



***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #96**  
**September 16 – September 23, 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](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.
- The program has set a deadline of November 1, 2024, for all grant award agreements to be executed.
- As of 9/23/2024 there have been 39,329 total survey submissions. 25,779 homeowners were determined to be in Phases I – VII.
- 25,757 environmental reviews have been completed, representing 99.9% of the 25,779 homeowners in Phases I – VII.
- 25,749 homeowners, from Phases I – VII, have been invited to start an application. 20,754 applications have been submitted, representing 81% of the homeowners invited to start an application.
- There has been a total of 12,943 grant awards offered to homeowners totaling \$956,649,039.47. Of those, 10,695 homeowners have closed on their grant agreements, obligating \$796,708,295.02.
- 4,261 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>					
Activity	As of 9/16/2024	Weekly Activity	As of 9/23/2024	Percentage	Total Dollars
<b>Surveys Recorded</b>					
<b>Survey Deadline 8/1/23</b>					
<b>Submitted Surveys</b>	<b>39,329</b>	<b>0</b>	<b>39,329</b>	<b>100%</b>	
Working Phases (1-7) Total	25,777	2	25,779	66%	
Non-Working Phases Total	13,552	-2	13,550	34%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	20	2	22		
Environmental Reviews Completed	25,757	0	25,757		
<b>Home Inspections</b>					
Home Inspections Available to Work	18	2	20		
Total Home Inspections Completed	20,267	4	20,271		
<b>Applications In Process</b>					
<b>Application Deadline 10/31/23</b>					
<b>Total Number of Invited Applications</b>	<b>25,749</b>	<b>0</b>	<b>25,749</b>		
Applications Not Submitted by Deadline	5,001	-8	4,993		
Application Documentation Requested	2	0	2		
<b>Applications Available for Grant Determination</b>	<b>20,746</b>	<b>8</b>	<b>20,754</b>	<b>100%</b>	
Pending Grant Determination	126	-14	112	1%	
<b>Grant Determinations</b>					
<b>% Grant Determinations</b>					
Zero Award	849	-4	845	4%	
Ineligible	3,942	8	3,950	19%	
Withdrawn	628	17	645	3%	
Inactive Offered	2,344	-85	2,259	11%	
Appeals In Progress	120	-30	90		
Grant Awards Offered to Applicant	12,857	86	12,943	62%	\$956,649,039.47
<b>Grant Awards</b>					
<b>Grant Awards Obligated</b>	<b>10,590</b>	<b>105</b>	<b>10,695</b>		<b>\$796,708,295.02</b>
Solution 1 & 1/3	4,360	11	4,371		\$339,712,688.06
Solution 2 & 2/3	5,993	88	6,081		\$443,921,720.29
Solution 3 Only	237	6	243		\$13,073,886.67
<b>Disbursements</b>					
<b>Total Disbursements</b>	<b>7,215</b>	<b>105</b>	<b>7,320</b>		<b>\$396,738,817.02</b>
Solution 1 & 1/3	2,976	38	3,014		\$137,122,119.67
Solution 2 & 2/3	4,012	65	4,077		\$247,253,942.61
Solution 3 Only	227	2	229		\$12,362,754.74
<b>Housing Rehab/Reconstruction Complete</b>					
<b>Housing Rehab/Reconstruction Complete</b>	<b>4,175</b>	<b>86</b>	<b>4,261</b>		
Solution 1 & 1/3	1,533	29	1,562		
Solution 2 & 2/3	2,412	55	2,467		
Solution 3 Only	230	2	232		



Table 3: Key Program Statistics: Totals to Date.

