



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #61**  
**January 15 – January 22, 2024**

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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	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.

### 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 1/22/2024, survey submissions increased by 4 from the previous week, making the total submissions 39,317. 25,716 homeowners were determined to be in Phases I – VII.
- 25,659 environmental reviews have been completed, representing 99.8% of the 25,716 homeowners in Phases I – VII.
- 25,646 homeowners, from Phases I – VII, have been invited to start an application. 17,824 applications have been submitted, representing 70% of the homeowners invited to start an application.
- There has been a total of 7,221 grant awards offered to homeowners totaling \$514,343,532.16 . Of those, 4,430 homeowners have closed on their grant agreements, obligating \$345,846,011.00.
- 1,510 Housing projects have been completed to date.

## 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
4th Qtr. '23	92

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

Table 2: Homeowner Program Snapshot.

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 1/15/2024	Weekly Activity	As of 1/22/2024	Percentage	Total Dollars
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>43,985</b>	<b>4</b>	<b>43,989</b>		
Non-Submitted Surveys	4,672	0	4,672		
Submitted Surveys	39,313	4	39,317	100%	
<b>Working Phases (1-7) Total</b>	<b>25,707</b>	<b>9</b>	<b>25,716</b>	<b>65%</b>	
Phase I	16,577	7	16,584	42%	
Phase II	2,027	1	2,028	5%	
Phase III	2,404	0	2,404	6%	
Phase IV	3,244	1	3,245	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>13,606</b>	<b>-5</b>	<b>13,601</b>	<b>35%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	48	9	57		
Environmental Reviews Completed	25,659	0	25,659		
<b>Home Inspections</b>					
Home Inspections Available to Work	366	-95	271		
Total Home Inspections Completed	17,276	53	17,329		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>25,646</b>	<b>0</b>	<b>25,646</b>		
Applications Not Available for Grant Determination	7,783	39	7,822		
Applications Available for Grant Determination	17,863	-39	17,824	100%	
Pending Grant Determination	8,907	-245	8,662	49%	
<b>Grant Determinations</b>			51%	% Grant Determinations	
Zero Award	435	6	441	2.5%	
Ineligible	1,179	39	1,218	6.8%	
Withdrawn	275	7	282	1.6%	
Appeals In Progress	65	7	72		
Grant Awards Offered to Applicant	7,067	154	7,221	40.5%	\$514,343,532.16
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>4,325</b>	<b>105</b>	<b>4,430</b>		<b>\$ 345,846,011.00</b>
Solution 1 & 1/3	1,553	54	1,607		\$136,531,766.52
Solution 2 & 2/3	2,678	49	2,727		\$204,141,284.63
Solution 3 Only	94	2	96		\$5,172,959.85
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>2,428</b>	<b>177</b>	<b>2,605</b>		<b>\$ 141,377,619.78</b>
Solution 1 & 1/3	910	129	1039		\$40,992,973.73
Solution 2 & 2/3	1,433	47	1,480		\$95,715,215.34
Solution 3 Only	85	1	86		\$4,669,430.71
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>1,475</b>	<b>35</b>	<b>1,510</b>		
Solution 1 & 1/3	462	5	467		
Solution 2 & 2/3	928	29	957		
Solution 3 Only	85	1	86		



Table 3: Key Program Statistics: Totals to Date.

