

Housing and Homelessness Committee
August 2, 2023

Agenda Item No. 5

Council File 23-0038

LAHD report dated July 26, 2023
CAO Report: 0220-00540-1668

Measure ULA 2023-24 Interim Program Guidelines and Expenditure Plan

-Amendments-

It is requested that the Housing and Homelessness Committee amend the recommendations of the Housing Department report dated July 26, 2023 and City Administrative Officer (CAO) report dated July 28, 2023 as follows:

1. Amend the “not to exceed amounts” in Recommendations 9 and 10 of the Housing Department report related to Legal Aid Foundation of Los Angeles and Satwic, Inc. contract amendments as follows:
 - For Recommendation 9, the “not to exceed” amount should be revised from \$53,576,824.20 to \$63,576,824.20, and
 - For Recommendation 10, the “not to exceed” amount should be revised from \$5,756,711 to \$8,851,566;
2. Amend Recommendation 14 of the Housing report related to the Los Angeles Municipal Code amendments to add the words “together with a copy” before “of any notice.”
3. Amend Recommendation 3 of the CAO report to delete reference to the 2023-24 Interim Program Guidelines attached to the LAHD Report and, instead, refer to the attached revised 2023-24 Interim Program Guidelines;
4. Amend 4a of the CAO report to delete the words “(\$38.07 million as of July 1, 2023)” and replace with the words “in an amount up to \$62.84 million.”
5. Amend Recommendation 6 of the CAO report to revise the amount recommended to be transferred to the Community Investment for Families Department from \$1,335,000 to \$487,500.

Attachment

**CITY OF LOS ANGELES
LOS ANGELES HOUSING DEPARTMENT**

**UNITED TO HOUSE LA
INTERIM PROGRAM GUIDELINES
JUNE 22, 2023**

Table of Contents:

1. Introduction
2. Coordination of United to House LA and Other City Administrative Code Policies
3. Short-term Emergency Assistance
4. Tenant Outreach and Education
5. Income Support for Rent-Burdened At-Risk Seniors and Persons with Disabilities
6. Protections from Tenant Harassment
7. Multifamily Affordable Housing
8. Eviction Defense and Prevention

Introduction

The United to House LA measure (“ULA”) approved by the City’s voters in November 2022 requires that the Los Angeles Housing Department (“LAHD”) assist the Citizens Oversight Committee (“COC”) in developing program guidelines for eleven programs spelled out in ULA’s nine expenditure categories. These program guidelines will be the framework for using the funds in the Expenditure Plan adopted by the COC and approved by the Mayor and City Council.

In FY 23/24 the Expenditure Plan will be different from subsequent years. It will be the first year, with little information on which to base revenue projections. And it will be a Plan to expend ULA funds while the validity of the measure is litigated, with uncertainty about whether or not the City will be required to repay ULA proceeds used if the litigation is successful in blocking the measure. The City has committed up to \$150 million of City General Funds to repay ULA funds if needed, and the City’s approved FY23-24 budget includes \$150 million allocated to six of the eleven programs.

These program guidelines are proposed for ULA programs launched in FY 23/24, using the following principles:

- Programs should support the City’s goals in producing housing to serve people experiencing or at risk of homelessness, and in preventing people from becoming homeless.
- Programs should maximize the number of units produced, or number of households served to show greatest impact of ULA funds.
- The COC and City should keep in mind that ULA may not be an ongoing source of funding so programs should be designed to meet goals without the need for ongoing ULA funds such as rental subsidies or salaries that cannot be covered by other sources.
- Programs should build the framework for a successful launch of the full ULA program that will be set forth in guidelines promulgated and approved by the COC in FY 23/24.
- Implementation of ULA will occur within the framework set forth in the measure, and in the framework of other City codes and ordinances governing contract requirements, procurement, financial management, budgeting and hiring.

Coordination of United to House LA and Other City Administrative Code Policies

ULA is now codified as an ordinance in the Los Angeles Administrative Code and will stand as applicable law until otherwise determined by a court. Except for instances in which it may conflict with other provisions of the Administrative Code or where other exigent circumstances, including emergency declarations, supersede, ULA programs are subject to the City's procurement and contracting requirements, financial management and budgeting requirements, and hiring procedures.

In some cases, these Interim Program Guidelines call for extension or expansion of existing contracts, while in others they may require use of competitive processes for selecting partners or projects, such as Notices of Funding Availability (NOFAs) or Requests for Proposals (RFPs). In all cases, the Program Guidelines will comply with relevant Administrative Code requirements.

The Interim Program Guidelines are also developed to describe programs funded by ULA revenue as it is paid and transferred to the City, rather than by funds available entirely at the start of the fiscal year. The guidelines may need to be adjusted to reflect cash management needs.

United to House LA Interim Program Guidelines - FY 23/24
Short-Term Emergency Assistance Program
June 22, 2023

Program Summary

The Short-Term Emergency Assistance Program has an objective to prevent homelessness and stabilize housing by providing short-term emergency financial assistance to low-income tenant households in the City of Los Angeles who are experiencing a loss or decrease in household income due to a one-time economic hardship for a short-term period of up to 6 months. Priority eligibility shall be established for lower-income households. Promotion of the short-term emergency assistance program will be coordinated with the ULA outreach and education efforts to promote participation by tenants at risk of displacement and eviction, as well as by mom-and-pop landlords.

