



LAHSA

Prop HHH Oversight Committee

Prop HHH Lease Up Timelines

Los Angeles Homeless Services Authority

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Coordinator

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Background Context

Lease-up timelines of Prop HHH buildings was requested for buildings open as Feb 2021. Of those five buildings at the time, one's (Aria Apartments) special needs units were DHS-FHSP subsidized and another was in the early stages of lease up (Flor 401). LAHSA does not capture DHS-FHSP referral information in the Resource Management System (RMS).

This preliminary analysis focuses on the three (Path Metro Villas II, Residences on Main, and 88th and Vermont) buildings which had lease up information available in RMS.

All three of these buildings opened before the COVID pandemic prompted countywide closures in Los Angeles County.

Lease up Milestones

- 01** 90-120 days before TCO/COO, matches provided
- 02** Criminal background check
- 03** Referral and application
- 04** TCO/COO Issuance
- 05** HAP contract execution
- 06** COE issuance
- 07** Move In

Data Collection

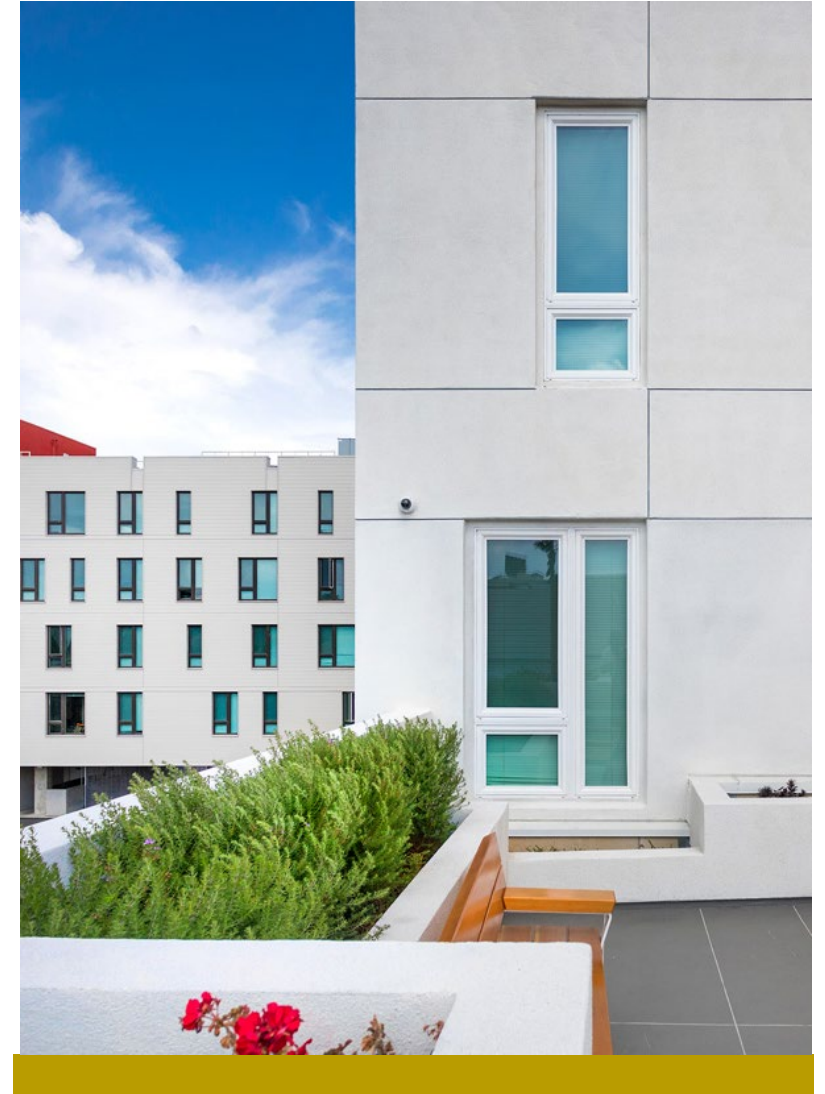
- LAHSA's Resource Management System (RMS)
 - Match date
- HACLA's PBV tracker
 - Background Clearance date
 - Referral Submission date
 - COE issuance date
 - Move-In Date
- HACLA COO/TCO issuance dates
- HACLA HAP Contract execution dates
- Analysis captures information of clients who moved in as of Feb 2021 and does not include information for clients who were referred but dropped the process

Timeline Overview

	88th and Vermont	PATH Metro Villas II	Residences on Main
Target Pop.	General homeless + disability	Veterans; mental health	Youth + Chronic; General Homeless; Youth + Mental Health
Avg. Days Matched to HACLA receipt of Referral	18	9	22
Avg. Days Between Referral and CBC Clearance	10	23	43
Avg. Days between Referral and COE Issuance	50	121	123
Avg. Days between COE and Move In	11	7	5
Avg. Days between TCO/COO and match	-51	27	79
Avg. Days from HAP to Move In	110	76	22
Avg. Days from Matched to Move In	80	109	89

Takeaways

- Extensive eligibility requirements = longer lease up timeline, over-layering of requirements leads to population that is harder to identify and provide documented verification (i.e. a chronic VASH household of 5 who is also HOPWA).
- Application barriers
 - Locating client for necessary docs + signatures
 - Communication between HACLA/property management/case managers about status of documents
 - Expiring documentation
- Earlier involvement of CES/HCID for strategic collaboration on problem-solving referrals and/or building accessibility



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Yellow= longest time
Green = shortest time



Questions?