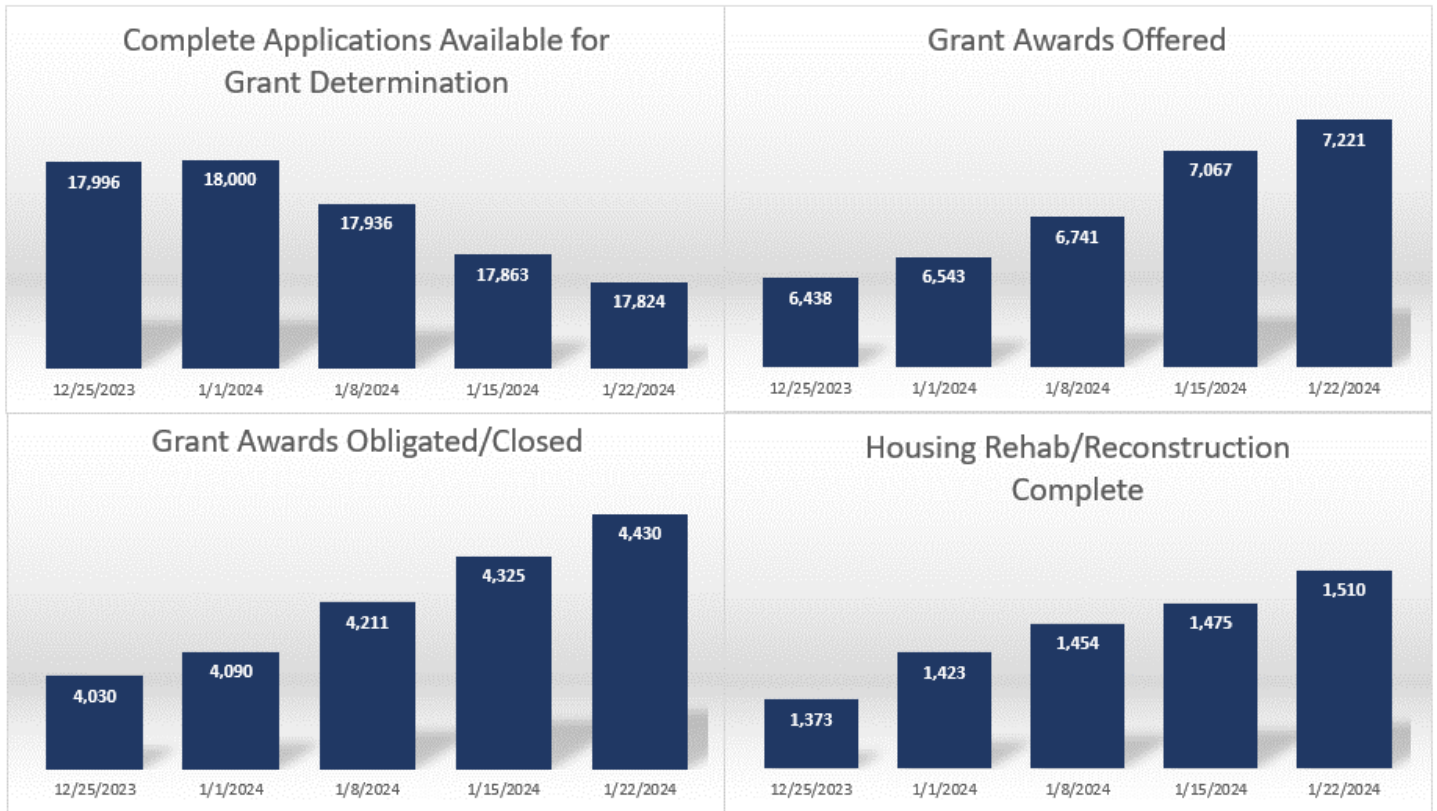






Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	165	0.9%	120	1.7%	76	1.7%
American Indian/Alaska Native and White	92	0.5%	60	0.8%	26	0.6%
American Indian/Alaskan Native/Black-African American	210	1.2%	139	1.9%	94	2.1%
Asian	88	0.5%	48	0.7%	27	0.6%
Asian and White	21	0.1%	11	0.2%	6	0.1%
Black/African American	6,950	39.0%	4,191	58.0%	2,658	60.0%
Black/African American and White	195	1.1%	125	1.7%	81	1.8%
Decline to answer	246	1.4%	123	1.7%	67	1.5%
Native Hawaiian/Other Pacific Islander	7	0.0%	7	0.1%	6	0.1%
Native Hawaiian/Other Pacific Islander and White	6	0.0%	5	0.1%	2	0.1%
Other Multi-Racial	206	1.2%	121	1.7%	60	1.4%
White	3,696	20.7%	2,245	31.1%	1,312	29.6%
NOT PROVIDED	5,942	33.3%	26	0.4%	15	0.3%
<b>Total</b>	<b>17,824</b>	<b>100%</b>	<b>7,221</b>	<b>100%</b>	<b>4,430</b>	<b>100%</b>