Eligible Activities

Funds will be exclusively used for rental arrears payments to eligible property owners on behalf of eligible tenants.

LAHD will contract with a provider to accept, review and process approved applications using guidelines similar to those used in the Emergency Rental Assistance Program (Attachment A). These guidelines will be amended as needed to ensure streamlining, accessibility for vulnerable communities, and prevention of fraud.

Eligible Participants, Borrowers or Grantees

In order to be eligible for the program, applicants must meet the following requirements:

- Reside in the City of Los Angeles
- Must be obligated to pay rent on a residential rental dwelling
- Experiencing or have experienced a loss or decrease in household income due to an economic hardship¹
- Household income, as of December 31st of the year prior to application date, is at or below 80% of the Area Median Income (AMI) pursuant to HUD thresholds.

2023 HUD LOW INCOME LIMITS FOR LOS ANGELES

Household Size	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person
Income Limit	70,650	\$80,750	\$90,850	\$100,900	\$109,000	\$117,050

¹ **Economic Hardship (“Economic Shock”):** One or more individuals within the household have qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other economic hardship, which the applicant shall attest in writing.

Eligible Forms of Funding

The program will provide a one-time payment for up to the entirety of rent payments owed in arrears for up to six (6) months.

Payments will be made directly to the applicant's landlord, property management firm, or the landlord's designated agent. Only one payment will be made to a landlord per eligible household equal to the total amount awarded for the covered period based on the eligibility of the current household occupants. No direct payments will be made to program applicants.

Funding Thresholds

There is a dedicated amount of \$20 million for temporary rental assistance for the fiscal year 2023-2024. The program will provide a one-time payment of up to six months of the entirety of rent payments..

Funding Priorities

Priority will be given to tenants who meet one or more of the following eligibility requirements:

- Households considered extremely low income at/or below 30% AMI;
- Households with minor children and/or seniors aged 65 and above or people with disabilities.;
- Households for whom up to six months' rent in its entirety will satisfy their entire debt for the unit they currently inhabit; or who have entered into an agreement to repay the remaining balance affordably;
- Households that are extremely rent burdened, paying more than 50% of total household income for rent each month.
- Households that are at high risk of becoming homeless (includes but is not limited to households with past due rent or an eviction notice, unsafe or unhealthy living conditions; or any other evidence of such risk); and

Number of Participants Served

Approximately 3,000 households are expected to be served in year 1 at the current allocation funding level.

Attachment A
Short-Term Emergency Assistance
Proposed Operating Procedures

NOTE: These operating procedures were used by LAHD in the Emergency Rental Assistance Program to establish procedures to prevent fraud and determine eligibility. These may be amended by LAHD and the Short Term Emergency Assistance program contractor to streamline procedures and reduce paperwork, within the framework of the approved Program Guidelines.

Eligible Applicants: Any adult member of a household is eligible to apply for the program. In order to qualify, the renter household must demonstrate:

- The household has a household income at or below 80% AMI” before taxes; and
- At the time of application (“eligibility period”) one or more individuals within the household have (i) qualified for unemployment benefits or (ii) experienced a reduction in household income, incurred significant costs, or experienced other economic hardship.

Household Income: The total household income of all adults in the household will be considered for program eligibility. Household income is the total pre-tax household income of all adult members of the household, including unemployment income.

Documentation Requirements: Applicants are required to provide (1) proof of identification, (2) proof of residential tenancy and current monthly rent, (3) proof of current and past due rent amount (4) proof of annual 2022 household income or monthly 2023 income (5) proof of unemployment and/or economic hardship, and a completed (6) City of Los Angeles Tenant Rental Assistance Participation Agreement.

- **Proof of Identification:** An applicant must provide identification such as:
 - Government-issued birth certificate, driver’s license or identification card, Passport; or
 - Government/Consulate Card, Permanent Resident Card or Visa; or
 - Military or other Government Identification; or
 - Employment identification card; or
 - Marriage license/certificate or certified divorce decree; or
 - Current school records documenting the full-time student status at a degree or certificate-granting institution of a household member aged 18 or older
- **Proof of Residential Tenancy:** All adult household members must provide documentation of a residential tenancy such as:
 - A Rental Agreement or lease with the applicant’s and landlord’s name and address; or
 - A Notice provided by the current landlord addressed to the tenant with the landlord’s name and the landlord’s address, phone number, or email address; or
 - A bank statement with the applicant’s name and address; or
 - A letter from a government or official agency with a postmark from the United States Postal Service; or
 - A receipt for previously paid rent provided by the tenant’s landlord bearing the applicant’s and landlord’s name and address.

