

REPORT FROM

## OFFICE OF THE CITY ADMINISTRATIVE OFFICER

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Date: December 11, 2019

CAO File No. 0220-00540-1408

Council File No. 18-0610

Council District: Citywide

To: The Mayor  
The Council

From: Richard H. Llewellyn, Jr., City Administrative Officer

Reference: Housing and Community Investment Department Transmittal dated November 1, 2019; Received by the City Administrative Officer on November 1, 2019; Additional Information Received through December 9, 2019

Subject: **REPORT BACK REGARDING RECOMMENDATIONS FOR A CITY OF LOS ANGELES EVICTION DEFENSE PROGRAM**

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### RECOMMENDATIONS

That the Council, subject to the approval of the Mayor:

1. Authorize the General Manager of the Housing and Community Investment Department (HCID), or designee to amend existing Family Source Center (FSC) contracts to expand case management services and provide up to three months of rental assistance to eligible households within the approved designated zip codes for Phase One of the Eviction Defense Pilot Program (Program), for a cumulative amount of up to \$559,166, through June 30, 2020, with the option to extend for an additional one-year term, subject to approval of the City Attorney as to form and legality, compliance with the City's contracting requirements, and availability of funding, with the specific FSCs to be determined after Council approves the zip codes;
2. Authorize by resolution the employment of one exempt Senior Project Coordinator, Classification Code 1538, to implement the proposed Program for the period of February 1, 2020 through June 30, 2020, subject to allocation by the Civil Service Commission, and exemption in accordance with Charter Section 1001 (d) (4), based on the temporary grant-funded nature of the program and available funding from the Community Development Block Grant or other grant funding;
3. Approve the funding of one existing Housing Planning and Economic Analyst, Classification Code 8504, to be funded up to 50 percent of the position's salary, and one existing Management Assistant, Classification Code 1539, for the period of April 1, 2020 through June 30, 2020 to implement the proposed Program; and,

4. Instruct HCID to report back to the Mayor and Council on:
  - a. The results of a Request for Bids and recommendations to the Mayor and Council for the selection of a contractor for the development of an eviction filing system, and request authorization to execute a contract amendment with the selected contractor, subject to funding availability, completion of the Charter Section 1022 Determination process, compliance with the City's contracting requirements, and approval of the City Attorney as to form and legality;
  - b. A request for additional staff resources in the Rent Division to implement the Program, to be funded by the Rent Stabilization Trust fund;
  - c. A request to release a separate Request For Proposals to select a contractor for the evaluation of the proposed Phase One of the Eviction Defense Pilot Program that will complete an analysis of program implementation within 18 months of the Mayor and Council's approval of the Program, as well as ongoing evaluation of subsequent years, to help determine if the City should provide funding and implement subsequent phases of the Eviction Defense Pilot Program that include additional resources and zip codes, and/or a Citywide Right to Counsel ordinance; and,
  - d. The composition, selection of membership, purpose, and responsibilities of an advisory committee for the Eviction Defense Pilot Program.

## **SUMMARY**

The Housing and Community Investment Department (HCID) requests approval of their proposed Phase one of an Eviction Defense Pilot Program (Program) in three selected zip codes entirely within the City of Los Angeles and various actions related to its implementation, including authority to: 1) issue a Request for Proposals (RFP) to provide services for the Program, 2) contract with the Los Angeles County's (County) contract service provider for an Eviction Defense Program; 3) negotiate a Memorandum of Understanding (MOU) with the County to implement a joint City/County Eviction Defense Program, including cost-sharing; 4) amend existing Family Source Center contracts to expand services related to the proposed Program; and, 5) report back on the outcome of the Emergency Renters Relief Program (C.F. 19-1239) and the availability of unutilized funds. The HCID further requests additional staffing resources to implement the Program, and for the Council to request the City Attorney to prepare a citywide eviction filing requirement ordinance.