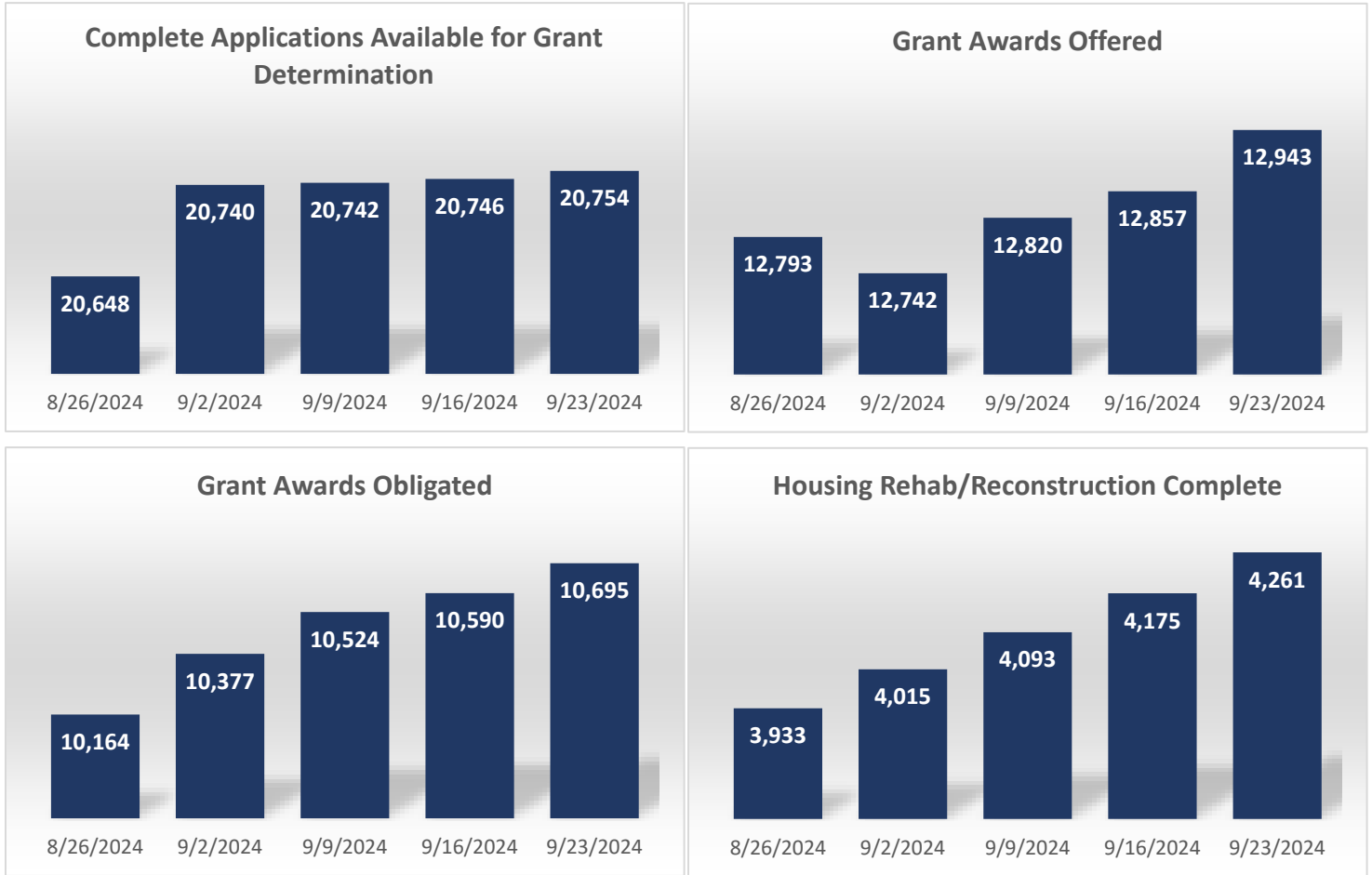






Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	167	0.8%	159	1.2%	126	1.2%
American Indian/Alaska Native and White	101	0.5%	97	0.8%	74	0.7%
American Indian/Alaskan Native/Black-African American	250	1.2%	242	1.9%	204	1.9%
Asian	93	0.5%	84	0.7%	72	0.7%
Asian and White	23	0.1%	22	0.2%	17	0.2%
Black/African American	8,247	39.7%	7,714	59.6%	6,485	60.6%
Black/African American and White	225	1.1%	207	1.6%	175	1.6%
Decline to answer	281	1.4%	255	2.0%	195	1.8%
Native Hawaiian/Other Pacific Islander	9	0.0%	9	0.1%	8	0.1%
Native Hawaiian/Other Pacific Islander and White	8	0.0%	8	0.1%	8	0.1%
Other Multi-Racial	225	1.1%	210	1.6%	163	1.5%
White	4,174	20.1%	3,861	29.8%	3,110	29.1%
NOT PROVIDED	6,951	33.5%	75	0.6%	58	0.5%
<b>Total</b>	<b>20,754</b>	<b>100%</b>	<b>12,943</b>	<b>100%</b>	<b>10,695</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	House District	Submitted Applications	Grant Awards Offered	House District	Submitted Applications	Grant Awards Offered
1	2	1	37	359	243	73	531	346
2	10	8	38	20	17	74	167	114
3	16	6	39	30	21	75	128	88
4	11	6	40	58	45	76	107	53
5	3	2	41	42	22	77	70	31
6	1	0	42	70	52	78	140	82
7	3	1	43	13	8	79	157	81
8	0	0	44	36	20	80	54	30
9	0	0	45	9	4	81	509	351
10	0	0	46	55	36	82	90	54
11	10	7	47	367	198	83	497	296
12	18	8	48	43	28	84	313	156
13	30	20	49	108	88	85	124	71
14	13	9	50	128	89	86	323	211
15	8	7	51	1,211	757	87	260	165
16	46	33	52	733	460	88	74	37
17	43	33	53	1,224	662	89	49	23
18	37	30	54	1,193	647	90	100	50
19	9	6	55	876	580	91	182	113
20	3	3	56	518	310	92	317	185
21	0	0	57	1,286	850	93	161	102
22	61	37	58	718	515	94	86	45
23	24	16	59	75	47	95	184	120
