



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #65**  
**February 12 – February 19, 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.



	<p><b>Based on current funding limitations and federal guidance, to be placed in a phase, you must have:</b></p> <ul 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 \$3,000 or greater for repairs</li> <li>(4) NOT received or expect to receive structural insurance payments greater than \$50k</li> </ul>
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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				✓		
	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](http://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 2/19/2024, survey submissions increased by 0 from the previous week, making the total submissions 39,323. 25,732 homeowners were determined to be in Phases I – VII.
- 25,703 environmental reviews have been completed, representing 99.9% of the 25,732 homeowners in Phases I – VII.
- 25,677 homeowners, from Phases I – VII, have been invited to start an application. 17,416 applications have been submitted, representing 68% of the homeowners invited to start an application.
- There has been a total of 8,426 grant awards offered to homeowners totaling \$587,329,559.99. Of those, 4,957 homeowners have closed on their grant agreements, obligating \$382,015,055.20.
- 1,776 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.

<b>Restore 2020 Homeowner Program Weekly Snapshot</b>					
<b>Activity</b>	<b>As of 2/12/2024</b>	<b>Weekly Activity</b>	<b>As of 2/19/2024</b>	<b>Percentage</b>	<b>Total Dollars</b>
<b>Surveys Recorded</b>					
<b>Total Surveys Recorded</b>	<b>43,993</b>	<b>0</b>	<b>43,993</b>		
Non-Submitted Surveys	4,670	0	4,670		
Submitted Surveys	39,323	0	39,323	100%	
<b>Working Phases (1-7) Total</b>	<b>25,731</b>	<b>1</b>	<b>25,732</b>	<b>65%</b>	
Phase I	16,596	0	16,596	42%	
Phase II	2,028	0	2,028	5%	
Phase III	2,406	1	2,407	6%	
Phase IV	3,246	0	3,246	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>13,592</b>	<b>-1</b>	<b>13,591</b>	<b>35%</b>	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	42	-13	29		
Environmental Reviews Completed	25,689	14	25,703		
<b>Home Inspections</b>					
Home Inspections Available to Work	196	-11	185		
Total Home Inspections Completed	17,068	-72	16,996		
<b>Applications In Process</b>					
<b>Total Number of Invited Applications</b>	<b>25,677</b>	<b>0</b>	<b>25,677</b>		
Applications Not Available for Grant Determination	8,182	79	8,261		
Applications Available for Grant Determination	17,495	-79	17,416	100%	
Pending Grant Determination	7,215	-434	6,781	39%	
<b>Grant Determinations</b>			61%	% Grant Determinations	
Zero Award	519	16	535	3.1%	
Ineligible	1,317	49	1,366	7.8%	
Withdrawn	303	5	308	1.8%	
Appeals In Progress	78	-7	71		
Grant Awards Offered to Applicant	8,141	285	8,426	48.4%	\$587,329,559.99
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>4,841</b>	<b>116</b>	<b>4,957</b>		<b>\$382,015,055.20</b>
Solution 1 & 1/3	1,781	46	1,827		\$151,421,085.28
Solution 2 & 2/3	2,959	68	3,027		\$225,175,845.51
Solution 3 Only	101	2	103		\$5,418,124.41
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>2,902</b>	<b>162</b>	<b>3,064</b>		<b>\$165,380,958.48</b>
Solution 1 & 1/3	1,165	77	1,242		\$48,629,846.05
Solution 2 & 2/3	1,641	85	1,726		\$111,484,538.64
Solution 3 Only	96	0	96		\$5,266,573.79
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>1,701</b>	<b>75</b>	<b>1,776</b>		
Solution 1 & 1/3	547	17	564		
Solution 2 & 2/3	1,056	58	1,114		
Solution 3 Only	98	0	98		



Table 3: Key Program Statistics: Totals to Date.

