

## Table of Contents

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|                                                            |    |
|------------------------------------------------------------|----|
| 1. Renter Protection & Homelessness Prevention (RPHP)..... | 1  |
| a. Overview.....                                           | 1  |
| b. Program Requirements.....                               | 2  |
| c. Approved Eligible Uses of Funding .....                 | 9  |
| b. Documentation Standards and Guidance .....              | 20 |

# 1. Renter Protection & Homelessness Prevention (RPHP)

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## a. Overview

LACAHSA's Renter Protection and Homelessness Prevention (RPHP) activities aim to address housing instability, reduce evictions and displacement, and prevent people from falling into homelessness. In accordance with SB679, LACAHSA is required to use a minimum of 30 percent of annual funding for RPHP.

RPHP achieves this by providing a comprehensive combination of renter protection and homelessness prevention services within an integrated, accessible, countywide approach.

Eligible uses of RPHP funds include:

- Marketing, Assessment, Eligibility, and Referral;
- Legal Services and Renter Education;
- Emergency Rental and Flexible Financial Assistance;
- Temporary Rental Assistance; and
- Short-Term Income Support.

RPHP assistance is intended to be temporary, short-term, and delivered to individuals and families who are currently housed in order to prevent the loss of housing or to resolve a housing crisis in a timely manner. RPHP funds are not intended to provide supports or services to people experiencing homelessness, nor to provide permanent housing assistance (longer than six months). Other Measure A funds are available to Eligible Jurisdictions to support homeless services and permanent affordable housing solutions, including funds administered by Los Angeles County Department of Homeless Services and Housing, Local Solutions Funds, and LACAHSA PPO Flex funds.

### i. LACAHSA's Integrated RPHP Service Model

An integrated approach for Los Angeles County is essential for maximizing the impact of resources, creating equitable access to services, ensuring effective outcomes in reducing homelessness, and to:

- Make access and services consistent for households across the region;
- Facilitate more efficient referrals and resource coordination;
- Target resources to households most likely to become homeless or experience housing instability without assistance;
- Promote regional alignment and reduce duplication; and
- Enable consistent data collection to support program evaluation and equity analyses.

To support this approach across the region, LACAHSa will develop an RPHP Integrated Service Model, which will build on and enhance coordination between existing RPHP programs to deliver comprehensive RPHP services throughout Los Angeles County.

During FY 2025-26, LACAHSa will lead a community wide planning process to design the Integrated Service Model in collaboration with Eligible Jurisdictions, community members, and stakeholders. Concurrent with the planning process, LACAHSa will also conduct pilots to test approaches to the Integrated Service Model. The model will be finalized in Spring 2026 and the Integrated Service Model will go into effect in July 2026.

To support the participation of Eligible Jurisdictions in the planning process, during FY 2025-26, LACAHSa will provide supplemental funds of up to 5 percent of an Eligible Jurisdiction's RPHP allocation to an Eligible Jurisdiction that participates in the planning process. To receive these funds, Eligible Jurisdictions must commit to active involvement in planning sessions and to conduct outreach and engagement with community members and stakeholders in their jurisdiction to ensure broad awareness of and participation in the process.

Eligible Jurisdictions may use their Technical Assistance funds to support participation in planning activities. Additionally, a portion of LACAHSa Technical Assistance funds will be dedicated to support the development of the Integrated Service Model, including providing funding for planning, collaboration, evaluation, and infrastructure to enable integration and effective service delivery.

## **b. Program Requirements**

### **i. Implementation**

Eligible Jurisdictions have two choices for administering the RPHP funds allocated to them under LACAHSa's Annual Expenditure Plan:

#### *LACAHSa-Administered*

Eligible Jurisdictions may elect to have LACAHSa administer all or a portion of their RPHP allocation in partnership with that Eligible Jurisdiction. LACAHSa will use those funds to ensure that eligible services are provided in the Eligible Jurisdiction's area, utilizing LACAHSa's Integrated Service Model when it is developed and implemented.

The details regarding LACAHSa's administration of an Eligible Jurisdiction's RPHP allocation will be determined case by case through a collaborative decision-making process between LACAHSa and the Eligible Jurisdiction.

### *Self-Administration*

Eligible Jurisdictions may administer all or a portion of their funding themselves, to directly carry out RPHP programs. This may include passing through their allocation to another Eligible Jurisdiction to administer on their behalf, subject to the applicable terms of the MOU.

