Coupee	11	7	\$558,156.35	5	\$417,318.18
Rapides	85	36	\$2,801,966.21	21	\$1,791,442.18
Sabine	14	1	\$85,000.00		
St. Bernard	102	25	\$747,579.56	10	\$278,426.15
St. Charles	362	302	\$22,984,336.89	209	\$16,926,964.30
St. Helena	181	145	\$12,524,493.94	104	\$9,575,218.72
St. James	252	200	\$16,114,342.46	135	\$11,467,892.60
St. John the Baptist	493	465	\$31,249,825.18	336	\$23,568,816.51
St. Landry	64	14	\$1,263,641.20	9	\$858,578.95
St. Martin	62	11	\$777,490.71	4	\$253,214.84
St. Mary	78	30	\$2,124,575.78	12	\$772,030.93
St. Tammany	262	105	4348040.37	48	\$2,042,599.83
Tangipahoa	806	451	\$35,806,118.67	296	\$24,551,507.46
Terrebonne	1,016	1,045	\$85,317,958.30	639	\$56,753,321.70
Union	10	3	\$95,276.57	1	\$73,824.56
Vermilion	80	22	\$1,814,439.97	11	\$826,115.83
Vernon	39	14	\$1,115,459.55	10	\$833,347.82
Washington	94	42	\$2,449,488.93	20	\$1,232,007.88
West Baton Rouge	15	3	\$148,329.39	1	\$34,329.71
West Feliciana	8	1	\$82,586.30	1	\$82,586.30
Winn	15	2	\$203,157.36	1	\$83,157.36
Other	7				
<b>Total</b>	<b>10,323</b>	<b>6,078</b>	<b>\$451,629,574.18</b>	<b>3,748</b>	<b>\$299,387,731.23</b>