



Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #34
July 10, 2023 – July 17, 2023

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Table of Contents

Program Overview 3

Homeowner Phase Prioritization Factors 3

Eligibility 4

Homeowner Program Steps 5

Program Outreach..... 5

Executive Summary..... 6

Program Mobile and Event Outreach 6

- Table 1: Completed Outreach: 6

Table 2: Homeowner Program Snapshot..... 7

Table 3: Key Program Statistics: Totals to Date. 8

Table 8: Demographic Information for Submitted Applications..... 9

Appendix A Table 11: Submitted Surveys and Submitted Applications by House District. 10

Appendix A Table 12: Submitted Surveys and Submitted Applications by Senate District. 11

Appendix B Table 13: FEMA Verified Loss (FVL) Greater than \$3,000, Submitted Surveys and Submitted Applications by Parish..... 12

Appendix C Table 14: Grant Awards by Parish..... 13



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.

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"> (1) owned and still own the damaged home (2) occupied the home at the time of the disaster (3) sustained FEMA IA damages of \$5,000 or greater for repairs (4) NOT received or expect to receive structural insurance payments greater than \$25k
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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 surveys or applications. The calendar of mobile locations is posted at 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 is the first step in receiving program assistance and can be completed on any smart phone, tablet or mobile device at restore.la.gov, or by calling the program call center at 866.735.2001.

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 surveys and applications in impacted areas throughout the state.
- Information on mobile outreach survey and application support locations or other outreach events hosted by the program can be found at 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
- As of 07/17/23, survey submissions increased by 1,507 from the previous week, making the total submissions 30,463. 19,975 homeowners were determined to be in Phases I – VII.
- 11,457 environmental reviews have been completed, representing 57% of the 19,975 homeowners in Phases I – VII.
- 11,457 homeowners, from Phases I – VII, have been invited to start an application. 6,530 applications have been submitted, representing 57% of the homeowners invited to start an application.
- There has been a total of 3,422 grant awards offered to homeowners totaling \$272,680,783.74. Of those, 1,811 homeowners have closed on their grant agreements, obligating \$146,376,449.08.

Program Mobile and Event Outreach

- The Program completed 17 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
July '23	26

- 20 planned mobile and event outreaches scheduled to take place in the next reporting period:

Mobile Outreach			
• 7/17	10am-4pm	Regala Gymnasium	194 Regala Park Road, Reserve
• 7/17	10am-4pm	Houma Library	778 Grand Caillou Road, Houma
• 7/18	9:30am-4:30pm	Dequincy Library	102 N. Pine Street, Dequincy
• 7/18	10am-4pm	Larose Civic Center	307 East 5th Street, Larose
• 7/18	10am-4pm	Garyville Library	111 Historic Front St, Garyville
• 7/18	9am-4:30pm	Kenner Office	2200 Veterans Memorial Blvd, Kenner
• 7/18	9:30am-4pm	Grand Lake Library	10200 Gulf Highway, Lake Charles
• 7/19	11am-4pm	YMCA – Port Sulphur	278 Civic Dr, Port Sulphur
• 7/19	10am-4pm	Mathews Building	4876 LA-1, Mathews
• 7/19	10am-4pm	Reserve library	170 West 10th Street, Reserve
• 7/19	10am-4pm	Fletcher College	331 Dickson Rd, Houma
• 7/19	10am-4pm	EBR Main Library	7711 Goodwood Blvd, Baton Rouge
• 7/20	10am-4pm	Roland Borne, Sr. Library	979 LA-18, Edgard
• 7/20	10am-4pm	Regala Gymnasium	194 Regala Park Road, Reserve
• 7/20	10am-4pm	Clausen Bldg.	115485 W. Club Deluxe Road, Hammond
• 7/20	10am-4pm	Thibodaux Library	705 W 5th St #3154, Thibodaux
• 7/20	9:30am-4:30pm	East Bank Regional Library	747 W Napoleon Ave, Metairie
• 7/21	9am-3pm	Kenner Office	2200 Veterans Memorial Blvd, Kenner
• 7/21	9:30am-4pm	Grand Lake Library	10200 Gulf Highway, Lake Charles
• 7/21	9:30am-4:30pm	Jennings Library	118 W. Plaquemine Street, Jennings

Table 2: Homeowner Program Snapshot.