Attachment A
Short-Term Emergency Assistance
Proposed Operating Procedures

- If a household does not have a signed lease, documentation of residence may include
 - evidence of paying utilities for the residential unit, an attestation by a landlord who can be identified as the verified owner or managing agent of the unit,
 - or other reasonable documentation as determined by the grantee.
- **Proof of Current and Past Due Rent Amount:** All adult household members must provide documentation demonstrating current and/or past due monthly rent such as :
 -
 - Lease/Rental Agreement or lease addendum, signed by the applicant and landlord or sub lessor, that identifies the unit where the applicant resides and establishes the rental payment amount, including any Notice of Rent Increase signed on or after January 1, 2020; or
 - Rent ledger, rent receipts from no earlier than June 1, 2023, or a Notice to Pay Rent or Quit that lists the current monthly rent and the amount owed; or
 - Any document that states current and/or past due monthly rent.
 - In the absence of a signed lease, evidence of the amount of a rental payment may include bank statements, check stubs, or other documentation that reasonably establishes a pattern of paying rent, documentation provided by the landlord, or a written attestation by a landlord who can be verified as the legitimate owner or management agent of the unit, or other reasonable documentation.
 - If an applicant is able to provide satisfactory evidence of residence but is unable to present adequate documentation of the amount of the rental obligation, and the landlord declines to participate in the program, staff will accept a written attestation from the applicant to support payment assistance of up to a monthly maximum of 100% of the greater of the Fair Market Rent or the Small Area Fair Market Rent for the area in which the applicant resides, as most recently determined by HUD and made available at <https://www.huduser.gov/portal/datasets/fmr.html>. In this case, the applicant must also attest that the household has not received, and does not anticipate receiving, another source of public or private subsidy or assistance for the rental costs that are the subject of the attestation.
- **Proof of Annual 2022 Household Income for All Adult Household Members:** All adult household members must provide documentation showing the annual 2022 household income for all household members such as:
 - 2022 household tax returns (AGI), Form 8879, Interest income on 1099, or Net Profit on Schedule C; or if a household is not required to complete a tax return, a Form W-2 for all wage earners: records showing wages, tips, and other compensation or other tax statements; or

Attachment A
Short-Term Emergency Assistance
Proposed Operating Procedures

- Unemployment recent statements or benefits letters (with name, amount of benefit, and dates of coverage); or
- Social Security and Social Security Disability Insurance recent statements or benefits letters (with name, amount of benefit, and dates of coverage); or
- Documentation of current participation in any one of the below (with name, amount of benefit, and dates of coverage):
 - Medicaid, known as Medi-Cal in California
 - Women, Infants, and Children (WIC) benefits
 - Free and Reduced Lunch participation
 - Supplemental Nutrition Assistance Program (SNAP), known as Cal Fresh in California

 - Food Distribution Program on Indian Reservations (FDPIR)
 - Temporary Assistance for Needy Families (TANF), known as CalWORKs in California
 - School Nutrition Programs (SNP), such as the Free and Reduced Lunch program for California families
 - General Relief
 - Veterans Benefits
 - Any household income-based state or federally-funded assistance program for low-income persons or households
 - Any locally operated assistance program for low-income persons or households that requires household income verification and uses federal income limits
 - Written attestation by the applicant under penalty of perjury that the applicant does not have any documentation to prove the applicant's annual 2022 household income
- **Proof of Unemployment and/or Economic Hardship:** An applicant must provide documentation to demonstrate economic hardship for at least one household member such as:
 - Recent unemployment benefits/insurance statement/letter showing household member's name and benefit amount; or
 - Layoff, Work Furlough, or Reduction letter from employer (with employer name and at least employer's address, phone number, or email address) with employee name; or
 - Letters of termination; or
 - Two consecutive pay stubs (use gross pay), or if consecutive pay stubs are not available, provide at least two non-consecutive pay stubs (for example, for sporadic work in entertainment, construction, rideshare, or other like industries); or recent bank statements which must have two itemized statements (no summaries or screenshots); or

Attachment A
Short-Term Emergency Assistance
Proposed Operating Procedures

- Last-received pay stub with employer’s information; or
- Evidence of application for unemployment benefits; or
- Evidence of recently expired unemployment benefits, including unemployment benefits provided through the CARES Act; or
- Medical expenses related to an illness such as COVID-19 or any other illness; or
- A recent letter addressed to a household member from a childcare or adult services provider if service was discontinued; or
- Employer statement with employee name, dates of employment, income earned, and the employer’s name, address, phone number, or email; or
- For self-employed persons, tax records, statements, or other documentation of loss of income; or
- Written attestation under penalty of perjury that the applicant does not have any documentation to prove the applicant’s economic hardship.

Los Angeles City Tenant Rental Assistance Participation Agreement: Each applicant is required to submit a City of Los Angeles (“Program”) Participation Agreement (“Agreement”) certifying the applicant’s understanding of all of the following:

- All of the information and supporting documentation provided with the Participation Agreement and Application is accurate and correct to the best of the applicant’s knowledge.
 - Neither the City of Los Angeles, nor its affiliates are providing the applicant with legal representation, counsel, or advice and will not represent the applicant in any legal action that might arise from the Program or Agreement or concerning the applicant’s tenancy.
 - By applying for the Program, the applicant is not guaranteed financial assistance.
 - Anyone who commits fraud or wrongfully receives or accepts any funds under the Program may be held civilly and criminally liable to the fullest extent of the law and may have to repay such funds with the imposition of legal penalties.
 - LAHD retains the discretion to make final determinations on applicants to be funded.
- **Written Attestation Without Further Documentation:**
 - To the extent that a household’s income, or a portion thereof, is not verifiable (for example, because a place of employment has closed) or has been received in cash, or if the household has no qualifying income, LAHD may accept a written attestation from the applicant regarding 2022 and/or 2023 household income.
 - In appropriate cases, the contractor may accept an attestation from a caseworker or other professional with knowledge of a household’s circumstances to certify that a household income qualifies for assistance.