Whether Eligible Jurisdictions choose LACAHSAs-administration, self-administration, or a combination, LACAHSAs program staff are available to all Eligible Jurisdictions for consultation and planning regarding the use of LACAHSAs funds, development of budgets and spending plans, programmatic technical assistance, and to foster cross-jurisdictional partnerships.

All programs funded with RPHP resources administered by the Eligible Jurisdiction must meet all the requirements contained in Measure A, SB 679, and these Program Guidelines. This may include the required use of any future data systems, shared tools, or processes developed for the Integrated Service Model and determined by LACAHSAs to promote an accessible and equitable RPHP countywide approach and accountability.

#### **ii. Annual Budget**

Eligible Jurisdictions must create an annual budget for their RPHP funding to be approved by the Eligible Jurisdiction's governing body by November 1, 2025, for the FY 2025-26 time period. For subsequent fiscal years, an annual budget for RPHP will be expected to be in place by May 1 of the preceding fiscal year or 60 days after the release of the expected annual budget, whichever is later. This budget will be a component of the first quarter report.

If the Eligible Jurisdiction is requesting RPHP funds to be advanced to them, funds shall be disbursed monthly, subject to availability.

During the course of the fiscal year, Eligible Jurisdictions may amend the annual budget based on changing needs and conditions. The revised budget shall be submitted to LACAHSAs as amended.

LACAHSAs program staff are available to all Eligible Jurisdictions for consultation and planning regarding the development of budgets and spending plans. Eligible Jurisdictions are encouraged to contact LACAHSAs staff as needed to support preparation of budget submissions.

#### **iii. Definition of Eligible Renter and Prohibited Uses**

RPHP provides renter protection and homelessness prevention services. Assistance is intended to be temporary, short-term, and delivered to individuals and families who are currently housed in order to prevent the loss of housing or to resolve temporary housing crises in a timely manner.

For the purposes of RPHP funding, an eligible renter household includes any household that is lower income<sup>1</sup> and currently resides in rental housing, whether with a written lease, verbal agreement, or other informal arrangement conferring rights of tenancy. It also includes households temporarily staying in another housing setting who do not have sufficient resources or support networks to maintain stable housing or to prevent housing loss and/or homelessness.

RPHP funds are not intended to provide support and services to people experiencing homelessness or to households that own a home or have a mortgage. Homeless services not eligible for RPHP funding are as follows: coordinated entry and access point services, outreach, intake, case management, housing navigation, safe parking, emergency shelter, congregate shelter, interim housing, transitional housing, rental subsidies greater than six months, or income support programs (e.g., Universal Basic Income (UBI) or Guaranteed Basic Income (GBI)), or other homeless-targeted programs serving an individual or family who lacks a fixed, regular, and adequate nighttime residence.

#### **iv. Overarching Requirements**

RPHP provides funding for five primary eligible uses, as defined in the LACAHSAs Annual Expenditure Plan. Eligible Jurisdictions are encouraged to offer an integrated and comprehensive combination of eligible activities:

1. Marketing, Assessment, Eligibility, and Referral
2. Legal Services and Renter Education
3. Emergency Rental and Flexible Financial Assistance
4. Temporary Rental Assistance
5. Short-Term Income Support

Households may receive either Emergency Rental and Flexible Financial Assistance **OR** Temporary Rental Assistance, but cannot receive both during the same 24-month period of assistance. Households receiving Emergency Rental and Flexible Financial Assistance or Temporary Rental Assistance may also receive Short-Term Income Support, but assistance cannot be provided concurrently. Households may also receive Short-Term Income Support independently (i.e. without also having received Emergency Rental and Flexible Financial Assistance or Temporary Rental Assistance) based on the needs identified in the intake and assessment of the household.

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<sup>1</sup> Per [Section 50079.5](#) of the California Health and Safety Code.

All RPHP activities conducted by Eligible Jurisdictions must adhere to these Program Guidelines, including but not limited to:

- Utilization of required data systems, shared tools, or processes (once they are developed).
- Services must incorporate Marketing, Assessment, Eligibility, and Referral to ensure that all households are served consistently and equitably across the county.
- Eligible Jurisdictions must spend at least 20 percent of their allocation on Legal Services and at least 40 percent of their allocation on Emergency Rental and Flexible Financial Assistance.