This Office concurs with the recommendations of the Chief Legislative Analyst (CLA) report on this matter dated December 10, 2019 (CLA Report), which requests adoption of HCID's proposed Program, as well as authority for HCID to issue an RFP and/or utilize the County's existing contractor for services related to implementing the proposed Program, negotiate an MOU with the County for a joint program, and report back on the Emergency Renters Relief Program. This Office also concurs with the request for a citywide eviction filing requirement ordinance. This report includes additional recommendations that are not addressed in the CLA report, and are related to HCID staffing, contracts, and additional report backs for the implementation of the Program. This

Office supports the proposed Program and recognizes the need for resources to implement it. In order to match requested resources to the timeframe within which they will be needed, this Office recommends approval of three-months funding for a new resolution position authority and two existing, vacant position authorities to implement the Program. Additional staffing resources required at a later date to implement the Program should be considered through the annual budget process. The revised budget for the Program in 2019-20 is \$2,865,150, a reduction of \$221,850 from HCID's requested \$3,087,000, to reflect recommended staffing resources that align with the timing of the Program's implementation, proposed job duties, and availability of vacant position authorities. The proposed budget does not include reimbursement to the General Fund for related costs. If grant funding is available for staff salaries and reimbursement of related costs, then the recommendations of this report would have no net impact to the General Fund. Related costs associated with the proposed positions is estimated to be \$35,856 for three months, and \$143,426 annually, based on the Cost Allocation Plan 41 rate.

### **FISCAL IMPACT STATEMENT**

There is a potential impact to the General Fund if positions for the proposed Phase One of the Eviction Defense Pilot Program (Program) are grant funded, but related costs are not eligible for grant reimbursement, or if the positions are funded by the General Fund. The proposed sources of funds for the estimated \$2,865,150 to implement the Program in 2019-20 are the Community Development Block Grant and General Fund, pending the outcome of the Emergency Renters Relief Program. The estimated related costs associated with a Senior Project Coordinator, Management Assistant, and Housing Planning and Economic Analyst for three months is \$35,856, and \$143,426 annually based on the Cost Allocation Plan 41 rate. The recommendations in this report comply with City Financial Policies in that there is no additional cost to the City.

## **FINDINGS**

### **1. Proposed Phase One of the City's Eviction Defense Pilot Program**

The HCID requests approval of an Eviction Defense Pilot Program that consists of pre-eviction and full service legal assistance; education and public awareness; wrap around services in the form of case management, financial coaching and other support services; rental assistance; and a citywide eviction filing system. Additional information regarding each type of service is included in HCID's transmittal dated November 1, 2019 (Report), some of which are further discussed below. The Department requests that Phase One of the Eviction Defense Pilot Program focus on services in three proposed zip codes located entirely within the City limits with the highest tenant vulnerability indices: 90011 (Historic South Central /Central Alameda/South Park), 90003 (South Los Angeles), and 90006 (Pico Union/Harvard Heights). The HCID report contains additional information regarding the selection of the three zip codes proposed for Phase One. This Office concurs with the Department's framework for services to be provided in Phase One of the Eviction Defense Pilot Program, and the requests to issue a Request for Proposals for a contractor to provide these services, or utilize the County's procurement process for a contractor to provide the services, as further discussed and recommended in the CLA's Report.

### **2. County Eviction Defense Program**

The Department reports that the County of Los Angeles (County) intends to implement an Eviction Defense Program in selected zip codes, which the County Board of Supervisors has yet to determine and approve. HCID reports that the County intends to fund legal representation in unlawful detainer proceedings, outreach and know your rights workshops, and emergency assistance, but does not intend to fund pre-eviction legal services. This Office concurs with the Department's request to negotiate a Memorandum of Understanding with the County to collectively fund, develop, and implement a comprehensive Eviction Defense Pilot Program, as further discussed and recommended in a separate CLA report.

### **3. Family Source Centers**

The HCID proposes leveraging Family Source Centers (FSCs) for Phase One of the Eviction Defense Pilot Program to provide case management services, including financial coaching, and rental assistance. Subsequent to the release of HCID's Report, the Department clarified that FSCs would provide rental assistance for up to three months, whereas legal services providers contracted for Phase One of the Eviction Defense Pilot Program would provide negotiated one-time payments to pause or stop the eviction process. HCID further notes that tenant eligibility for rental assistance include an income of up to 80 percent of the Area Median Income and residence in one of the selected zip codes for Phase One of the Eviction Defense Pilot Program. Contracted staff called Tenant Stability Advisors located at the FSCs would provide the case management services. HCID proposes funding for two TSAs for Phase One of the Eviction Defense Pilot Program.