Restore 2020 Homeowner Program Weekly Snapshot					
Activity	As of 07/10/23	Weekly Activity	As of 07/17/23	Percentage	Total Dollars
Surveys Recorded					
Total Surveys Recorded	33,538	1,544	35,082		
Non-submitted Surveys	4,582	37	4,619		
Submitted Surveys	28,956	1,507	30,463	100%	
Working Phases (1-7) Total	18,992	983	19,975	66%	
Phase I	12,528	600	13,128	43%	
Phase II	1,458	95	1,553	5%	
Phase III	1,756	86	1,842	6%	
Phase IV	2,352	131	2,483	8%	
Phase V	35	3	38	0%	
Phase VI	749	66	815	3%	
Phase VII	114	2	116	0%	
Non-Working Phases Total	9,964	524	10,488	34%	
Environmental Reviews					
Environmental Reviews Available to Work	8,014	504	8,518		
Environmental Reviews Completed	10,978	479	11,457		
Home Inspections:					
Home Inspections Available to Work	1,546	186	1,732		
Total Home Inspections Completed	4,649	149	4,798		
Applications In Process					
Total Number of Invited Applications	10,975	482	11,457		
Applications Not Available for Grant Determination	4,780	147	4,927		
Applications Available for Grant Determination	6,195	335	6,530	100%	
Pending Grant Determination	2,417	209	2,626	40%	
Grant Determinations			60%	% Grant Determinations	
Zero Award	94	9	103	1.6%	
Ineligible	268	4	272	4.2%	
Withdrawn	106	1	107	1.6%	
Appeals In Progress	24	6	30		
Grant Awards Offered to Applicant	3,310	112	3,422	52.4%	\$272,680,783.74
Grant Awards					
Grant Awards Obligated	1,702	109	1,811		\$ 146,376,449.08
Solution 1 & 1/3	506	42	548		\$49,943,497.02
Solution 2 & 2/3	1,154	65	1,219		\$93,625,921.42
Solution 3 Only	42	2	44		\$2,807,030.64
Disbursements					
Total Disbursements	820	50	870		\$ 47,597,357.77
Solution 1 & 1/3	287	21	308		\$11,222,373.88
Solution 2 & 2/3	493	28	521		\$33,769,938.76
Solution 3 Only	40	1	41		\$2,605,045.13
Housing Rehab/Reconstruction Complete					
Housing Rehab/Reconstruction Complete	467	40	507		
Solution 1 & 1/3	137	13	150		
Solution 2 & 2/3	294	25	319		
Solution 3 Only	36	2	38		



Table 3: Key Program Statistics: Totals to Date.