#### **v. Limits on Financial Assistance**

Households may receive up to \$36,000 in combined financial assistance within a 24-month period. After reaching either the assistance limit of \$36,000 or time limit of 24 months, a household must wait at least 6 months before receiving additional assistance.

The period of assistance to a household begins on the first day any RPHP assistance payment is made, whether directly to a household or to a property owner or third-party vendor on the household's behalf. To ensure adequate and appropriate levels of assistance can be made available to as many households as possible, LACAHSa encourages Eligible Jurisdictions to customize the amount of assistance to households based on factors such as household size, income level, and ability to cover a portion of costs.

Expenditures of RPHP funds to provide housing-focused case management services or other staffing costs to provide financial assistance do not count towards the \$36,000 limit on combined financial assistance.

Financial assistance cannot be concurrently provided between two or more eligible activities at the same time. For example, a household receiving Emergency Rental and Flexible Financial Assistance from January to June (up to six months of rental assistance) cannot also be receiving Short-Term Income Support for the same period. If the Eligible Jurisdiction determines the household requires continued assistance in the form of Short-Term Income Support, that assistance could begin in July (when Emergency Rental and Flexible Financial Assistance concludes).

Eligible Jurisdictions are encouraged to work with households to determine the least amount of assistance necessary to resolve the housing crisis, allowing households to return for reassessment and/or additional assistance if the crisis is not resolved.

#### vi. Tax Implications of Financial Assistance for Participants

Eligible Jurisdictions operating financial assistance programs must have a clear understanding of what the income/benefits and tax implications are for their participants who receive financial assistance, must offer individual assessments for people regarding the potential impacts, and must make any potential consequences clear to participants prior to enrollment.

To support Eligible Jurisdictions in providing appropriate guidance, LACAHSa will use LACAHSa TA resources to provide a summary document highlighting potential tax and public benefit implications for RPHP participants. LACAHSa will publish this document by the end of calendar year 2025.

#### vii. Minimum Expenditure Levels for Legal Services and Emergency Rental and Flexible Financial Assistance

Eligible Jurisdictions must spend at least 20 percent of their RPHP allocation on Legal Services (inclusive of eviction defense and other legal services) and at least 40 percent of their RPHP allocation on Emergency Rental and Flexible Financial Assistance (inclusive of financial assistance to households and staff costs to provide financial assistance). If an Eligible Jurisdiction has made a documented, commensurate investment in legal services or financial assistance, they may request a waiver from this requirement.

For example, if an Eligible Jurisdiction has an RPHP allocation of \$1,000,000, the expenditure levels would be:

| Category                                                                  | Amount                                                                                                                                                                                      |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legal Services                                                            | \$200,000 (Minimum 20%)<br><i>This includes the jurisdiction's allocation of Activity Delivery Costs (up to 25% of total Legal Services allocation)</i>                                     |
| Emergency Rental and Flexible Financial Assistance                        | \$400,000 (Minimum 40%)<br><i>This includes the jurisdiction's allocation of Activity Delivery Costs (up to 25% of total Emergency Rental and Flexible Financial Assistance allocation)</i> |
| Jurisdictional Discretion (may consist of any of the eligible categories) | \$275,000                                                                                                                                                                                   |

|                        |                                                                                                                                              |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
|                        | <i>This includes the jurisdiction's allocation of Activity Delivery Costs (up to 25% of total funds allocated to each eligible activity)</i> |
| Administration (12.5%) | \$125,000                                                                                                                                    |
| Jurisdiction Award     | \$1,000,000                                                                                                                                  |

### **viii. Reporting Requirements**

SB 679 and Measure A have requirements for data collection and reporting. Data must be collected related to risk of homelessness and reductions in homelessness, displacement and displacement risk, rents, and evictions in the region. Annual aggregate reporting on households served and expenditures will be required, including, but not limited to:

- Household composition and demographics
- Eligibility including income, housing status, and qualifying event(s)/crisis(es)
- Prioritization factors
- Expenditure categories, payees, and amounts
- Time in program
- Destination at end of program

To ensure consistent tracking and oversight across the region, LACAHSa will identify or develop a database and/or shared data collection methods that all Eligible Jurisdictions will be required to use for collecting and reporting household-level program data once the database and/or shared data collection methods are available. LACAHSa will work to ensure that any database and/or shared data collection methods align and/or integrate with existing tools utilized by Eligible Jurisdictions and protect Personally Identifiable Information (PII) of all participants. If an Eligible Jurisdiction wishes to use an alternative database and/or data collection method, they must first obtain prior approval from LACAHSa.