The Department requests authority to amend existing FSC contracts to expand case management services and provide rental assistance, and increase compensation for a cumulative amount not to

exceed \$549,166, of which \$409,166 would be for rental assistance for up to three months for income eligible households within the approved zip codes and \$140,000 would be for TSAs to provide case management services. HCID reports that it has not selected the FSCs that would require a contract amendment, but intends to do so after the zip codes for Phase One of the Eviction Defense Pilot Program are finalized. HCID further notes that the amendment would be for services through June 30, 2020, for which funding is currently available; however, the Department intends to contract these services through June 30, 2021, subject to the availability of funds, to align with the FSCs procurement cycle. This Office concurs with HCID's request to amend FSC contracts for expanded services, and recommends that funding and authority to provide services beyond June 30, 2020 be considered through the annual budget process.

#### **4. Eviction Filing System**

The proposed Phase One of the Eviction Defense Pilot Program includes requiring all evictions within the City to be filed with the Department to accurately track the number of eviction related filings in the City, as well as provide data that could be used for program implementation, adjustments, and budget development. Currently, the City only requires evictions within units subject to the Rent Stabilization Ordinance to be filed and recorded with HCID. This Office concurs with the Department's request for the City Attorney to prepare a Citywide eviction filing requirement ordinance, and the recommendation related to this matter that is included in a separate CLA report.

The HCID reports that once an ordinance is approved, the Department would need to enter into a contract for the development of the eviction filing system for an estimated cost of \$200,000. Subsequent to the release of their Report, HCID verified that it would issue a Request for Bids to four vendors that currently have contracts with HCID for the provision of contract programming services. After HCID selects a vendor to develop the proposed eviction filing system, the Department confirmed that it would need to return to Council for authority to amend the selected vendor's contract. This Office recommends that HCID report back and request authority to contract for the development of an eviction filing system, only after the Mayor and Council approves a Citywide eviction filing ordinance, subject to City Attorney approval as to form, funding availability, completion of the Charter Section 1022 Determination process, and compliance with the City's contracting requirements.

#### **5. Requested Staffing**

The HCID is requesting interim resolution authority for four new positions and authority to fund 50 percent of an existing position to implement Phase One of the Eviction Defense Pilot Program. Additionally, HCID is requesting six months funding for salaries and lease costs associated with the five positions. This Office notes that the earliest the position authorities could be approved is in late January or early February of 2020, and additional time would be needed for the hiring process. Subsequent to the release of their Report, HCID provided position descriptions for the four new positions and organizational charts. After further review of HCID's proposed Phase One of the Eviction Defense Pilot Program, the position description for each requested new position, and existing vacancies within the Department, this Office recommends approval of the following: 1) interim resolution authority for a Senior Project Coordinator and three months funding; 2) three

months funding for an existing, vacant Management Assistant position authority; and 3) three months funding for an existing, vacant Housing and Planning Economic Analyst (HPEA) position authority at half-time. This Office recommends that the Mayor and Council consider the request for a Senior Administrative Clerk and Systems Analyst, which are requested for assignments related to the completion of the systems contract work, through the annual budget process. A summary of the CAO's revised proposal for positions is in Table 1 below. Funding for three months includes salaries and lease costs for the three positions, as well support positions in accordance with HCID's cost pool allocation formula, but excludes reimbursement for related costs according to the Cost Allocation Plan 41 Rate.

**Table 1: Summary of the CAO's Recommendation for HCID Staffing for Phase One of the Eviction Defense Pilot Program**

<b>Class Title</b>	<b>Class Code</b>	<b>New Authority</b>	<b>Exemption</b>	<b>3-Months Funding</b>
Senior Project Coordinator	1538	Yes	Yes	\$36,444
Management Assistant	1539	No	No	18,787
Housing and Planning Economic Analyst	8504	No	No	18,383
<b>Total</b>				<b>\$73,614</b>

*Senior Project Coordinator (Class Code 1538)*

The Department requests that a grant exempt Senior Project Coordinator serve as the program lead for the coordination and implementation of Phase One of the Eviction Defense Pilot Program. The HCID Report further describes the duties of the Senior Project Coordinator, and a position description is attached to this report. As of December 9, 2019, HCID had three vacant Senior Project Coordinator positions within the Accessible Housing Program, Domestic Violence Program, and Housing Opportunities for Persons with AIDS Program. This Office concurs with the Department's recommendation for a new resolution authority for a Senior Project Coordinator, subject to position allocation by the Personnel Department, and exemption from the Civil Service provision of the City Charter, pursuant to City Charter Section 1001(d) for grant funding.