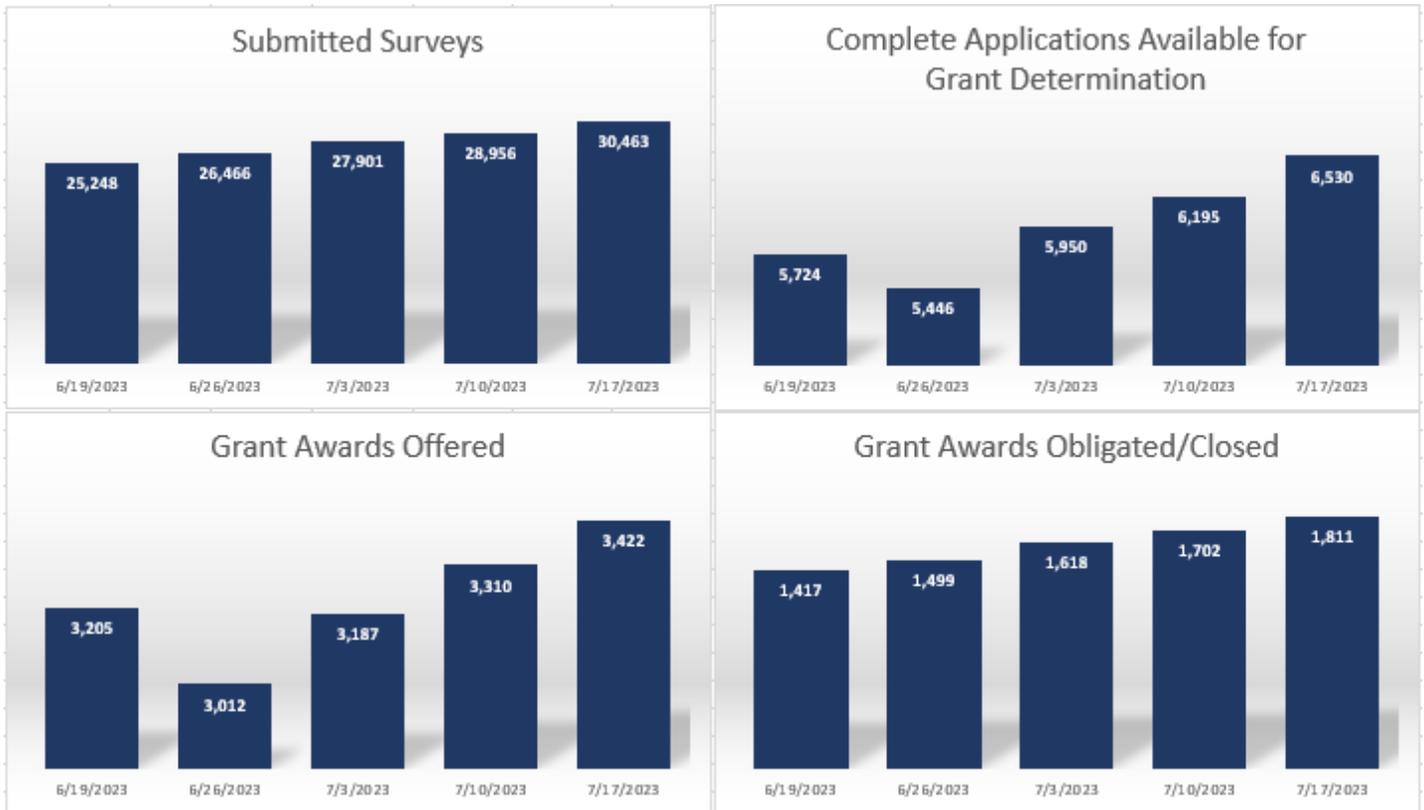




Table 8: Demographic Information for Submitted Applications.

Self-Reported Race	Submitted Applications	Submitted Applications %	Grants Offered	Grants Offered Percentage %	Grant Awards Obligated	Obligated Percentage %
American Indian/Alaska Native	91	1.4%	78	2.3%	29	1.6%
American Indian/Alaska Native and White	42	0.6%	31	0.9%	11	0.6%
American Indian/Alaskan Native/Black-African American	84	1.3%	70	2.1%	41	2.3%
Asian	28	0.4%	19	0.6%	10	0.6%
Asian and White	11	0.2%	8	0.2%	4	0.2%
Black/African American	2,526	38.7%	1,938	56.6%	1,049	57.9%
Black/African American and White	82	1.3%	63	1.8%	39	2.2%
Decline to answer	62	1.0%	41	1.2%	22	1.2%
Native Hawaiian/Other Pacific Islander	3	0.1%	3	0.1%	2	0.1%
Native Hawaiian/Other Pacific Islander and White	2	0.0%	2	0.1%	0	0.0%
Other Multi-Racial	72	1.1%	45	1.3%	21	1.2%
White	1,432	21.9%	1,113	32.5%	577	31.9%
NOT PROVIDED	2,095	32.1%	11	0.3%	6	0.3%
Total	6,530	100%	3,422	100%	1,811	100%