Female Head of Household % of Complete Apps: 45%



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

House District	Submitted Applications	Grant Awards Offered
1	2	1
2	9	3
3	13	5
4	10	5
5	3	2
6	1	1
7	3	-
8	-	-
9	-	-
10	-	-
11	9	2
12	16	4
13	25	10
14	12	4
15	6	2
16	40	15
17	41	16
18	30	10
19	8	2
20	3	-
21	-	-
22	56	10
23	22	4
24	47	15
25	51	20
26	48	11
27	29	13
28	-	-
29	55	22
30	69	21
31	13	4
32	268	115
33	274	120
34	824	385
35	333	145
36	222	100

House District	Submitted Applications	Grant Awards Offered
37	313	124
38	19	3
39	25	9
40	51	16
41	37	9
42	64	17
43	11	2
44	27	11
45	8	2
46	49	9
47	305	123
48	42	9
49	99	31
50	102	30
51	960	484
52	610	292
53	976	452
54	954	434
55	750	361
56	451	190
57	1,126	582
58	614	265
59	65	28
60	262	98
61	43	18
62	75	27
63	56	17
64	31	9
65	28	11
66	23	9
67	34	6
68	39	14
69	15	5
70	28	11
71	30	11
72	891	361

House District	Submitted Applications	Grant Awards Offered
73	467	204
74	149	43
75	109	41
76	94	35
77	59	19
78	130	44
79	139	45
80	51	14
81	438	218
82	85	32
83	433	165
84	272	90
85	110	36
86	284	108
87	233	80
88	68	20
89	40	11
90	88	25
91	163	17
92	272	92
93	152	18
94	81	19
95	165	69
96	63	18
97	346	99
98	96	11
99	325	78
100	377	141
101	36	14
102	203	57
103	191	74
104	83	32
105	267	105
Unknown	-	-
<b>Total</b>	<b>17,824</b>	<b>7,221</b>



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

Senate District	Submitted Applications	Grant Awards Offered
1	327	113
2	1,917	922
3	783	279
4	697	175
5	338	41
6	807	340
7	412	132
8	931	333
9	156	47
10	382	126
11	247	90
12	811	288
13	226	96
14	119	39
15	129	47
16	71	28
17	373	151
18	373	151
19	1,572	693
20	2,657	1,279

Senate District	Submitted Applications	Grant Awards Offered
21	965	448
22	148	33
23	30	9
24	120	33
25	768	317
26	175	51
27	1,192	551
28	146	49
29	116	28
30	523	225
31	89	25
32	33	8
33	44	10
34	67	30
35	39	17
36	0	0
37	3	2
38	9	5
39	29	10
Unknown	0	0
<b>Total</b>	<b>17,824</b>	<b>7,221</b>



Appendix B Table 13: FEMA Verified Loss (FVL) Greater than \$3,000, Submitted Applications and Grants Offered by Parish.

Damaged Parish	*> \$3K FVL	Submitted Applications	Grant Awards Offered
Acadia	710	103	34
Allen	821	134	45
Ascension	1,493	335	126
Assumption	605	235	92
Avoyelles	0	0	0
Beauregard	1,631	196	87
Bienville	1	0	0
Bossier	1	0	0
Caddo	269	41	17
Calcasieu	12,504	1,850	855
Cameron	1,068	175	70
Catahoula	1	0	0
Claiborne	0	0	0
Concordia	0	0	0
De Soto	0	0	0
East Baton Rouge	1,918	369	133
East Feliciana	235	74	30
Evangeline	0	0	0
Franklin	0	0	0
Grant	345	47	10
Iberia	460	131	37
Iberville	404	94	29
Jackson	72	9	6
Jefferson	10,086	1,846	647
Jefferson Davis	988	157	49
La Salle	45	0	0
LaSalle	0	10	1
Lafayette	553	96	30
Lafourche	6,984	1,818	853
Lincoln	98	10	2
Livingston	2,104	366	155