24	54	34	60	307	216	96	70	49
25	64	35	61	49	25	97	368	228
26	57	33	62	86	62	98	100	62
27	32	21	63	62	39	99	368	214
28	0	0	64	35	21	100	413	268
29	64	41	65	32	20	101	39	25
30	76	47	66	25	18	102	221	145
31	14	8	67	39	26	103	212	120
32	308	213	68	42	29	104	87	45
33	342	215	69	17	9	105	319	165
34	964	592	70	30	19	Unknown	3	0
35	380	251	71	35	26	<b>Total</b>	<b>20,754</b>	<b>12,943</b>
36	257	159	72	1,040	727			



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

Senate District	Submitted Applications	Grant Awards Offered	Senate District	Submitted Applications	Grant Awards Offered
1	366	193	22	162	111
2	2,235	1,586	23	34	19
3	870	536	24	143	101
4	768	468	25	907	554
5	365	229	26	193	129
6	919	620	27	1,403	872
7	459	289	28	163	110
8	1,081	569	29	136	78
9	161	93	30	601	400
10	427	234	31	103	63
11	278	146	32	36	26
12	952	645	33	50	25
13	256	165	34	72	58
14	134	80	35	45	34
15	142	91	36	0	0
16	78	52	37	3	2
17	426	308	38	9	4
18	427	262	39	34	18
19	1,817	1,101	Unknown	3	0
20	3,346	1,884	<b>Total</b>	<b>20,754</b>	<b>12,943</b>
21	1,150	788			



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	116	81
Allen	821	152	103
Ascension	1,493	378	240
Assumption	605	277	204
Beauregard	1,631	216	157
Bienville	1	0	0
Bossier	1	0	0
Caddo	269	46	24
Calcasieu	12,504	2,181	1,361
Cameron	1,068	218	107
Catahoula	1	0	0
East Baton Rouge	1,918	412	263
East Feliciana	235	83	61
Grant	345	51	32
Iberia	460	144	108
Iberville	404	106	71
Jackson	72	11	8
Jefferson	10,086	2,090	1,191
Jefferson Davis	988	175	121
La Salle	45	0	0
LaSalle	0	11	8
Lafayette	553	112	69
Lafourche	6,984	2,209	1,319
Lincoln	98	11	8
Livingston	2,104	416	269
Morehouse	131	30	22
Natchitoches	222	26	17