*Management Assistant (Class Code 1539)*

The HCID Report describes the requested Management Assistant resolution position authority as a position needed for the eviction filing system; however, the position description attached to this report includes duties related to developing policies and procedures, planning, outreach, and implementation of Phase One of the Eviction Defense Pilot Program. As of December 9, 2019, HCID had three vacant Management Assistant positions within the Compliance Division, and one vacant position within the Asset Management Division. This Office concurs with the request for additional staff support for implementing Phase One of the Eviction Defense Pilot Program, but recommends that HCID utilize an existing, vacant Management Assistant position authority for this purpose.

*Housing and Planning Economic Analyst (Class Code 8504)*

The HCID requests to utilize an existing, vacant HPEA to develop reports based on data collected from legal service and tenant advocacy organizations, HCID staff, and the Family Source Centers; track legislation and conduct legislative analyses of additional funding sources at the state level to support Phase One of the Eviction Defense Pilot Program; as well as various other analytical assignments and studies to implement Phase One of the Eviction Defense Pilot Program. Subsequent to the release of HCID's Report, the Department verified that the existing, vacant HPEA is currently funded by various sources of funds using HCID's cost pool allocation formula. HCID is requesting to use Community Development Block Grant and/or the General Fund for 50 percent of the position's salary, while the remaining 50 percent would continue to be funded through HCID's cost pool allocation formula. This Office concurs with the Department's recommendation to utilize an existing, vacant HPEA position authority for Phase One of the Eviction Defense Pilot Program.

*Systems Analyst (Class Code 1596)*

The Department requests a new Systems Analyst resolution position authority to maintain and trouble-shoot the proposed Eviction Filing system and online portal, and its integration with the Rent System modules for tenant complains and landlord declaration on a half-time basis. As discussed in the Eviction Filing System section above, several steps need to occur prior to the development of an Eviction Filing System, including the following Council and Mayor approvals to: 1) request the City Attorney to prepare a Citywide eviction filing requirement ordinance; 2) adopt a final Citywide eviction filing requirement ordinance; and, 3) amend an existing contract for programming services to include the development of an eviction filing system. While HCID estimates that a Citywide eviction filing requirement ordinance could be adopted in February, and that system development would take two to three months, HCID did not consider the timing associated with approving a contract amendment for system development. Given the timing needed for systems development, this Office recommends that the Mayor and Council consider a new Systems Analyst resolution position authority through the annual budget process.

*Senior Administrative Clerk (Class Code 1368)*

The HCID requests a new Senior Administrative Clerk resolution position authority to intake and process annual eviction notification filings by landlords. Similar to the requested Systems Analyst, this position authority is needed after an eviction filing system is developed and functioning; therefore, this Office recommends that the Mayor and Council consider a new Senior Administrative Clerk resolution position authority through the annual budget process.

*Rent Division Staffing*

The HCID's Report states that the Department would leverage other existing resources for Phase One of the Eviction Defense Pilot Program, including one Communication Information Representative and two Housing Investigators within the Rent Division. Subsequent to the release of their Report, HCID confirmed that the Mayor and Council did not approve funding, through an

increased rent fee, for the three Rent Division staff proposed for Phase One of the Eviction Defense Pilot Program. The CAO report dated October 21, 2019 (C.F. 19-1202) recommended that HCID conduct a subsequent rent fee study and report back to Council after several proposed new programs, including Phase One of the Eviction Defense Pilot Program, and any requested resources for implementing the programs, are approved to request an additional fee adjustment prior to 2022, if needed. This Office recommends that HCID report back to Council under a separate transmittal, or through the annual budget process, to request new resolution authorities for staff within the Rent Division to support Phase One of the Eviction Defense Pilot Program.

## **6. Budget and Funding**

The HCID's proposed budget for Phase One of the Eviction Defense Pilot Program is \$3.087 million and includes funding for pre-eviction and legal services, education and public awareness to be conducted by a contractor, wrap around services, rental assistance, the development and staffing for an eviction filing system, an update to HCID's outreach materials and documents, and administrative staff. The Department proposed utilizing \$3.087 million allocated for assisting tenants in eviction prevention and eviction response services in 2019-20 through the Program Year 45 of the Consolidated Plan (\$937,000 for a Right to Counsel program and \$150,000 for tenant outreach) and the City's General Fund (\$2 million). On October 30, 2019, Council approved and the Mayor concurred with the approval to use \$2.937 million consisting of CDBG funds and General Fund for an Emergency Renters Relief Program to provide rental subsidies to qualified households that apply for the program through December 31, 2019. This Office concurs with the CLA's recommendation in a separate report for HCID to report back to Council on remaining funds from the Emergency Renters Relief Program that could be utilized for the proposed Phase One of the Eviction Defense Pilot Program.

