



Occupancy in Permanent Supportive Housing Turnover Units

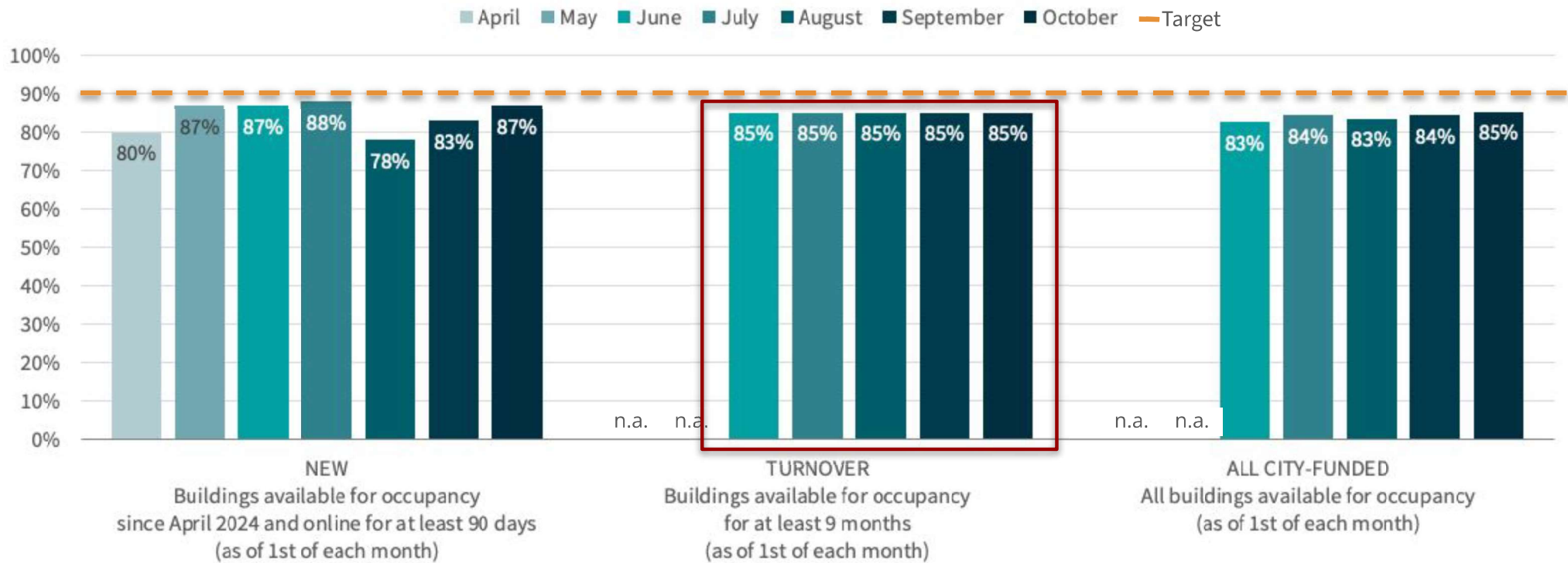
Agenda Item Seven

Homeless Strategy Committee

November 13, 2025

All permanent supportive housing is nearing the performance goal of maintaining 90% occupancy, but occupancy in existing buildings is stalled

Occupancy rate in City-funded permanent supportive housing (PBV units), by length of time available for occupancy (i.e., with Master HAP executed)



Performance measure #33 in [Council File 25-0576](#). Data source: data for “New Building” universe (first set of bars) from LAHSA data team, shared directly with HSC (reconciliation of CHAMP and RMS data); data for other universes from RMS data provided by LAHSA and from additional data provided by HACLA (PBV buildings not yet in RMS) based on universe of City-funded buildings developed with HACLA, LAHSA, and LAHD (all buildings in LA City with HACLA PBV excluding buildings with only HUD/VASH PBV). RMS data for March and April not available.

97% of City-funded permanent supportive homes are occupied or have a match in progress

City performance target: Existing permanent supportive housing units maintain 90% occupancy

