



HOUSING AUTHORITY

OF THE CITY OF LOS ANGELES

2600 Wilshire Blvd, Los Angeles, California 90057

(213)252-2500 • www.hacla.org

4E: Coordinated Entry System: Supportive Services Standards for Subsidized Housing

The Housing Authority of the City of Los Angeles (HACLA) has been working with the Housing and Community Investment Department (HCID) in collaboration with the Los Angeles Homeless Services Authority (LAHSA), Department of Mental Health (DMH), Public Health (PH), and Department of Public Social Services (DPSS), to develop a definition of supportive services and establish a set of standards that define the quality of supportive services for persons in subsidized housing who have recently experienced homelessness.

Appended below are the details for the standards being examined:

1: Partnership between Service Providers

HACLA continues efforts to coordinate and discuss with various providers to formulate a standardized approach in performance goals and indicators, operating standards, and suggested practices.

A meeting held on January 10th, 2017 was conducted with various stakeholders to further review supportive services. We are reviewing and comparing data of the frame work of supportive services that have already been developed and implemented by Housing for Health, Standards of Excellence and CES.

Various stakeholders who attended the meeting are listed below:

Housing and Community Investment Department (HCID)
Los Angeles Homeless Services Authority (LAHSA)
Los Angeles Community Development Commission (LACDC)
Corporation for Supportive Housing (CSH)
United Way of Greater Los Angeles
Los Angeles County Probation Department

At our next meeting February 21st, 2017 we are looking at a draft of a comprehensive assessment standard tool that all agencies can use. Once we have the draft we can review assessment with the number of agencies providing supportive services. Recommendations will be analyzed in order to have funders adopt the standard tool for housing projects/programs.

As the framework is being developed we are considering the input of all contractors and vendors in order to apply the framework in a continuum. We are working reducing the duplication of the framework of supportive services and only apply the necessary funding for those specified supportive services. Input from contractors, service providers, and community stakeholders may be needed later in the process.

In the effort to execute the standard for supportive services, all collaborating agencies are reviewing those relative standards that indicate performance and retention. Moreover, training for staff and vendors will be implemented to successfully maintain consistency of supportive services.



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7H: Facilitate Utilization of Federal Housing Subsidies

The Housing Authority of the City of Los Angeles has been working diligently with LAHSA to incentivize leasing to homeless applicants. The HACLA was assigned the task to develop a budget recommendation for the following temporary, two-year programs to encourage landlord acceptance of subsidized tenants with a HUD voucher issued by HACLA: (1) Property Compliance/Damage Mitigation Fund; (2) Vacancy payments to hold units; (3) Increased landlord incentives; (4) Participation by all federal subsidy programs; and (5) Security deposit/move-in assistance.

Appended below are the details for each category mentioned above:

1: Property Compliance/Damage Mitigation Fund

When a unit does not pass Housing Quality Standards (HQS) inspection and there are minor corrections that need to be made, such as a cracked cover plate for the electrical sockets, a missing smoke detector, inoperable lights, or other minor deficiencies, then a property compliance contractor will be called to make the minor deficiencies. This helps to incentivize the landlords through the use of a contractor to fix the minor deficiencies and allow their unit to pass inspections. This can expedite the inspections process.

HACLA is partnering with Step Up on Second to provide pre-inspection and repair services. The goal is to ensure all apartments pass Housing Authority Inspections the first time around. Services are provided prior, during, and after units have been inspected.

The Damage Mitigation Fund program is being developed jointly by HACLA and HACoLA. The claims processed are a universal process for both Housing Authorities. The HACLA will pay properly filled claims to the owner for damage costs in excess of the amount of the security deposit paid for the unit as a function of the contract, not to exceed a maximum payment of \$2000.

All payments will be processed through People Assisting the Homeless (PATH).

2: Vacancy Payments to Hold Units

Incentive payments to landlords to rent to homeless program applicants have been implemented through HACLA's Homeless Incentive Program (HIP). Landlords receive \$1,500 to hold units for homeless applicants with the payments dispersed through People Assisting the Homeless (PATH).