Based on a review of HCID's staffing requests and existing resources, this Office recommends a revised budget and allocation of \$2,865,150 for Phase One of the Eviction Defense Pilot Program that reflects only three months funding for three positions to implement the program in 2019-20, a reduction of \$221,850 from HCID's request of \$3,087,000.

**Table 2: CAO Recommended Budget Allocation for Phase One of the Eviction Defense Pilot Program**

<b>Contract Services (RFP or County Provider)</b>	
Pre-Eviction and Legal Services	\$1,381,435
Education and Public Awareness	394,935
Rental Assistance	236,000
<i>Subtotal</i>	<i>2,012,370</i>
<b>Family Source Center Expanded Services</b>	
Case Management	140,000
Rental Assistance	409,166
<i>Subtotal</i>	<i>549,166</i>
<b>HCID Administration</b>	
Systems Development	200,000
HCID Educational Campaign	30,000
Senior Project Coordinator	36,444
Management Assistant	18,787
Housing Planning and Economic Analyst	18,383
<i>Subtotal</i>	<i>303,614</i>
<b>Total</b>	<b>\$2,865,150</b>

This Office also recommends that proposed staffing should be funded by grant funds such as CDBG funding from the Consolidated Plan, and that the General Fund should be reimbursed by grant funds for eligible related costs to mitigate the General Fund impact of the proposed Phase One of the Eviction Defense Pilot Program. HCID reported that if positions are funded by CDBG, the Department would request to amend the Consolidated Plan to include reimbursement to the General Fund for related costs. This Office estimates that related costs associated with a Senior Project Coordinator, Management Assistant, and Housing Planning and Economic Analyst for three months is \$35,856, and \$143,426 annually based on the Cost Allocation Plan 41 Rate.

## 7. Program Evaluation

While HCID reports that the estimated cost to fully represent an eviction case through the unlawful detainer phase is approximately \$1,300, the Department notes that there could be significant cost savings if legal services are provided and intervene prior to an eviction. At this time, HCID cannot provide an estimated cost per unit of pre-eviction services, and notes that more data and information is needed to determine the costs once Phase One of the Eviction Defense Pilot Program is implemented in 2020. As noted in HCID's draft RFP, the contractor is expected to utilize the City's specified Clarity Human Services/Bit Focus data entry system to collect and report on various items. HCID noted in their Report that as access to resources increases, HCID will contract with a qualified program evaluation consultant to complete cost-savings analysis to assess the fiscal impact of investing in eviction legal services and tenant education. The comprehensive program evaluation should consider services provided by: 1) the City's contractor as a result of the proposed RFP and/or use of the County's provider for such services; the Family Source Centers;

and, HCID staff. This Office recommends that the Department report back to the Mayor and Council and request any necessary authorities to ensure that an initial evaluation will complete an analysis of Phase One of the Eviction Defense Pilot Program implementation within 18 months of the Mayor and Council's approval of the Pilot Program, as well as ongoing evaluation of subsequent years. The program evaluation should be used to determine if the City should provide funding and implement subsequent phases of the Eviction Defense Pilot Program that include additional resources and zip codes, and/or a Citywide Right to Counsel ordinance.

## **8. Advisory Committee**

The HCID's Report states that the Department will work collectively with an advisory committee to review program evaluations reports and develop recommendations. Additionally, HCID's proposed Senior Project Coordinator and HPEA will convene and serve as a liaison to the advisory committee, whose membership, role, and purpose is not specified in the Report. Subsequent to the release of HCID's Report, the Department confirmed that it will need to provide details for the advisory committee at a later date. This Office recommends that the Department report back to the Mayor and Council on the composition, selection of membership, purpose, and responsibilities of an advisory committee for the Eviction Defense Pilot Program.