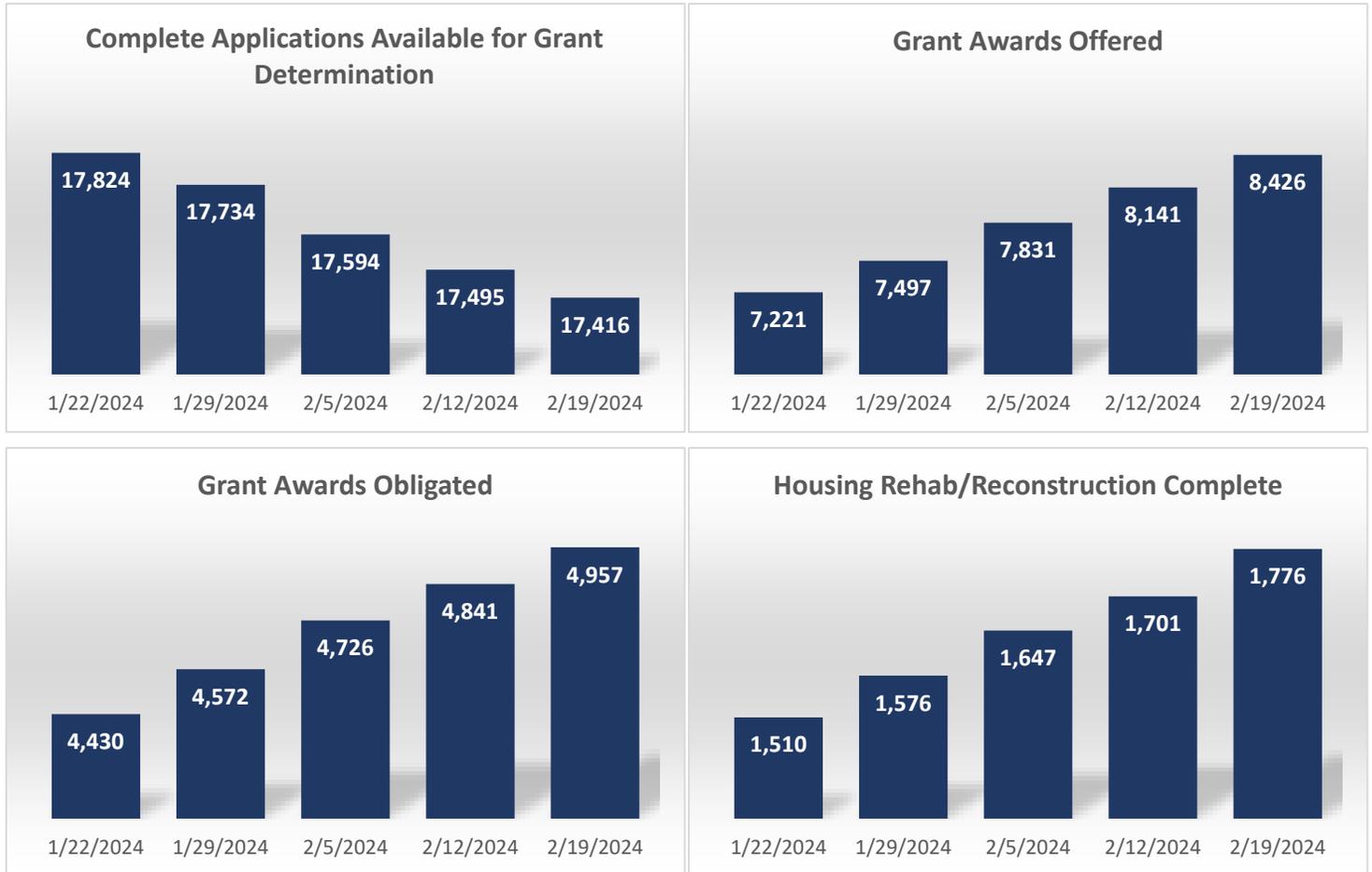




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	173	1.0%	126	1.5%	80	1.6%
American Indian/Alaska Native and White	96	0.6%	67	0.8%	29	0.6%
American Indian/Alaskan Native/Black-African American	227	1.3%	161	1.9%	101	2.0%
Asian	95	0.6%	59	0.7%	30	0.6%
Asian and White	24	0.1%	16	0.2%	6	0.1%
Black/African American	7,478	42.9%	4,942	58.7%	2,975	60.0%
Black/African American and White	217	1.3%	143	1.7%	88	1.8%
Decline to answer	262	1.5%	147	1.7%	80	1.6%
Native Hawaiian/Other Pacific Islander	7	0.0%	7	0.1%	7	0.1%
Native Hawaiian/Other Pacific Islander and White	5	0.0%	5	0.1%	3	0.1%
Other Multi-Racial	224	1.3%	133	1.6%	74	1.5%
White	3,954	22.7%	2,591	30.8%	1,466	29.6%
NOT PROVIDED	4,654	26.7%	29	0.3%	18	0.4%
<b>Total</b>	<b>17,416</b>	<b>100%</b>	<b>8,426</b>	<b>100%</b>	<b>4,957</b>	<b>100%</b>