The HIP continues to receive inquiries from landlords with potential units. As of February 9, 2017, HIP has received 292 inquiries, of which 16 are being processed towards potential unit approval/incentive issuance. Furthermore, 240 applications have completed processing, been authorized by HACLA and sent to designated SPA area coordinators/PATH for incentive issuance. Of all 240, 144 have received the incentive payment from various SPA coordinators and PATH. Currently, PATH is issuing payments within 10 days of receiving the request.



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HACLA has conducted trainings at the DMH Liaison Meeting on February 9th. The HACLA has also attended the HouseLA Event held February 15th, 2017 to promote the Homeless Incentive Program. Over 100 landlords attended the event and were part of the breakout sessions that discussed all the incentives provided as part of the city funding in assisting homeless persons in accessing available units with their approved HACLA vouchers.

4: Participation by all Federal Subsidy Programs

The incentives mentioned for the strategy currently apply to HACLA's portfolio of homeless applicants, namely:

Veterans Affairs Supportive Housing (HUD-VASH)
Homeless Veterans Initiative (HVI)
Shelter Plus Care (S+C)
Continuum of Care (CoC)
Homeless Program (HM)
Tenant Based Supportive Housing (TBSH)

5: Security Deposit/Move-In Assistance

Security Deposit and Move-In Assistance is provided to homeless applicants through the LAHSA contracted sub-recipient agreement with People Assisting the Homeless (PATH). Security deposits will be issued upon signing of the lease and will not exceed the amount of \$1,500.



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7I: Regional Coordination of LA City and County Housing Authority

Direct the HACLA in collaboration with the HACoLA, to convene an ongoing, quarterly Homeless Issues Roundtable of all public housing authorities in Los Angeles County, for the purpose of identifying common issues related to combating homelessness and developing more integrated housing policies to assist homeless families and individuals. As appropriate, invite LAHSA, HCID and community providers with subject matter expertise in housing to participate in the Roundtable

In accordance with this strategy, Interagency Agreements have been established between HACoLA and CoPHD. To further the HACLA outreach, we have reached out to the contact administrator for the City of Long Beach Housing Authority. The HACLA continues to coordinate with all regional PHAs to develop interagency agreements to simplify the process for HUD VASH.

HACLA and HACoLA conducted the first kickoff meeting on May 24, 2016. Present were the regional Public Housing Authorities (PHAs) along with LAHSA and local HUD and will continue with the series to spread best practices and encourage more PHAs to participate.

A second meeting was convened on September 29, 2017 where discussions regarding current practices with HACLA and HACoLA was shared with the regional PHAs. Discussions of Project Basing Section 8 vouchers was introduced to help bring forth more permanent supportive housing buildings.

A Universal Application has been developed between HACLA and HACoLA and is currently being used by providers which helps in minimizing confusion for clients applying to the Housing Authorities. It's also extremely beneficial for the purposes of interagency collaboration when clients transfer between Housing Authorities.



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7J: Housing Choice Vouchers for Permanent Supportive Housing

Request the HACLA to report back on increasing the percentage of Housing Choice Vouchers which become available through routine turnover to permanent supportive housing for chronically homeless individuals.

HACLA is currently discussing an MOU with the city to increase its Project Based Voucher (PBV) commitment from the current 300 per year to no more than 500 per year, in coordination with HHH. More guidance will come out once the MOU is finalized.

HACLA recently issued a NOFA for 150 PBV, 100 project 811 and 75 HUD-VASH which was released on November 18, 2016. The HACLA received 13 proposals and awarded 8 projects totaling 200 units.

HACLA is in the process of issuing a new NOFA for 2017 which will coincide with the first round of TCAC.

The goal for the third quarter is to lease 40 units in Marmion Way Apartments. As of today, 35 applications have been completed and the remaining 5 are in process.

The HACLA's primary goal is to continue leasing units in Marmion Way and partner with the VA and Step-Up on Second to lease Building 209, which has 54 units for HUD-VASH and is located on the West LA VA Campus.