*RHL:EIC:02200083c*

Attachments

# POSITION DESCRIPTION

City of Los Angeles

DO NOT USE THIS SPACE

1. Name of Employee:	2. Employee's Present Class Title/Code: Senior Project Coordinator/1538	3. Present Salary or Wage Rate: TBD
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4. Reason for Preparing Description: <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Routine Report of Duties <input type="checkbox"/> Change in Existing Position <input type="checkbox"/> Review for Proper Allocation	Date Prepared 11/06/19
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5. Location of office or place of work: 1200 West 7th Street, 9th Floor Los Angeles, CA 90017	6. Name of Department <u>L.A. Housing + Community Investment Dept.</u> Division <u>Executive Management</u> Section <u>Policy &amp; Research</u>
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7. Name and title of the person from whom you ordinarily receive instructions and who supervises or reviews your work:  
 Name Claudia Monterrosa Title Public Policy & Research Unit Director

8. Describe in detail the duties and work of this position, describing each duty in a separate paragraph. Begin with the duties that normally take most of your time and then describe the duties that are infrequent. Be certain to tell what is done, how it is done and what materials or equipment are used. Using percentages, show the distribution of the total working time. Also, if the duties and responsibilities of the position have changed, indicate how and when the changes occurred.

PERCENT OF TIME	DUTIES
40%	<b>PROGRAM LEAD</b> Performs program coordination and implementation of the City of L.A.'s Eviction Defense Program. Serves to represent the City and respond to questions from stakeholders, City Council staff, Mayor's Office staff, and other personnel. Works closely with the Policy Director, designated Housing, Planning & Economic Analyst (HPEA), the Rent Division and Program Operations Bureau staff to carry out the program goals and requirements. Administers the program and closely monitors and collects the necessary outcome reports from contractor(s). Prepares required transmittals and other reports, and reports program outcomes.
10%	<b>DEVELOPMENT OF MATERIALS</b> Coordinates the development and distribution of outreach materials; works with staff in HCIDLA's Rent Stabilization Division to revise and/or create public outreach materials, literature, and public announcements about the Eviction Defense Program.
20%	<b>ADMINISTRATION</b> Performs contract administration and monitoring of the legal services and outreach components of the Eviction Defense Program. Works with contracted entities and serves as the point person to ensure scope of work is properly executed.
20%	<b>REPRESENT THE CITY OF LOS ANGELES ON COMMITTEES AND AS PART OF COLLABORATIVE EFFORTS</b> Serves as a liaison between the Eviction Defense Program's Advisory Committee and the City. Also, serves as a liaison in collaborating with L.A. County staff to deliver eviction defense services and reach common goals.

9. How long have the duties been substantially as described above? New - As per November 1, 2019 Eviction Defense Prog. Transmittal

10. List any machinery or equipment operated and any unusual or hazardous working conditions.  
Automobile, computer, telephone, financial calculator, fax, and copy machine.

11. Percent of time spent supervising (training and evaluating employees, assigning and reviewing work). TBD

12. Indicate the number of employees supervised by class titles.  
TBD

13. I certify that the above statements are my own and to the best of my knowledge are accurate and complete.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Phone No. \_\_\_\_\_

## ITEMS TO BE FILLED IN BY THE IMMEDIATE SUPERVISOR

14. Indicate in what respects if any the duties and responsibilities on the other side are not sufficiently or accurately described.

NA

15. SUPERVISION RECEIVED. Describe the nature, frequency, or closeness of supervision received by the employee, including the way that the employee's work is assigned and reviewed.

Sr.

Project Coordinator is expected to work independently and will report to Policy Director on a consistent basis. This new program will

16. REQUIREMENTS. Indicate the minimum requirements to perform the duties of this position:

(a) Education (include specific matter).

As stated in the class specifications

(b) Experience (type and length; list appropriate city classes, if any).

As stated in the class specifications

17. PHYSICAL REQUIREMENTS. Check below all physical capabilities needed to do this job.

Strength to: \_\_\_\_\_ Lift \_\_\_\_\_ Push \_\_\_\_\_ Pull

Average weight \_\_\_\_\_ Heaviest weight \_\_\_\_\_

Climbing (stairs, ladders, poles)

How far \_\_\_\_\_

Face severe work conditions

Outdoors \_\_\_\_\_ on/near water \_\_\_\_\_

Other/explain \_\_\_\_\_

SPECIAL NEED FOR:

Vision, to read fine print/numbers

Hearing, for telephone/alarms

Balance, for working heights

Other/explain \_\_\_\_\_

EXTENSIVE USE OF:

Legs, for walking/standing

Hands and fingers

Back, for strenuous labor

Other/explain \_\_\_\_\_

Hours per  
week

(a) List any alternative methods or devices that can be used to aid in meeting the physical requirements checked above.