Attachment A
Short-Term Emergency Assistance
Proposed Operating Procedures

Landlord Requirements: Landlord applicants or landlord representatives completing the paperwork on behalf of the landlord are required to provide (1) proof of the landlord's identification, (2) proof of property ownership, (3) executed W-9 Form, and (4) proof of tenants' current monthly and past due rent for the eligibility period.

- **Landlord Identification:** A landlord must provide a government-issued photo identification such as:
 - State-issued Driver's License or Identification, Passport; or
 - Government/Consulate Card, Permanent Resident Card or Visa; or
 - Military or other Government Identification

- **Landlord Proof of Property Ownership:** A landlord must provide proof of property ownership such as:
 - Grant Deed for the rental unit; or
 - Tax records for the rental unit; or

 - Copy of Articles of Incorporation or Limited Partnership if the owner is not a natural person, with evidence that the owner is authorized to act on behalf of the corporation or limited partnership to execute the Participation Agreement

- **Completed W-9 Request for Taxpayer Identification Number** matching the name of the rental assistance payee

- **Proof of the Tenant's Monthly and Past Due Rent:** A landlord must provide documentation to demonstrate current and/or past due monthly rent such as:
 - Lease/Rental Agreement or lease addendum signed by the applicant and landlord or sub lessor, that identifies the unit where the applicant resides and establishes the rental payment amount, including any Notice of Rent Increase signed on or after June 1, 2023; or
 - If a household does not have a signed lease, documentation of residence such as a rent ledger, rent receipts from no earlier than March 1, 2020, or any Notice to Pay Rent or Quit that lists the current monthly rent and the amount owed, evidence of paying utilities for the rental unit, or other reasonable documentation; or
 - Any reliable document that states current and/or past due monthly rent during the eligibility period.

United to House LA Interim Program Guidelines - FY23/24

Tenant Outreach and Education

June 22, 2023

Program Summary

Measure ULA allocates 2% of overall program revenue, minus administration costs, for tenant outreach. In the 2023-24 approved budget, up to \$6 million is allocated for this purpose.

With the expiration of the City and Country COVID-19 eviction protections in January and March 2023, outreach that is focused on eviction prevention is critical at this time. Funding will be allocated both for contracted tenant education outreach services, including workshops, legal clinics and targeted social media, as well as for upgrades to the SHLA website and the SHLA eviction self-help tool.

Eligible Activities

Eligible activities include outreach, education and navigation services, including, but not limited to, providing access to programs and information about tenant rights, services and homelessness prevention programs. These services may include workshops and presentations, legal rights clinics, mass mailings, targeted advertising and marketing, hotlines and call centers, social media, public websites and mass communication campaigns to educate tenants and landlords about existing City, state and federal laws and programs designed to protect tenants and prevent displacement and homelessness.

ULA funding will continue services and increase the outreach portfolio of the current SHLA outreach contractor and its subcontractors. These community groups currently provide eviction prevention outreach, education and navigation services under the City's eviction defense program, as well as referrals to appropriate wrap-around and support services. The scope of work of the eviction prevention program, and Stay Housed LA, includes:

- Citywide multi-lingual public awareness, outreach and education on topics such as tenant rights and protections, habitability and code enforcement, Section 8 housing, tenant anti-harassment, known as the "Know Your Rights" campaign
- Organizing and hosting public awareness and education events, both in person and virtual
- Tenant navigation services, including answering tenant questions regarding their housing situation via email, phone, text, video chat, and in-person; assisting tenants with completing intake forms and/or enrolling in programs and workshops
- Social media campaigns and digital advertisements
- Preventing and reducing homelessness by connecting residents to resources such as rental assistance, wrap-around supportive services

Principles guiding tenant outreach efforts include:

- Focusing on eviction and displacement prevention
- Tenant engagement and empowerment

- Maintaining and preserving the affordable housing stock by informing tenants of their rights, how to seek repairs, file complaints with the City and address code violations, and other available programs
- Providing information and services that are:
 - Accessible, ADA compliant and language justice informed
 - Culturally relevant and attuned to the needs and realities of different historically marginalized communities
 - Available to all regardless of immigration status, literacy, or digital access, and available in multiple languages

ULA funding may be allocated to continue and expand the ongoing efforts including:

- Conduct “*Know Your Rights*” workshops and clinics
- Produce print advertisements such as fliers, postcards, mailers, banners, or other appropriate assets
- Website updates and graphic design
- Dissemination of information on the City’s Rent Stabilization (RSO) and Just Cause ordinances, available resources, and other relevant tenant rights information for L.A. City renters, as well as relevant County, State, and Federal tenant protections
- Phone and text banking
- Canvassing
- Distribution of informational materials to low income households, essential businesses, grocery stores, hardware stores, pharmacies, medical facilities, foodbanks, and locations where homeless services are provided
- Door to door outreach to low-income households in targeted buildings or neighborhoods at high risk of displacement
- Facilitating the submission of any tenant complaints related to the City’s Rent Stabilization Ordinance (RSO) housing, Just Cause eviction ordinance, Code Enforcement, harassment, and/or fair housing issues to the appropriate agency
- Providing tenant referrals to:
 - EDP legal service providers via the Stay Housed LA website to receive emergency rental assistance (when available), pre-eviction services, legal representation/consultation or any other legal issues
 - Wrap around services for tenants who need rental assistance or other services to ensure housing stability
- Collecting and maintaining program metrics and participant data, including:
 - Number of virtual workshops, webinars, clinics, or other engagement events
 - Number of tenants reached through online public awareness, outreach, digital ads, and educational platforms
 - Narrative reports with overviews of communications, outreach and education activities
 - As available, document and preserve oral histories to highlight program participant and service provider success stories