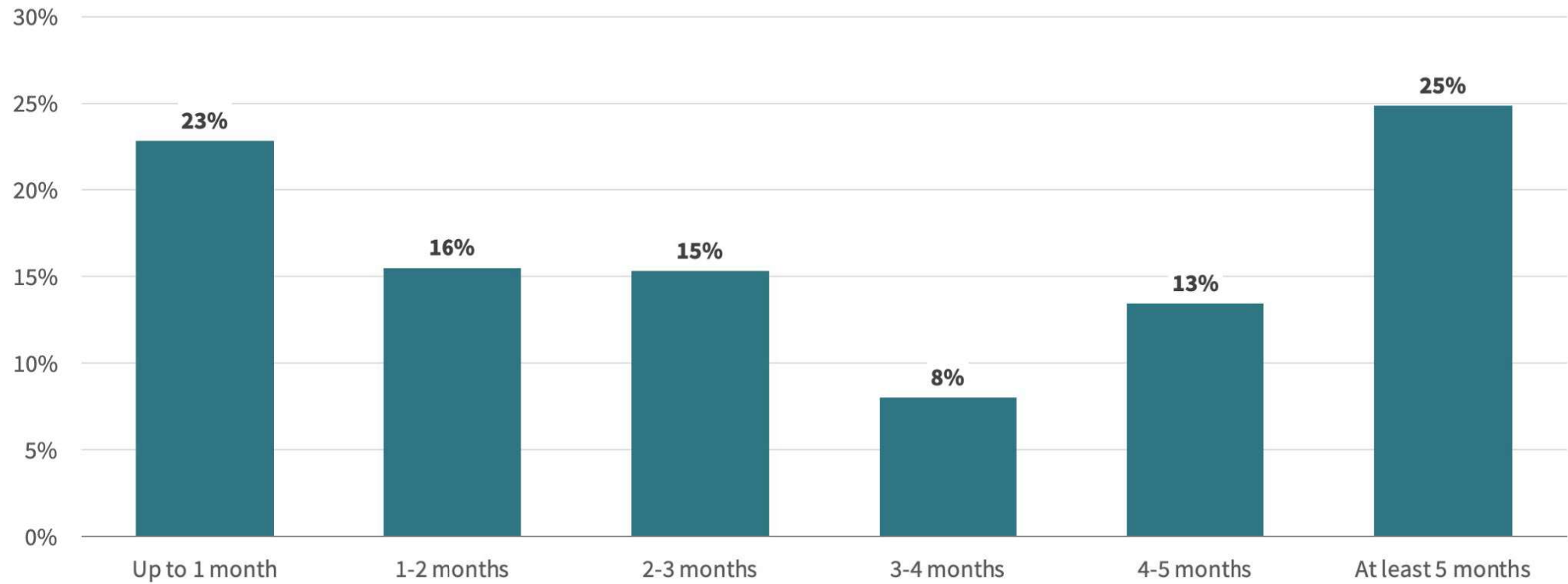
Current performance: 85% occupancy, with 97% of all available homes either occupied or with a match in progress

All permanent supportive homes that receive City-funding and have been online for at least 9 months (November)	7,026 homes online prior to April 2025	
PBV PSH units on hold (cannot currently be occupied)	262 homes	4% of all PBV PSH homes
PBV PSH homes that are available for occupancy	6,777 homes	96% of all PBV PSH homes
PBV PSH homes that are occupied	5,758 homes	85% of available PBV PSH homes
PBV PSH homes that available but are not yet occupied	1,019 homes	15% of available PBV PSH homes
Waiting for a match (LAHSA)	211 homes	3% of available PBV PSH homes
With a match in progress (pending acceptance by PSH Service Provider)	264 homes	4% of available PBV PSH homes
With a confirmed match (pending action by Property Manager, PSH Service Provider and/or HACLA)	544 homes	8% of available PBV PSH homes

Performance measure #33 in [Council File 25-0576](#). RMS data provided by LAHSA and from additional data provided by HACLA (PBV buildings not yet in RMS) based on universe of City-funded buildings developed with HACLA, LAHSA, and LAHD (all buildings in LA City with HACLA PBV excluding buildings with only HUD/VASH PBV).