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Avg. Days between Match and HACLA Receipt of Referral

	88th and Vermont	PATH Metro Villas II	Residences on Main
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Avg. Days Matched to HACLA receipt of Referral*	18	9	22

**HACLA's first documented receipt of referral, not necessarily indicative of a complete application*

Avg. Days Between Referral and CBC Clearance

	88th and Vermont	PATH Metro Villas II	Residences on Main
Target Pop.	General homeless + disability	Veterans; mental health	Youth + Chronic; General Homeless; Youth + Mental Health
Avg. Days Between Referral and CBC Clearance	10	23	43

- HACLA states CBC clearance pre-COVID took 2-3 days and during COVID 4-5 days
- HACLA staff also balance processing of paperwork between upcoming new buildings (no HAP execution) with existing buildings (HAP executed)
- More exploration and tracking of how long CBC clearance timelines take (existing vs new buildings) encouraged to see understand how CBC clearance impacts lease up timelines as a whole.
- Through a policy lens, recommended to see how CBC can be amended for people experiencing homelessness, who are more likely to have criminal backgrounds flagged, at which it is out of housing authority hands to control processing

Avg. Days between Referral and COE Issuance

	88th and Vermont	PATH Metro Villas II	Residences on Main
Target Pop.	General homeless + disability	Veterans; mental health	Youth + Chronic; General Homeless; Youth + Mental Health
Avg. Days between Referral and COE Issuance	50	121	123

Overall, HACLA didn't receive an adequate number of referrals and **complete** applications to lease up a property prior to a developer's receipt of TCO/execution of the master HAP contract. Trends contributing to this are

- Continued documentation barriers in order to submit a complete application.
- The more restrictive the eligibility requirements, the longer it takes to identify and verify that someone is eligible.
- Communication challenges between property management teams and case managers in gathering and submitting necessary documentation

Avg. Days between Referral and COE Issuance (continued)

	88th and Vermont	PATH Metro Villas II	Residences on Main
Target Pop.	General homeless + disability	Veterans; mental health	Youth + Chronic; General Homeless; Youth + Mental Health
Avg. Days between Referral and COE Issuance (Application)	50	121	123

Interdependent HACLA and HCID processes can influence this timeline

- HCID first has to clear the building for TCO/COO, HACLA executes HAP contract, then HACLA PBV team provides COE for client
- HCID reports generally that owners may not be communicating sufficiently the construction progress, so serious structural concerns may need to be address before building can be cleared for TCO/COO

Avg. Days between COE and Move In

	88th and Vermont	PATH Metro Villas II	Residences on Main
Target Pop.	General homeless + disability	Veterans; mental health	Youth + Chronic; General Homeless; Youth + Mental Health
Avg. Days between COE and Move In	11	7	5

Typical and expected timelines depicted. Depicts expected coordination between case manager and property management team

Avg. Days Between TCO/COO and Match

	88th and Vermont	PATH Metro Villas II	Residences on Main
Target Pop.	General homeless + disability	Veterans; mental health	Youth + Chronic; General Homeless; Youth + Mental Health
Avg. Days between TCO/COO and match	-51	27	79

<0 avg. days indicates that those matches that were provided prior to TCO/COO issuance were initially referral and moved in (88th and Vermont). Where as for PATH Metro Villas II and Residences on Main, the additional eligibility requirements and subsequent documentation needed, led to declined matches, requiring new matches even after TCO/COO were issued.

Avg. Days from HAP to Move In

	88th and Vermont	PATH Metro Villas II	Residences on Main
Target Pop.	General homeless + disability	Veterans; mental health	Youth + Chronic; General Homeless; Youth + Mental Health
Avg. Days from HAP to Move In	110	76	22

- Both 88th and Vermont and Residences on Main experienced issues with coordination between supportive service case management teams and property management teams. In some instances, the case management team submitting paperwork without property management involvement. This disconnect can also be seen in the coordination efforts it would normally take the two parties to move a client in.
- Other barriers to move-in coordination:
 - lack of communication between service providers and property management who are responsible for coordinating move-in,
 - property management who may or may not have additional requirements for the applicant to meet (after HACLA's approval),
 - security deposits,
 - ability to locate the client etc.

Avg. Days from Matched To Move In

	88th and Vermont	PATH Metro Villas II	Residences on Main
Target Pop.	General homeless + disability	Veterans; mental health	Youth + Chronic; General Homeless; Youth + Mental Health
Avg. DaysfromMatchedToMoveIn	80	109	89

Timeline is consistent with what you'd expect with the different eligibility requirements. The more eligibility requirements there are, the longer it takes for matchers to identify **and** the property management/case management team to complete and submit proper verification of the requirements.