NA

18. RESPONSIBILITIES

(a) Policy and Methods: Describe the responsibility for the interpretation and enforcement of policy and methods; indicate the extent of participation in development, if any, and approval by higher authority required.

High level of responsibility including supervision of numerous subordinates. Will coordinate with senior management and receive input from community based organizations to aid in the development of policies and procedures.

(b) Materials and Products: Describe the responsibility and opportunity for bringing about economies and/or preventing losses through effective handling, processing or storing of materials or products, or through planning or engineering in connection with same.

NA

(c) Machinery and equipment: Describe the responsibility for the operation, use, repair or care of machinery, equipment, or facilities, or for planning or engineering in connection with the same; indicate the size and kind of such machinery and equipment; describe the opportunity for preventing losses or achieving economies.

NA

(d) Money: Describe the responsibility for and access to cash, stamps or other negotiables, or the responsibility for authorizing the expenditure of funds; indicate the average value of negotiables handed each month, or the amounts which are authorized to be expended each month.

Is position bonded?                     No                    ; amount of bond \$                     NA                    

(e) Personal Contacts: Describe the purpose and frequency of personal contact with others, both within and outside the organization; indicate the types of contacts, purpose thereof, and the importance of persons contacted.

Continual contact with executive management, community based organizations, public agencies from local, state, and federal levels, and representative from other City Departments, including the City Attorney and Department on Disability.

(f) Records and Reports: Describe the records and reports, including the kind and value of records in descriptive terms, and the action employee takes in respect thereto

Assigns program-wide recording and reporting assignments to staff but is also responsible for reporting assignments as required by senior and executive management and HUD, including the federal Comprehensive Annual Performance and Evaluation Report (CAPER).

Signature of the immediate supervisor \_\_\_\_\_ Date \_\_\_\_\_

Class Title \_\_\_\_\_ Phone No. \_\_\_\_\_

Signature of department head \_\_\_\_\_ Date \_\_\_\_\_

# POSITION DESCRIPTION

City of Los Angeles

DO NOT USE THIS SPACE

1. Name of Employee:	2. Employee's Present Class Title/Code: Management Assistant 1539	3. Present Salary or Wage Rate:
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4. Reason for Preparing Description:	Date Prepared 11/19/19
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- |  |   |
|--|---|
| <input type="checkbox"/> New Position                | <input type="checkbox"/> Routine Report of Duties     |
| <input type="checkbox"/> Change in Existing Position | <input type="checkbox"/> Review for Proper Allocation |

5. Location of office or place of work:	6. Name of Department <u>Housing + Community Investment Department</u>
	Division <u>Rent</u> Section _____

7. Name and title of the person from whom you ordinarily receive instructions and who supervises or reviews your work:
Name _____ Title <u>Senior Management Analyst</u>

8. Describe in detail the duties and work of this position, describing each duty in a separate paragraph. Begin with the duties that normally take most of your time and then describe the duties that are infrequent. Be certain to tell what is done, how it is done and what materials or equipment are used. Using percentages, show the distribution of the total working time. Also, if the duties and responsibilities of the position have changed, indicate how and when the changes occurred.

PERCENT OF TIME	DUTIES
40%	Provide information to the public and guidance to staff in the application of the Eviction Defense amendment Municipal Code. Respond and answer constituent inquiries received by telephone, email, letter and facsimile. Provide information to tenants and landlords in person, at the department's public counter to answer questions and concerns regarding the program. Assist landlord be in compliance with the eviction filing requirements.
20%	Administer and maintain data collection of the eviction filing system to accurately track the numbers. Prepare statistical reports on the Eviction Defense program. Review and analyze the statistics to assist in implementation of the Eviction Defense program on a city-wide scale.
10%	Assist in development of policies and procedures to initiate the program.
15%	Assist with the planning and implementation to develop a new database module for the Eviction Defense program.
10%	Assist in providing outreach services and preparing materials for presentations on the Eviction Defense program at Property Management Trainings, HCIDLA landlord/tenant workshops, Council Offices and other community events.
5%	Assist with responses to subpoenas and public record Eviction Defense program requests as needed. Attend off-site trainings and meetings related to the Eviction Defense program.