The database and/or shared data collection methods will also support a Duplication of Benefits check, helping to ensure that households do not receive overlapping or redundant assistance. For purposes of Measure A funding, Duplication of Benefits refers to any household that receives Measure A funding from multiple sources for the same time period OR receives Measure A funding from multiple sources that results in the household exceeding the time period and financial limits set forth in these Guidelines.



Programmatic reporting for RPHP activities shall be submitted on a regular basis as part of the overall reporting requirement. To ensure that reporting is not duplicative of existing requirements, reporting to LACAHSa will be aligned, to the maximum extent feasible, with existing reporting requirements.

#### **ix. Marketing, Assessment, Eligibility and Referral**

Eligible Jurisdictions can choose to deliver any combination of eligible activities; however, all programs are expected to include Marketing, Assessment, Eligibility, and Referral services. These required services should be accessible and low-barrier for households seeking assistance and should connect households to the most effective services for their needs in a timely manner.

Eligible Jurisdictions are encouraged to use a standard access, assessment, eligibility and referral method for all services (Legal Services, Emergency Rental and Flexible Financial Assistance, Temporary Rental Assistance, and Short-Term Income Support) in order to ensure that households are assessed and prioritized equitably, have access to any service or combination of services for which they qualify, and receive the appropriate services that offer the most successful housing stability outcome. Eligible Jurisdictions are also encouraged to work with households to determine the least amount of assistance necessary to resolve the housing crisis, allowing households to return for reassessment and/or additional assistance if the crisis is not resolved.

Eligible Jurisdictions are required to assess household needs and target services to those most at risk of eviction or homelessness. Assessment and targeting tools and processes should consider populations who have higher risk factors, which may include formerly homeless individuals, older adults, people with disabilities, families with minor children that are not yet school-age, families where the head of household is young, undocumented individuals, people living in impacted zip codes, and those on fixed-incomes.

Upon implementation of the Integrated Service Model, LACAHSa will provide standardized assessment and targeting tools and processes for use by all Eligible Jurisdictions. Use of alternative tools or processes prior to and following implementation of the Integrated Service Model requires approval from LACAHSa.

#### **x. Grievance and Appeals**

Participating and eligible households have the right to grieve any service that they believe was not properly delivered and to appeal any decision resulting in a denial or limitation of service. Eligible Jurisdictions that do not participate in LACAHSa's Integrated Service Model when it is implemented will be required to develop their own process. Grievance and appeals

processes should be as accessible and supportive as possible, which may include: accounting for the fear and barriers that households may experience when reporting harm or unfair treatment; making the process available in multiple languages; offering the option to have an advocate present at any interview or hearing; and offering the option to file anonymously, through an advocate, or via a third-party system.

### **c. Approved Eligible Uses of Funding**

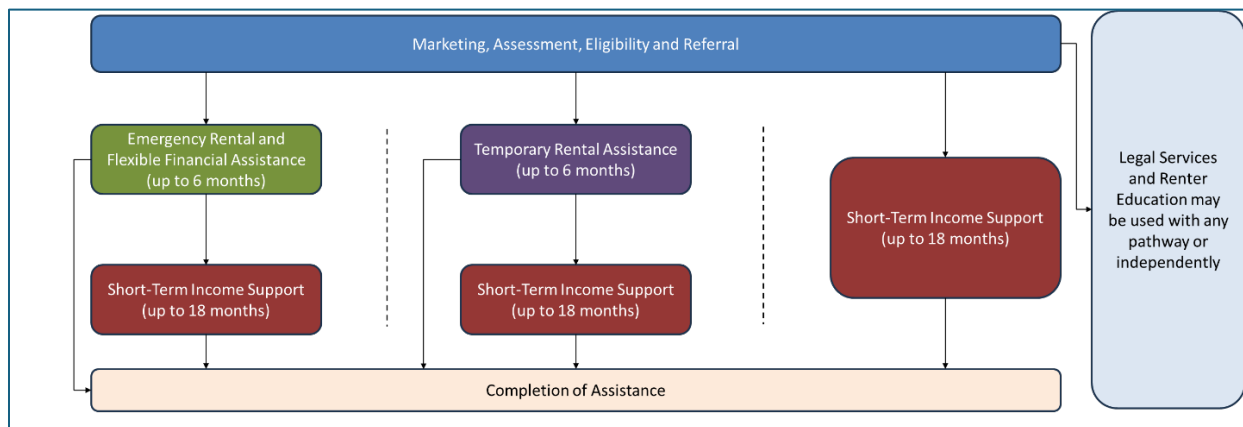
LACAHSA's Annual Expenditure Plan identifies Board-approved eligible uses for RPHP funds. This section outlines the eligible uses and requirements regarding household eligibility criteria and the duration and amount of assistance.