Damaged Parish	*> \$3K FVL	Submitted Applications	Grant Awards Offered
Orleans	7,318	1,908	1,174
Ouachita	433	90	66
Plaquemines	876	270	134
Pointe Coupee	74	22	18
Rapides	1,258	150	87
Red River	1	0	0
Sabine	161	17	10
St. Bernard	959	144	87
St. Charles	2,754	833	520
St. Helena	672	387	289
St. James	1,448	569	415
St. John the Baptist	4,007	1,203	798
St. Landry	604	93	69
St. Martin	353	79	50
St. Mary	427	142	104
St. Tammany	2,751	451	224
Tangipahoa	4,495	1,591	1,052
Terrebonne	8,193	2,925	1,731
Union	103	16	7
Vermilion	677	118	81
Vernon	497	68	40
Washington	753	156	110
West Baton Rouge	101	22	14
West Feliciana	41	9	7
Winn	135	19	12
Other Parishes	0	1	0
<b>Total</b>	<b>82,840</b>	<b>20,754</b>	<b>12,943</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	2	81	\$ 5,871,943.00	66	\$ 4,679,046.97
Allen	1	103	\$ 9,054,717.45	84	\$ 7,266,211.11
Ascension	3	240	\$ 16,129,882.16	205	\$ 13,945,035.98
Assumption	3	204	\$ 15,991,703.92	176	\$ 13,883,167.85
Beauregard	0	157	\$ 14,835,093.45	132	\$ 12,465,723.75
Caddo	1	24	\$ 1,347,901.39	21	\$ 1,043,115.61
Calcasieu	15	1,361	\$ 116,838,209.21	1,141	\$ 100,339,486.96
Cameron	1	107	\$ 9,710,054.67	78	\$ 7,226,108.00
East Baton Rouge	1	263	\$ 15,204,058.79	230	\$ 13,391,240.96
East Feliciana	1	61	\$ 5,667,786.51	52	\$ 4,986,152.21
Grant	0	32	\$ 2,228,617.24	21	\$ 1,413,202.93
Iberia	0	108	\$ 8,594,693.79	95	\$ 7,525,098.58
Iberville	2	71	\$ 5,069,300.22	59	\$ 4,499,908.89
Jackson	0	8	\$ 680,430.50	8	\$ 680,430.50
Jefferson	12	1,191	\$ 62,832,926.79	1,002	\$ 52,162,196.11
Jefferson Davis	2	121	\$ 9,067,006.59	103	\$ 7,814,988.93
LaSalle	0	8	\$ 456,100.68	5	\$ 313,278.75
Lafayette	1	69	\$ 4,407,350.95	57	\$ 3,699,613.67
Lafourche	10	1,319	\$ 111,572,983.36	1,047	\$ 90,981,739.03
Lincoln	0	8	\$ 645,822.04	6	\$ 474,065.76
Livingston	1	269	\$ 21,557,393.22	222	\$ 17,743,619.15
Morehouse	1	22	\$ 1,915,437.54	21	\$ 1,862,183.45
Natchitoches	0	17	\$ 1,224,537.43	14	\$ 1,000,111.81
Orleans	14	1,174	\$ 54,419,475.18	918	\$ 39,078,244.35
Ouachita	0	66	\$ 4,665,979.99	54	\$ 3,484,314.03
Plaquemines	2	134	\$ 10,087,975.82	89	\$ 7,015,628.73
Pointe Coupee	1	18	\$ 1,617,453.25	15	\$ 1,404,906.37
Rapides	1	87	\$ 6,715,492.16	71	\$ 5,286,652.58
Sabine	0	10	\$ 610,288.27	8	\$ 452,369.42
St. Bernard	0	87	\$ 4,153,280.45	76	\$ 3,579,759.62
St. Charles	3	520	\$ 40,021,054.86	438	\$ 33,822,374.87
St. Helena	1	289	\$ 24,359,136.43	251	\$ 21,600,040.46
St. James	0	415	\$ 31,478,194.06	349	\$ 26,878,197.19
St. John the Baptist	8	798	\$ 55,729,574.57	705	\$ 48,966,023.70
St. Landry	0	69	\$ 5,041,136.66	57	\$ 4,412,944.24
St. Martin	0	50	\$ 4,002,992.65	40	\$ 3,143,552.65
St. Mary	0	104	\$ 7,959,659.00	80	\$ 6,347,544.54
St. Tammany	4	224	\$ 11,042,557.75	186	\$ 9,135,219.00
Tangipahoa	8	1,052	\$ 83,020,958.17	867	\$ 69,089,997.50
Terrebonne	9	1,731	\$ 150,096,023.90	1,422	\$ 126,522,958.84
Union	0	7	\$ 401,891.94	6	\$ 318,711.95
Vermilion	0	81	\$ 6,080,650.01	64	\$ 4,983,792.80
Vernon	1	40	\$ 3,192,663.02	33	\$ 2,656,067.35
Washington	2	110	\$ 8,566,523.26	92	\$ 6,942,242.82
West Baton Rouge	0	14	\$ 1,232,748.33	12	\$ 1,065,766.67
West Feliciana	0	7	\$ 389,999.16	6	\$ 304,999.16
Winn	0	12	\$ 859,379.68	11	\$ 820,259.22
UNKNOWN	1	0	\$ -	0	\$ -
<b>Total</b>	<b>112</b>	<b>12,943</b>	<b>\$956,649,039.47</b>	<b>10,695</b>	<b>\$796,708,295.02</b>