Damaged Parish	*> \$3K FVL	Submitted Applications	Grant Awards Offered
Morehouse	131	28	9
Natchitoches	222	24	4
Orleans	7,318	1,749	445
Other Parishes	0	0	0
Ouachita	433	80	30
Plaquemines	876	220	88
Pointe Coupee	74	18	7
Rapides	1,258	124	43
Red River	1	0	0
Richland	0	0	0
Sabine	161	15	3
St. Bernard	959	131	43
St. Charles	2,754	729	342
St. Helena	672	348	164
St. James	1,448	485	226
St. John the Baptist	4,007	1,042	531
St. Landry	604	83	23
St. Martin	353	72	12
St. Mary	427	114	35
St. Tammany	2,751	395	131
Tangipahoa	4,495	1,367	532
Terrebonne	8,193	2,350	1,140
Union	103	14	4
Vermilion	677	105	29
Vernon	497	57	18
Washington	753	136	45
Webster	0	0	0
West Baton Rouge	101	17	4
West Carroll	0	0	0
West Feliciana	41	9	1
Winn	135	16	4
<b>Total</b>	<b>82,840</b>	<b>17,824</b>	<b>7,221</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	65	34	\$2,743,446.06	9	\$853,282.39
Allen	78	45	\$3,798,062.05	34	\$2,992,151.19
Ascension	178	126	\$7,756,344.02	71	\$4,790,161.35
Assumption	132	92	\$7,018,595.99	61	\$5,059,145.62
Beauregard	87	87	\$8,350,599.39	54	\$5,212,598.39
Caddo	22	17	\$708,378.52	4	\$275,050.09
Calcasieu	755	855	\$73,488,650.63	584	\$52,559,350.57
Cameron	66	70	\$6,184,717.40	37	\$3,755,004.29
East Baton Rouge	207	133	\$6,950,373.01	69	\$4,029,541.54
East Feliciana	42	30	\$2,873,041.57	17	\$1,482,293.26
Grant	33	10	\$836,525.70	5	\$419,679.56
Iberia	89	37	\$2,850,101.94	17	\$1,295,806.76
Iberville	62	29	\$2,506,085.61	18	\$1,702,602.32
Jackson	3	6	\$424,220.79	3	\$252,100.11
Jefferson	1,041	647	\$29,918,095.43	331	\$17,369,080.45
Jefferson Davis	88	49	\$3,640,326.99	36	\$2,815,095.29
LaSalle	9	1	\$116,730.01	0	\$0.00
Lafayette	60	30	\$1,727,530.25	12	\$698,140.36
Lafourche	704	853	\$67,575,704.30	559	\$47,007,138.06
Lincoln	6	2	\$141,516.54	2	\$141,516.54
Livingston	161	155	\$11,780,052.73	101	\$8,160,124.35
Morehouse	16	9	\$700,917.30	4	\$227,683.42
Natchitoches	19	4	\$281,901.98	2	\$108,213.89
Orleans	1,188	445	\$17,179,241.06	168	\$6,352,876.53
Ouachita	48	30	\$1,779,101.26	12	\$822,910.98
Plaquemines	115	88	\$6,383,525.86	41	\$3,486,171.43
Pointe Coupee	11	7	\$624,744.73	6	\$513,318.18
Rapides	72	43	\$3,175,745.48	22	\$1,753,939.82
Sabine	11	3	\$240,859.45	0	\$0.00
St. Bernard	79	43	\$1,333,657.55	19	\$621,370.44
St. Charles	314	342	\$25,366,411.62	239	\$19,561,309.28
St. Helena	157	164	\$13,809,970.99	115	\$10,463,431.45
St. James	225	226	\$17,331,305.58	150	\$12,488,104.76
St. John the Baptist	389	531	\$34,452,139.56	385	\$26,829,130.84
St. Landry	55	23	\$1,898,984.28	13	\$1,147,321.91
St. Martin	58	12	\$808,617.95	7	\$456,422.18
St. Mary	71	35	\$2,449,257.45	19	\$1,440,110.28
St. Tammany	217	131	\$653,519.26	62	\$2,747,459.20
Tangipahoa	672	532	\$40,374,128.77	343	\$27,875,889.14
Terrebonne	832	1,140	\$91,879,107.41	738	\$63,713,711.23
Union	10	4	\$177,162.75	1	\$73,824.56
Vermilion	68	29	\$2,077,517.56	16	\$1,232,571.93
Vernon	31	18	\$1,272,126.63	10	\$833,347.82
Washington	85	45	\$2,679,476.32	31	\$2,026,955.87
West Baton Rouge	13	4	\$230,005.59	1	\$34,329.71
West Feliciana	6	1	\$82,586.30	1	\$82,586.30
Winn	12	4	\$712,420.54	1	\$83,157.36
<b>Total</b>	<b>8,662</b>	<b>7,221</b>	<b>\$514,343,532.16</b>	<b>4,430</b>	<b>\$345,846,011.00</b>