In May 2023, the City embarked on a robust media engagement campaign designed to promote tenant and landlord awareness of the new and continuing tenant protections and how tenants may obtain assistance if threatened with eviction. The media campaign is funded to run through June 2023. As the August 1, 2023 and February 1, 2024 payment deadlines for COVID-19 rental arrears approach, the continuation of a robust media campaign through January 2024 is

critical to support tenants in knowing their rights and learning how to seek assistance. Funding will be allocated for a continuation of the tenant protections media campaign through January 2024, which may include promoting media placements about tenant protections, rights and services provided by the City of Los Angeles at major print, television, and radio outlets, housing specific publications, local media, and non-English outlets.

Additionally, upgrades to the LAHD website, eviction filing and Tenant Buyout systems will expand access to information on the services and programs available to tenants to assert their rights and stay safely housed in their current housing, whether subject to the City's Rent Stabilization Ordinance or the new Just Cause evictions protection ordinances. One important tool in providing tenants (and others) transparency and access to critical information about their rights is the new LAHD Property Look Up system, which is pending further upgrades to strengthen tenant awareness of the status and history of complaints, filings and management of their rental property.

Eligible Participants, Borrowers or Grantees

The City's tenant protections ordinances, including the Rent Stabilization Ordinance (RSO) and Just Cause Ordinance, apply to all tenancies in the City. Tenant rights information and education will be communicated citywide, with an emphasis on targeted outreach to areas of the City where tenants are at highest risk of eviction and displacement.

Tenant navigation services provided under the SHLA are limited to low income households at or below 80% of the Area Median Income.

Current Stay Housed LA outreach community partners include:

- Legal Aid Foundation
- Liberty Hill
- Alliance of Californians for Community Empowerment (ACCE)
- Communities for a Better Environment (CBE)
- Los Angeles Community Action Network (LACAN)
- Los Angeles Center for Community Law and Action
- Strategic Actions for a Just Economy (SAJE)
- Coalition for Economic Survival (CES)
- Inquilinos Unidos (IU)
- People Organized for Westside Renewal (POWER)

This list represents only those currently engaged in this outreach work. Other community-based organizations are eligible and may participate as well.

Eligible Forms of Funding - Grants, Loans, Purchases

Funding for outreach contractors, subcontractors and vendors will be provided by direct purchases, contracts or amendments of existing contracts.

Funding Priorities

Because of the uncertainty of continued funding, year one implementation plans will emphasize investments and improvements that are achievable in the short term, such as media outreach and investment in website and systems enhancements. Priority for funding will be assigned to leveraging and continuation of existing outreach partnerships and efforts, as well as investment in strengthening existing tools (websites, Dashboards, online look-up tools) that will have a useful life beyond the initial implementation period. The following program components will be first considered for funding:

- Continuation of the tenant rights media communications campaign
- Enhancements to LAHD and SHLA websites, tenant information dashboards, and targeted social media
- Augmenting SHLA outreach and navigation services

Number of Units or Participants Served in Year 1, and Year 2 at allocated funding levels

The goal of the outreach campaign is to reach over 1 million Los Angeles City tenant households, annually.

United to House LA Interim Program Guidelines - FY23/24
Income Support for Rent-Burdened At-Risk Seniors & Persons with Disabilities
June 22, 2023

Program Summary

The Income Support program will provide rental subsidies and move-in assistance to seniors and people with disabilities who are currently experiencing or at imminent risk of experiencing homelessness. According to the most current Los Angeles Homeless Count, there are an estimated 2,600 seniors experiencing homelessness. The Income Support program will create time limited rental subsidies to transition the City's most vulnerable into housing, with a specific focus on seniors and those with disabilities. The intention of the program is to transition individuals to other permanent federal or state benefit programs and establish a bridge to future City-financed affordable housing projects. The program will build upon existing infrastructure: LAHSA's Time-Limited Subsidy (TLS) program provides rental assistance for a period of up to twenty-four months with case management and housing navigation services to ensure that participants have options to move to supportive or affordable housing, or to receive other rental assistance.

Eligible Activities

The Rental Subsidy and Income Support Program for FY 23/24 will fund two primary activities:

- 1) Provide time limited rental subsidies for eligible participants for rental assistance, housing navigation and case management; and
- 2) Create a flexible pool of funds to support move-in costs

Income Support will be used to provide monthly rental assistance and additional case management services for participants. Among other activities, case management will be focused on transitioning participants to other benefit programs. In addition, up to \$3 million in a flexible pool of funds will be created to address existing barriers to accessing housing. These funds can be used to cover move-in costs, such as security deposits, furnishing, accessibility modifications, etc.

Eligible Participants, Borrowers or Grantees

The target population for this program are seniors and people with disabilities who are experiencing homelessness – both unsheltered and sheltered.