Female Head of Household % of Complete Apps: 48%



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

House District	Submitted Surveys	Submitted Applications
1	3	
2	15	1
3	28	3
4	15	
5	9	
6	1	
7	5	2
8	1	
10	2	
11	15	3
12	18	3
13	43	8
14	23	1
15	20	2
16	64	6
17	57	9
18	49	7
19	22	
20	5	
21	3	
22	76	3
23	35	1
24	69	11
25	98	19
26	74	11
27	47	11
28	4	
29	87	10
30	101	17
31	18	4
32	419	115
33	513	97
34	1,641	372
35	623	125
36	525	73
37	591	124

House District	Submitted Surveys	Submitted Applications
38	16	1
39	33	1
40	60	11
41	44	9
42	81	12
43	15	
44	42	10
45	11	1
46	71	9
47	574	123
48	60	6
49	118	17
50	167	26
51	1,619	551
52	978	288
53	1,638	517
54	1,787	509
55	1,171	360
56	825	182
57	2,076	532
58	994	248
59	109	15
60	405	55
61	74	10
62	103	13
63	79	11
64	50	4
65	51	5
66	34	6
67	56	11
68	70	12
69	37	5
70	49	5
71	48	6
72	1,570	356

House District	Submitted Surveys	Submitted Applications
73	724	164
74	251	40
75	161	27
76	150	21
77	119	12
78	173	20
79	219	35
80	82	7
81	673	209
82	139	18
83	584	102
84	490	98
85	164	29
86	523	79
87	341	43
88	108	16
89	81	4
90	144	20
91	233	25
92	476	85
93	218	25
94	108	13
95	238	66
96	93	10
97	417	54
98	123	11
99	430	52
100	497	66
101	68	11
102	294	39
103	278	49
104	103	15
105	435	100
Unknown	892	
Total	30,463	6,530



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

Senate District	Submitted Surveys	Submitted Applications
1	496	74
2	3,090	829
3	1,044	157
4	894	112
5	477	52
6	1,352	296
7	596	84
8	1,485	289
9	241	28
10	604	85
11	407	56
12	1,410	265
13	339	71
14	182	31
15	223	30
16	134	20
17	618	121
18	549	139
19	2,911	676
20	4,662	1,466

Senate District	Submitted Surveys	Submitted Applications
21	1,501	427
22	225	26
23	44	5
24	149	23
25	1,575	304
26	205	32
27	2,410	510
28	213	48
29	177	29
30	827	191
31	140	14
32	47	4
33	68	6
34	104	13
35	89	11
36	2	
37	7	1
38	24	3
39	50	2
Unknown	892	
Total	30,463	6,530



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	686	114	28
Allen	817	192	49
Ascension	1,491	506	95
Assumption	599	389	47
Avoyelles		4	
Beauregard	1,617	277	72
Bienville		1	
Bossier		2	
Caddo	248	76	6
Calcasieu	12,264	3,540	772
Cameron	1,055	363	83
Catahoula		2	
Claiborne		3	
Concordia		2	
De Soto		5	
East Baton Rouge	1,916	580	85
East Feliciana	232	97	18
Evangeline		5	
Grant	337	62	3
Iberia	459	179	22
Iberville	403	126	27
Jackson	69	16	7
Jefferson	10,075	2,637	468
Jefferson Davis	978	242	47
La Salle	43		
Lafayette	544	133	16
Lafourche	6,972	2,719	926
LaSalle		12	
Lincoln	93	18	4
Livingston	2,101	455	149