9. How long have the duties been substantially as described above? <u>n/a</u>
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10. List any machinery or equipment operated and any unusual or hazardous working conditions. Equipment used includes personal computer, printer, photocopier, telephone, facsimile machine, and scanner.
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11. Percent of time spent supervising (training and evaluating employees, assigning and reviewing work). <u>None</u>
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12. Indicate the number of employees supervised by class titles. N/A
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13. I certify that the above statements are my own and to the best of my knowledge are accurate and complete.

Signature _____	Date _____	Phone No. _____
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## ITEMS TO BE FILLED IN BY THE IMMEDIATE SUPERVISOR

14. Indicate in what respects if any the duties and responsibilities on the other side are not sufficiently or accurately described.

Duties description is accurate as described

15. SUPERVISION RECEIVED. Describe the nature, frequency, or closeness of supervision received by the employee, including the way that the employee's work is assigned and reviewed.

Supervised by Sr Management Analyst. Tasks are generally assigned and reviewed by the Sr Management Analyst.

16. REQUIREMENTS. Indicate the minimum requirements to perform the duties of this position:

(a) Education (include specific matter).

As per bulletin requirements.

(b) Experience (type and length; list appropriate city classes, if any).

As per bulletin requirements.

17. PHYSICAL REQUIREMENTS. Check below all physical capabilities needed to do this job.

Strength to: 5lbs Lift 5lbs Push 5lbs Pull

Average weight \_\_\_\_\_ Heaviest weight \_\_\_\_\_

Climbing (stairs, ladders, poles)

How far \_\_\_\_\_

Face severe work conditions

Outdoors \_\_\_\_\_ on/near water \_\_\_\_\_

Other/explain \_\_\_\_\_

SPECIAL NEED FOR:

Vision, to read fine print/numbers

Hearing, for telephone/alarms

Balance, for working heights

Other/explain \_\_\_\_\_

EXTENSIVE USE OF:

Legs, for walking/standing

Hands and fingers

Back, for strenuous labor

Other/explain \_\_\_\_\_

Hours per week

40

(a) List any alternative methods or devices that can be used to aid in meeting the physical requirements checked above.

18. RESPONSIBILITIES

(a) Policy and Methods: Describe the responsibility for the interpretation and enforcement of policy and methods; indicate the extent of participation in development, if any, and approval by higher authority required.

Responsible for enforcing the RSO, City's Housing Code, Rent Adjustment Commission regulations, and City and departmental policies and procedures. Participates in the development of enforcement methodology subject to management approval.

(b) Materials and Products: Describe the responsibility and opportunity for bringing about economies and/or preventing losses through effective handling, processing or storing of materials or products, or through planning or engineering in connection with same.

Responsible for the efficient, effective, and prudent use of equipment and supplies.

(c) Machinery and equipment: Describe the responsibility for the operation, use, repair or care of machinery, equipment, or facilities, or for planning or engineering in connection with the same; indicate the size and kind of such machinery and equipment; describe the opportunity for preventing losses or achieving economies.

Responsible for the normal use and care of the equipment listed in #10 above.

(d) Money: Describe the responsibility for and access to cash, stamps or other negotiables, or the responsibility for authorizing the expenditure of funds; indicate the average value of negotiables handed each month, or the amounts which are authorized to be expended each month.

Is position bonded? NA; amount of bond \$ \_\_\_\_\_

(e) Personal Contacts: Describe the purpose and frequency of personal contact with others, both within and outside the organization; indicate the types of contacts, purpose thereof, and the importance of persons contacted.

Constant contact with the public (tenants, landlords, attorneys, advocacy groups) and other Department and City staff.

(f) Records and Reports: Describe the records and reports, including the kind and value of records in descriptive terms, and the action employee takes in respect thereto

Responsible for the oversight of physical and electronic files for all assigned cases and assist when necessary the response to subpoenas and requests for documents under the Public Records Act.

Signature of the immediate supervisor \_\_\_\_\_ Date \_\_\_\_\_

Class Title \_\_\_\_\_ Phone No. \_\_\_\_\_

Signature of department head \_\_\_\_\_ Date \_\_\_\_\_