The following are the basic eligibility requirements:

1. System engagement with the individual occurred somewhere in the City of Los Angeles
2. Experiencing Homelessness - a person who lacks a fixed, regular, and adequate nighttime residence, meaning: 1) has a primary nighttime residence that is a public or

private place not meant for habitation; or ii) is living in a publicly or privately operated shelter designated to provide temporary living arrangements.

3. Senior - person who is at least 65 years of age or older at the time of application.
4. Person with Disability - a person who has a physical or mental impairment that substantially limits one or more major life activities, such as hearing, seeing, speaking, walking, breathing, performing manual tasks, caring for oneself, learning, or working.
5. Income must be below 50% of area median income.

Initial awards will be for up to twenty-four months. Participants may be eligible for extended subsidies if the program is extended under the permanent ULA program, or some other funding source.

The City will provide funding to LAHSA or an equivalent provider with experience in managing short term rental subsidy programs, and the required case management and housing navigation services.

Eligible Forms of Funding - Grants, Loans, Purchases

The Income Support program will fund housing placement and retention for participants in the form of rental subsidies with direct payment to property owners. Case management will be included with these subsidies, and payments for additional forms of move-in assistance will also be made directly to property owners or service providers where applicable.

Funding Priorities

The Income Support program will first prioritize seniors with disabilities who are experiencing homelessness, and then seniors or people with disabilities who are not seniors.

In addition to the basic eligibility requirements for the program, the following priorities will be considered, but not limited to:

1. Duration - the length of time the person has been experiencing homelessness
2. Health - a person who has one or more chronic illnesses or diseases.

Program Funding - Caps and Limits

The Income Support program has been allocated a budget of \$25 million. From the total budget, \$22 million will be used for rental subsidies and related costs. Each subsidy will require an estimated \$45,000 to cover rental payments and case management for an average of 24 months. The flexible funding pool to provide move-in assistance will be a total of \$3 million.

Number of Units or Participants Served

An estimated 488 seniors and people with disabilities will be provided rental subsidies and income support.

United to House LA Interim Program Guidelines - FY23/24
Protections from Tenant Harassment
June 22, 2023

Program Summary

The Protections from Tenant Harassment Program will monitor and enforce protections against tenant harassment and other tenant rights, and inform tenants of these safeguards and support them in exercising their rights. The program will also inform landlords of their obligations and support them in being the most responsible housing providers possible. The City adopted the Tenant Anti-Harassment Ordinance (TAHO), effective August 6, 2021, to protect tenants residing in the City of Los Angeles from harassment by landlords. This program establishes structure, review and technology infrastructure for harassment investigations; outreach and education to both renters and landlords; and an enforcement regime, subject to approval of the City Council and Mayor of new or expanded ordinances such as the Administrative Citation Enforcement Ordinance.

Eligible Activities

The following are eligible activities:

- Investigation of harassment allegations filed by tenants, review of landlords that have a history of non-compliance with LAHD Code or Rent Divisions, or other regulatory enforcement for which non-compliance is associated with tenant displacement or retaliation against tenants.
- Education and outreach to tenants and landlord groups describing what constitutes a violation, what evidence is relevant, and how to make a complaint.
- Targeted outreach to tenants in units and buildings where harassment or potential harassment is suspected based on complaints and on landlord histories of non-compliance with LAHD enforcement that correlates with tenant displacement or retaliation against tenants.
- Education and outreach with landlord groups such as the Coalition of Small Rental Property Owners, AAGLA, or CAA to train small landlords on TAHO, including understanding their responsibilities, and where appropriate, providing technical assistance to support them in compliance.
- Subject to the approval of the City Council and Mayor of necessary ordinances, enforcement in the form of civil remedies, which may include fines under the Administrative Citation Enforcement program or misdemeanor criminal prosecution in cases where adequate evidentiary standards are met.
- Expansion of a case management information technology platform to streamline case creation and file keeping, centralize communications, track complaints and compliance, and help establish patterns and practice of potential TAHO violators.

Eligible Participants, Borrowers or Grantees

In order for TAHO enforcement to apply, the constituent must:

- Reside in a residential unit in the City of Los Angeles
- Meet the definition of a tenant under the Los Angeles Municipal Code
- Make an allegation that can be supported by documentation or proof sufficient to establish evidence of harassing conduct by a landlord

Landlords groups will receive education about rights and responsibilities, will be outreached to or may request technical support to better ensure TAHO compliance.

Eligible Forms of Funding

The ULA ordinance mandates that at least 30% of the Protections from Tenant Harassment expenditures shall fund programs led by nonprofit organizations. Nonprofits will provide education and targeted outreach to tenants at risk of harassment.

Support to these nonprofit organizations will be provided in the form of grants awarded through a competitive procurement process. The grant or contract term and funding of the described eligible activities will be subject to the scope of work.

The Department's expansion of the TAHO enforcement team, investment in technology infrastructure, and contracting with other providers are also eligible activities.

There is a dedicated amount of \$12,195,320 to fund the program in FY23/24 and FY24/25, and/or up to the resolution of ULA litigation.