Female Head of Household % of Complete Apps:

50%



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

House District	Submitted Applications	Grant Awards Offered	House District	Submitted Applications	Grant Awards Offered	House District	Submitted Applications	Grant Awards Offered
1	2	1	37	308	147	73	452	230
2	9	6	38	19	12	74	145	51
3	14	7	39	24	13	75	105	52
4	10	6	40	51	21	76	93	40
5	3	2	41	37	12	77	58	24
6	-	-	42	60	27	78	127	57
7	3	1	43	11	2	79	139	55
8	-	-	44	27	11	80	51	18
9	-	-	45	8	4	81	433	236
10	-	-	46	45	12	82	85	45
11	9	5	47	298	132	83	420	205
12	15	4	48	42	15	84	262	108
13	25	15	49	98	43	85	105	49
14	11	5	50	101	37	86	273	128
15	6	4	51	941	516	87	232	117
16	40	19	52	600	331	88	66	26
17	38	24	53	946	495	89	39	14
18	32	16	54	945	483	90	82	29
19	8	4	55	737	404	91	162	32
20	3	-	56	441	213	92	265	113
21	-	-	57	1,104	642	93	151	33
22	49	15	58	606	306	94	79	28
23	22	5	59	63	33	95	161	78
24	46	21	60	254	120	96	60	21
25	51	26	61	43	25	97	336	128
26	47	23	62	72	31	98	92	16
27	28	14	63	53	26	99	315	114
28	-	-	64	32	11	100	362	177
29	53	29	65	27	13	101	35	16
30	65	27	66	24	10	102	198	89
31	13	5	67	34	12	103	187	87
32	261	134	68	39	18	104	82	36
33	270	135	69	14	7	105	249	112
34	807	430	70	27	15	Unknown	-	-
35	322	161	71	29	13	<b>Total</b>	<b>17,416</b>	<b>8,426</b>
36	214	107	72	879	399			



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

Senate District	Submitted Applications	Grant Awards Offered
1	319	133
2	1,882	1,039
3	757	354
4	682	249
5	332	69
6	785	380
7	402	186
8	890	402
9	155	62
10	375	157
11	237	101
12	796	338
13	223	109
14	118	56
15	124	65
16	69	36
17	368	174
18	364	174
19	1,543	785
20	2,609	1,400

Senate District	Submitted Applications	Grant Awards Offered
21	947	501
22	142	45
23	30	10
24	118	49
25	747	351
26	174	74
27	1,161	615
28	140	60
29	113	52
30	513	259
31	85	33
32	30	10
33	43	14
34	63	39
35	39	22
36	0	0
37	2	2
38	9	6
39	30	15
Unknown	0	0
<b>Total</b>	<b>17,416</b>	<b>8,426</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	99	48
Allen	821	130	56
Ascension	1,493	327	153
Assumption	605	229	112
Beauregard	1,631	191	102
Bienville	1	0	0
Bossier	1	0	0
Caddo	269	41	23
Calcasieu	12,504	1,805	941
Cameron	1,068	170	71
Catahoula	1	0	0
East Baton Rouge	1,918	362	179
East Feliciana	235	71	35
Grant	345	44	14
Iberia	460	130	53
Iberville	404	92	38
Jackson	72	9	7
Jefferson	10,086	1,802	821
Jefferson Davis	988	155	67
La Salle	45	0	0
LaSalle	0	7	1
Lafayette	553	94	37
Lafourche	6,984	1,789	948
Lincoln	98	10	5
Livingston	2,104	358	172
Morehouse	131	27	14
Natchitoches	222	23	6