Damaged Parish	*> \$3K FVL	Submitted Survey	Submitted Applications
Morehouse	128	44	2
Natchitoches	214	36	1
Orleans	7,308	2,176	291
Ouachita	429	130	16
Plaquemines	875	296	102
Pointe Coupee	74	21	4
Rapides	1,236	200	41
Richland		4	
Sabine	161	20	
St. Bernard	957	163	22
St. Charles	2,744	1,101	321
St. Helena	655	578	150
St. James	1,435	724	208
St. John the Baptist	3,998	1,906	494
St. Landry	589	92	15
St. Martin	351	106	14
St. Mary	425	182	31
St. Tammany	2,750	620	76
Tangipahoa	4,464	2,207	467
Tensas		1	1
Terrebonne	8,176	3,356	1,256
Union	99	14	2
Vermilion	660	144	16
Vernon	495	77	16
Washington	750	190	33
Webster		2	
West Baton Rouge	101	23	4
West Carroll		3	
West Feliciana	41	9	
Winn	132	24	1
Other Parishes		3,257	22
Total	82,246	30,463	6,530

*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.

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	10	17	\$1,400,365.89	4	\$537,765.63
Allen	19	29	\$2,204,231.54	15	\$1,358,211.57
Ascension	61	29	\$2,054,074.73	17	\$1,247,849.27
Assumption	26	20	\$1,834,818.43	10	\$875,780.73
Beauregard	18	47	\$4,904,676.42	31	\$3,192,086.35
Caddo	5	1	\$28,700.56	1	\$28,700.56
Calcasieu	250	457	\$41,317,099.94	276	\$24,869,513.11
Cameron	21	48	\$4,800,585.19	25	\$2,390,423.96
East Baton Rouge	47	32	\$1,894,162.91	25	\$1,320,472.54
East Feliciana	8	10	\$867,154.92	5	\$349,661.50
Grant	1	1	\$73,973.27	1	\$73,973.27
Iberia	11	10	\$902,389.10	5	\$545,225.71
Iberville	16	10	\$689,989.54	5	\$342,403.36
Jackson	3	4	\$306,008.26	2	\$187,530.73
Jefferson	227	190	\$12,651,418.86	93	\$6,210,409.32
Jefferson Davis	21	22	\$1,952,171.04	14	\$1,300,784.88
Lafayette	11	4	\$378,640.03	1	\$9,387.36
Lafourche	335	519	\$40,461,490.79	252	\$20,462,617.35
Lincoln	3	1	\$81,886.18		
Livingston	70	67	\$5,170,941.73	42	\$3,226,161.87
Morehouse	1				
Natchitoches	0	1	\$26,327.71	1	\$26,327.71
Orleans	181	89	\$3,962,486.22	45	\$1,485,434.29
Ouachita	13	3	\$448,979.06	2	\$320,652.35
Plaquemines	64	35	\$2,893,772.12	17	\$1,542,356.61
Pointe Coupee	1	3	\$222,233.54	2	\$169,041.54
Rapides	22	17	\$1,574,830.31	7	\$524,332.03
St. Bernard	13	7	\$152,590.11	3	\$75,721.55
St. Charles	111	199	\$17,041,352.51	107	\$8,823,352.10
St. Helena	62	86	\$7,579,852.21	51	\$4,445,687.89
St. James	76	123	\$10,432,428.51	74	\$5,907,360.34
St. John the Baptist	158	303	\$21,990,610.38	196	\$14,401,118.98
St. Landry	10	5	\$509,915.55	2	\$206,007.36
St. Martin	12	2	\$118,894.02		
St. Mary	19	10	\$773,570.73	5	\$332,735.14
St. Tammany	31	35	\$1,469,939.18	16	\$647,485.29
Tangipahoa	204	231	\$19,286,418.41	138	\$11,412,506.75
Tensas	0	1	21468.1		
Terrebonne	422	727	\$57,901,479.95	304	\$26,196,965.38
Union	1	1	\$73,824.56	1	\$73,824.56
Vermilion	7	7	\$921,598.64	3	\$276,067.74
Vernon	7	9	\$764,315.09	8	\$650,105.15
Washington	22	9	\$504,787.79	4	\$296,077.54
West Baton Rouge	3	1	\$34,329.71	1	\$34,329.71
Winn	1				
Other Parish	22				
Total	2,626	3,422	\$272,680,783.74	1,811	\$146,376,449.08