Program Priorities

Priority will be given to tenants filing complaints that are or can be supported by evidence (notices, pictures, declarations, affidavits, testimony, video/audio footage, etc.) of alleged harassment that meets the evidentiary standard for enforcement and/or referral to the City Attorney. Even at a funding level of \$12,195,320, the City's investigative reach will be limited. Therefore, priorities for enforcement will include one or all of the following:

- Households that are at high risk of becoming homeless
- Tenants in communities experiencing heightened displacement, as flagged by the City's new anti-displacement tool to identify communities, streets, and parcels most at risk for displacement by harassment
- Buildings where low-income tenants may be targeted for displacement based on being long-term, low-income RSO tenants for whom rents are substantially below market
- Owners with track records of harassment, illegal displacement, and noncompliance

In order to maximize impact, the TAHO Program will target owners with a history of Code or Rent violations, or other regulatory non-compliance where their non-compliance has facilitated tenant displacement or is in retaliation against a tenant. The program will provide a comprehensive investigative review of citywide harassment allegations, examination of Rent and Code Enforcement complaints, case history, and prior violations. Non-compliant cases will be prepared for referral to the City Attorney for further evaluation and potential prosecution.

Program Funding Needed

To fully implement the TAHO Program, the City of LA needs additional staffing, software and system development, as well as outreach and education to promote program awareness.

- For the development of a strong TAHO Enforcement Team, we need additional staff to carry out investigations for rental units citywide, examine inspections to identify patterns and practices of harassment, provide translation services to facilitate communication across communities, conduct legal and public records information research; the program will also require additional City Attorney personnel to support the enforcement and criminal prosecution functions.
- LAHD requires contracted services for systems programming and software development, maintenance, and support for an online file and case management platform. This system will be designed to streamline TAHO referral case creation, file keeping, and centralize communications into one easy-to-access electronic file. This will promote effective and timely response to renter harassment complaints.
- Community based organizations (CBO’s) to conduct broad and targeted outreach to tenants in units and buildings where harassment or potential harassment is suspected.

Number of Participants Served

The table below provides a projection of the number of TAHO complaints that are expected in FY 2023-24 and FY 2024/ 25:

Years	Projected Number of TAHO Complaints Reviewed and Resolved
1	6,000
2	8,000

United to House LA Interim Program Guidelines - FY23/24
Multifamily Affordable Housing
June 22, 2023

Program Summary

The Multifamily Affordable Housing program is one of the Affordable Housing Programs in the United to House LA ordinance. While the ordinance is currently in litigation, the Mayor and City Council have budgeted \$150 million dollars for Fiscal Year 23/24. The Multifamily Affordable Housing program in FY 23/24 and 24/25 will be used to increase affordable housing units in the City with an initiative called “Accelerator Plus.” The program will fund “shovel-ready” affordable housing projects that are ready to quickly start or complete construction with an additional loan of no more than \$12 million to close a financing gap. This will produce affordable housing units that comply with the ULA program requirements for prevailing wage and project labor agreements (PLAs) and with the City’s accessibility and income targeting.

Eligible Activities

Eligible activities include making subordinate, residual receipts loans to projects that are under, or about to start construction for the purpose of preventing those projects from missing critical milestones that place them in jeopardy of losing leveraging resources or endangering their long-term project viability. These projects may have stalled due to any number of current financial challenges, ranging from the need to wait for state funding programs, to rising interest rates.

Projects that are currently admitted into the Affordable Housing Managed Pipeline or that have a loan commitment from the City such as an HHH or Affordable Housing Sustainable Communities, or tax exempt loans, are eligible. Eligible projects are new construction or substantial rehabilitation that will add to the City’s affordable housing stock. In addition, city-owned sites for the purposes of building affordable housing that have an Exclusive Negotiation Agreement or a Disposition and Development Agreement are eligible. Some of these projects have been stalled waiting for one source of funding, and Accelerator Plus support will close that gap and allow those projects to move forward.

Eligible Participants, Borrowers or Grantees

Eligible Borrowers will be Qualified Affordable Housing Organizations as defined in Section 21.9.14 of Chapter II, Article 1.9 of the City of Los Angeles Municipal Code (“ULA measure”), including non-profit developers, or partnerships, joint ventures, limited liability corporations, and limited partnerships comprised of a bona fide nonprofit organization and a for-profit entity, that have a City of Los Angeles financial award to support multi-family affordable rental housing developments or an exclusive negotiation agreement on a city-owned site.

Eligible Forms of Funding - Grants, Loans, Purchases

The funding will be in the form of a residual receipts loan for Construction and/or Permanent Financing. Interest rate shall be between 0 and 3% based on LAHD underwriting and the determination of the project's ability to pay. Accelerator Plus loans will be underwritten using the Affordable Housing Managed Pipeline regulations approved by the City Council and Mayor in Council File 22-0876. If the requirements in Section 22.618.3(d)(1)(i) are different from the AHMP regulations, the ULA requirements shall apply, particularly in order to comply with the Project Labor Agreement requirements of ULA.

Funding Thresholds

Implementation of Accelerator Plus will occur within the framework set forth in the measure, and in the framework of other City codes and ordinances governing contract requirements, procurement, financial management, budgeting and hiring. The projects to be funded are those that set-aside all of the units, except for manager's units, for households earning up to 80% Area Median Income. All eligible borrowers will be responsible for complying with applicable Accessibility Standards and obtaining necessary clearances from LAHD's Accessible Housing Program (AcHP). Projects to be funded must be at pre-construction or, if construction has commenced, operating under an existing Project Labor Agreement. All other projects shall constitute public work for which prevailing wage requirements shall apply.