Damaged Parish	*> \$3K FVL	Submitted Applications	Grant Awards Offered
Orleans	7,318	1,700	620
Ouachita	433	77	42
Plaquemines	876	206	92
Pointe Coupee	74	19	10
Rapides	1,258	122	62
Red River	1	0	0
Sabine	161	14	5
St. Bernard	959	127	54
St. Charles	2,754	711	374
St. Helena	672	343	175
St. James	1,448	482	255
St. John the Baptist	4,007	1,025	590
St. Landry	604	83	37
St. Martin	353	65	17
St. Mary	427	115	46
St. Tammany	2,751	384	154
Tangipahoa	4,495	1,332	604
Terrebonne	8,193	2,299	1,245
Union	103	13	4
Vermilion	677	104	39
Vernon	497	55	24
Washington	753	132	58
West Baton Rouge	101	17	6
West Feliciana	41	9	2
Winn	135	16	8
Other Parishes	0	1	0
<b>Total</b>	<b>82,840</b>	<b>17,416</b>	<b>8,426</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	46	48	\$3,592,463.49	9	\$917,468.33
Allen	58	56	\$4,732,489.27	39	\$3,371,852.02
Ascension	135	153	\$9,173,411.64	83	\$5,600,603.64
Assumption	106	112	\$8,381,507.95	72	\$5,858,648.51
Beauregard	66	102	\$9,694,970.41	61	\$5,867,836.99
Caddo	16	23	\$944,264.57	7	\$410,862.26
Calcasieu	601	941	\$79,895,311.23	635	\$57,170,561.26
Cameron	58	71	\$6,292,944.12	40	\$3,988,511.02
East Baton Rouge	147	179	\$8,845,774.44	89	\$5,022,460.91
East Feliciana	33	35	\$3,248,662.18	23	\$1,987,719.74
Grant	26	14	\$1,054,625.17	5	\$419,679.56
Iberia	72	53	\$3,676,123.72	24	\$1,791,462.29
Iberville	49	38	\$2,935,488.77	20	\$1,814,532.14
Jackson	2	7	\$552,011.87	3	\$252,100.11
Jefferson	792	821	\$38,602,117.64	390	\$20,051,335.44
Jefferson Davis	66	67	\$4,413,143.05	39	\$2,939,951.13
LaSalle	6	1	\$116,730.01	0	\$0.00
Lafayette	50	37	\$2,320,693.91	18	\$1,055,706.97
Lafourche	547	948	\$74,649,873.86	615	\$51,748,614.44
Lincoln	3	5	\$345,564.56	2	\$141,516.54
Livingston	131	172	\$12,998,422.88	107	\$8,857,296.80
Morehouse	9	14	\$1,016,371.78	5	\$435,228.83
Natchitoches	16	6	\$291,867.84	2	\$108,213.89
Orleans	927	620	\$24,620,257.54	224	\$8,332,396.75
Ouachita	31	42	\$2,623,971.25	18	\$1,253,137.43
Plaquemines	94	92	\$6,633,978.27	43	\$3,619,170.07
Pointe Coupee	9	10	\$833,829.73	7	\$624,744.73
Rapides	49	62	\$4,443,853.95	25	\$1,925,610.31
Sabine	8	5	\$346,209.88	1	\$85,000.00
St. Bernard	63	54	\$1,800,812.26	24	\$765,545.40
St. Charles	251	374	\$26,768,228.78	252	\$20,143,047.76
St. Helena	133	175	\$14,667,208.06	124	\$11,152,199.69
St. James	189	255	\$19,059,840.32	165	\$13,451,566.86
St. John the Baptist	297	590	\$37,749,419.91	422	\$28,988,986.22
St. Landry	41	37	\$2,635,309.48	16	\$1,358,938.42
St. Martin	46	17	\$1,094,985.59	9	\$579,377.16
St. Mary	60	46	\$3,191,778.82	23	\$1,721,195.80
St. Tammany	172	154	6551500.52	72	\$3,217,677.63
Tangipahoa	544	604	\$46,080,844.06	379	\$31,102,853.40
Terrebonne	658	1,245	\$100,869,841.74	795	\$68,872,417.27
Union	8	4	\$177,162.75	1	\$73,824.56
Vermilion	56	39	\$2,791,504.46	22	\$1,631,122.43
Vernon	23	24	\$1,804,235.74	10	\$833,347.82
Washington	64	58	\$3,492,001.29	34	\$2,270,659.30
West Baton Rouge	9	6	\$342,673.09	1	\$34,329.71
West Feliciana	5	2	\$84,638.44	1	\$82,586.30
Winn	8	8	\$890,639.70	1	\$83,157.36
Other Parishes	1	0	\$0.00	0	\$0.00
<b>Total</b>	<b>6,781</b>	<b>8,426</b>	<b>\$587,329,559.99</b>	<b>4,957</b>	<b>\$382,015,055.20</b>