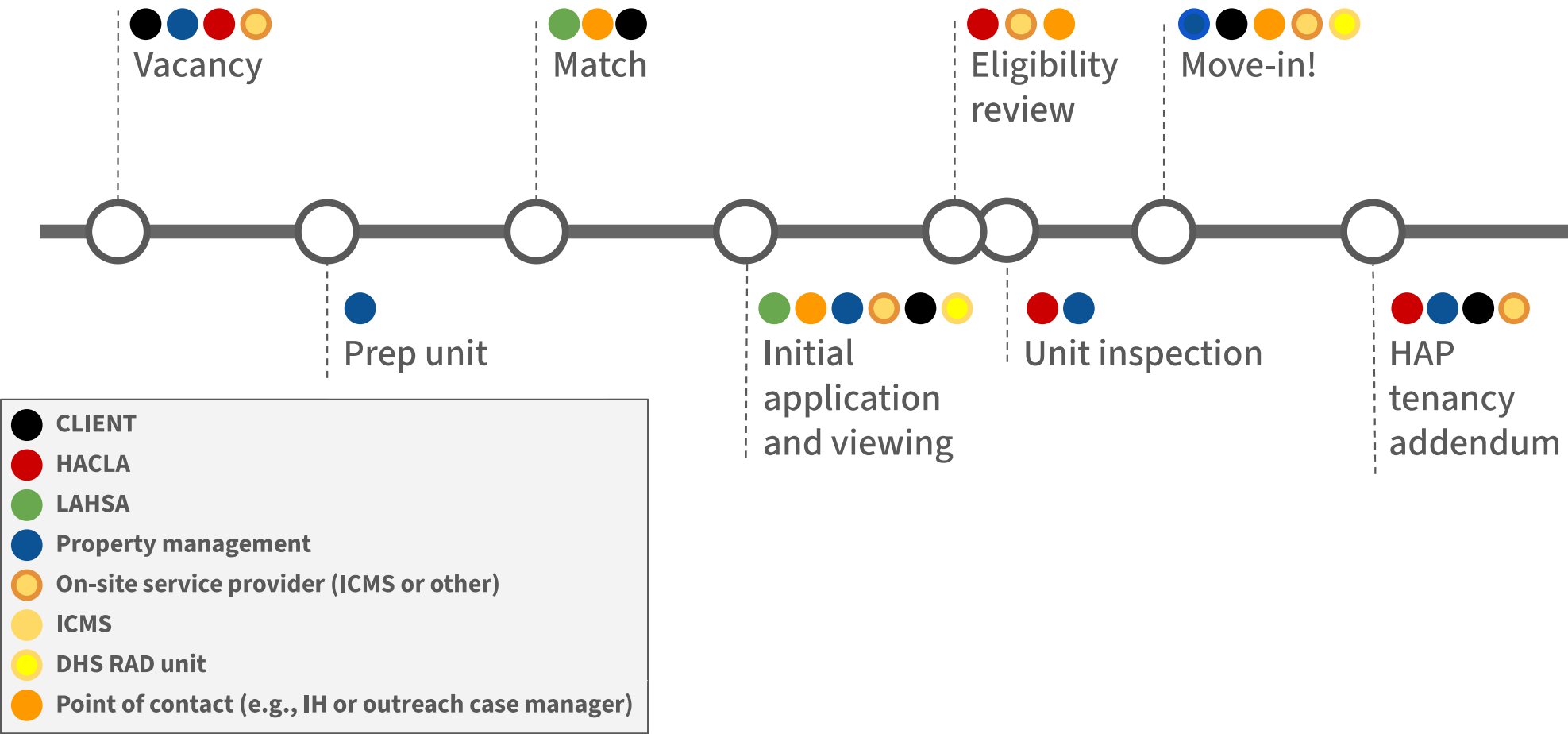
Nearly half of units with “match confirmed” status in November have been pending for at least three months

Number of consecutive months unit has been in “Match Confirmed” status in RMS
N=541* units with “Match Confirmed” status on 11/3/2025



Data source: RMS data provided by LAHSA and from additional data provided by HACLA (PBV buildings not yet in RMS) based on universe of City-funded buildings developed with HACLA, LAHSA, and LAHD (all buildings in LA City with HACLA PBV excluding buildings with only HUD/VASH PBV). * Three additional units were with HACLA for review in PBV buildings that are not in RMS

Process to secure new tenants after client exits a project-based voucher unit, by stage and teams involved



Steps to progress units in “match confirmed” status, by team

Point of contact

(Case manager in interim housing, Outreach, or ICMS pre-match program)

- Engage with matched client to complete Universal Housing Application (UHA)
- Obtain and upload all required documentation
- Coordinate with client and on-site service team to arrange tour of building and unit
- Support ICMS/ on-site service team with client engagement as necessary throughout process

LAHSA

- Re-match unit as necessary (based on updates in RMS)
- Host UHA Portal, and provide access and training to property managers and ICMS to utilize UHA and RMS

Property management

- Review completed Universal Housing Application and any proprietary application materials
- Coordinate with POC and ICMS/on-site service team for initial meeting and tour of building and unit
- Request clarification and/or additional information as needed to inform review
- Decision to approve or decline application
- Update unit status in RMS (if no ICMS team)
- Coordinate with HACLA to schedule unit inspection
- Address issues that arise during inspection
- Work with ICMS/ on-site service team to facilitate client move-in after COE received

ICMS team (on-site)

- Join initial meet and greet
- Lead process to make required corrections to UHA and/or complete property management's proprietary application after visit
- Monitor UHA portal and respond to requests for additional documentation during HACLA review process, coordinating with POC and client as necessary
- Work with client and property mgmt to facilitate move-in
- Coordinate with DHS RAD team to keep RMS match status up-to-date throughout process

HACLA

- Monitor UHA portal for newly-approved applications
- Download/review eligibility materials
- Conduct additional eligibility checks (e.g., prior PHA history, legal status)
- Use UHA portal to request additional documentation (if needed)
- Make final eligibility decision and determine tenant rent contribution
- Coordinate with property management to schedule unit inspection(s)
- Conduct unit inspection (and re-inspect if/as necessary)
- Issue Certificate of Eligibility (COE)

For each entity that plays a role in helping someone transition from “match confirmed” to moving into their new home:

- **How many referrals are currently on your plate that have been pending for over three months?**
 - What steps are you taking to get these specific matches over the finish line and help these households move into their new homes?
 - What is your diagnosis of why these matches have been pending for so long?
 - What is your organization planning to do to address the issue of long-pending matches moving forward?