Funding Priorities

The projects to be prioritized are those projects that demonstrate a financial need but that already have an existing loan commitment, or executed loan documents for construction financing, or an executed Exclusive Negotiation Agreement with the City. Priority will be given to projects that can start construction within three months, and complete construction within twenty-four months, and that serve people experiencing or at risk of homelessness.

Program Funding - Caps and limits Per Project, Loan, Unit, Participant

The maximum loan per unit will be \$140,000 and the maximum loan per project will be \$12 million. To limit the need for new funds, the amount of LAHD accrued construction period interest would be deferred and added to the loan balance. In addition, priority will be given to projects that need less than \$75,000 per unit.

Number of Units That Could Be Produced

There are currently 28 projects totaling over 2,300 units in the pipeline that could benefit from Accelerator Plus. Of these, four projects with 392 units are already under construction, and another 13 with 1317 units could start within six to nine months if funded. At a \$75,000 per unit average loan, the Multifamily Affordable Housing Program – Accelerator Plus – could produce almost 750 units.

United to House LA Interim Program Guidelines - FY23/24-24/25
Eviction Defense and Prevention
June 22, 2023

Program Summary

With ULA support, the Eviction Defense/Prevention Program will ensure that the City's existing Stay Housed LA (SHLA) program continues to prevent and defend evictions of low-income renters through at least the end of its current contract period of June 30th, 2025, and possibly beyond. Moreover, it will provide for an expansion of eviction prevention work via limited-scope legal services and rental assistance.

SHLA is a city-funded partnership between Los Angeles County, the City of Los Angeles, and local community and legal service providers. This partnership represents a comprehensive eviction prevention and defense program that prevents renter households from being displaced from their homes and falling into homelessness by providing low-income Los Angeles City renters with free full-scope and limited-scope legal services, as well as rental assistance to help stabilize their housing and protect against an eviction.

Full-scope legal services are provided by attorneys and staff who represent renters in Unlawful Detainer eviction trials. Renters living in zip codes that are at higher risk of eviction are prioritized for full-scope legal services. As more resources become available, more zip codes will be prioritized for full-scope legal services. Limited-scope legal services include the Tenant Empowerment Program, an intensive series of clinics that enable tenants to answer eviction complaints and prepare for eviction trials, as well as the aforementioned rental assistance program which allows legal services providers to pay unpaid rent to settle an eviction.

Eligible Activities

To the extent resources allow, the SHLA program provides low-income renters (renters in the City of Los Angeles with incomes at or below 80% of area-median income) with full-scope legal representation in evictions, which includes representing tenants in evictions at trial. It also provides limited-scope legal representation which includes, but is not limited to legal consultation/advice and assistance with filing or completing forms or sending letters to landlords. The limited-scope legal services program also includes the Tenant Empowerment Program, an intensive series of clinics that enable tenants to answer eviction complaints and prepare for eviction trials.

SHLA also educates renters about their rights and conducts outreach to tenants to alert them to potential eviction or displacement risks. ULA has a separate funding category focused on tenant education and outreach, thus this program guideline will fund only full-scope and limited scope legal services, including rental assistance to resolve evictions. Eligible activities may also include establishment of a pre-litigation filing dispute resolution or mediation pilot or program.

Eligible Participants, Borrowers or Grantees

The eligible recipients of the funding are nonprofit legal services providers who are part of the Stay Housed LA contract with the City. These nonprofit legal services providers have substantial experience defending renters in Unlawful Detainer eviction actions, preventing evictions from being filed in the first place; and in administering rental assistance to resolve evictions.

Eligible Forms of Funding - Grants, Loans, Purchases

The funding for legal services and rental assistance would be allocated via grants to SHLA legal services providers under the existing SHLA contract. Because there is an existing SHLA program, new funding of any amount would be used to ensure the program services are provided through the contract term of June 30, 2025, and to expand limited-scope legal services and rental assistance. As soon as the funding is allocated, SHLA would provide its services.

Funding Priorities

Currently, the City's SHLA contract runs through June 30, 2025 but the City has not yet allocated full funding for the contract services. ULA funding will continue the full panoply of SHLA services through June 30, 2025. The remaining funding would be prioritized to expand the limited-scope legal services, including the Tenant Empowerment Program, and Rental Assistance.

In addition to legal representation and limited-scope legal services, SHLA provides one-time financial assistance to tenants and owners to facilitate agreements to keep tenants in homes, such as to pay back rent or deposits. The current rental assistance program annual budget is approximately \$1 million. With ULA funding, the rental assistance program could be increased to approximately \$6 million.

Rental assistance will prioritize tenants in small mom-and-pop buildings, with an allowable increase in rental assistance to tenants in mom and pop buildings from \$20,000 per eligible household to \$25,000.

Program Funding - Caps and Limits

For legal services, program recipients must be renters in the City of Los Angeles and have incomes at or below 80% of area-median income.

For the SHLA rental assistance program, SHLA-eligible households (see above) may receive up to \$20,000 in rental assistance to prevent eviction or displacement. SHLA prioritizes households that are most at-risk of homelessness should they lose their housing.

Number of Units or Participants Served in Year 1, and Year 2 at allocated funding levels

- Number of households whose housing is stabilized by rental assistance: **500 households**

- Number of households whose housing is stabilized by legal representation in eviction complaints: **3,500 households**
- Number of households whose housing is stabilized by limited scope legal services, including clinics: **600 households**