Eligible Jurisdictions are encouraged to offer a comprehensive combination of activities allowable within the eligible uses in order to offer flexibility and choice to households seeking assistance. Eligible Jurisdictions may choose to deliver any combination of eligible activities; however, all programs are expected to include Marketing, Assessment, Eligibility, and Referral services.

For each eligible activity, LACAHSA and Eligible Jurisdictions may provide services directly, through partnerships with contracted service providers, and in partnership with LACAHSA and other Eligible Jurisdictions on countywide or regional initiatives.

As needed, inquiries regarding additional eligible uses for RPHP funding may be raised to the LACAHSA's Chief Programs Officer for assistance and consideration.

The pathways of assistance are summarized in the chart below:



### i. Marketing, Assessment, Eligibility, and Referral

Marketing, Assessment, Eligibility, and Referral identifies households at risk of losing their housing, assesses their needs, determines their eligibility for assistance, and connects them directly with RPHP resources and support to avoid homelessness.

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Eligible Activities</b> | <p><u>Marketing</u> – Marketing involves efforts to ensure that the target population for services is aware of the services and able to apply for and access them at the appropriate time. Marketing may include outreach, advertising, attending community events, visiting sites where low-income households facing a housing crisis may be found, and other efforts to ensure that the services are well publicized. LACAHSa encourages marketing efforts to include affirmative outreach strategies for specific vulnerable and historically excluded subpopulations including, but not limited to, transition-aged youth, families with young children, older adults, limited English proficiency populations, and people with disabilities.</p> <p><u>Assessment</u> – Assessment involves gathering applications from potential participants, assessing their likely eligibility, and prioritizing among applicants to determine the order and level at which eligible households are offered assistance based on level of need or vulnerability. Assessment activities include establishing and operating application and assessment mechanisms, such as electronic portals for receiving and reviewing applications, assessment and prioritization tools, and providing assistance to potentially eligible households to gather documents and apply for assistance.</p> |
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|  | <p><u>Eligibility</u> – Eligibility determination is the process of reviewing an application and assessment, confirming priority, establishing eligibility for support, and enrolling a household. Eligibility determination may include meeting with potential participants and/or reviewing documents to verify eligibility for assistance, assisting households to gather additional needed documents to prove eligibility and document payment needs, and enrolling households in the program.</p> <p><u>Referral</u> – Referral is the process of connecting eligible households to RPHP resources and services for which they are eligible, and which will help them to maintain their housing and to avoid eviction or homelessness.</p> <p>Activities related to ongoing housing-focused case management are included as eligible activities under the uses outlined below.</p> |
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## ii. Legal Services and Renter Education

Legal Services and Renter Education offers legal representation, advocacy, outreach, and education to households at risk of losing their housing.

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| <b>Eligible Activities</b> | <p>Eligible Legal Services and Renter Education activities include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Renter outreach and education</li> <li>• Evaluation of underlying issues affecting the client’s legal situation</li> <li>• Holistic legal representation and advocacy for issues that directly impact a household’s ability to remain housed: <ul style="list-style-type: none"> <li>○ Housing issues such as pre-leasing, obtaining vital documents, reasonable accommodations, habitability, pre-eviction and eviction defense</li> <li>○ Clearing evictions, tickets, warrants, or criminal records</li> <li>○ Application for or appealing the denial of public benefits</li> <li>○ Other housing-related legal issues such as domestic violence, consumer finance, immigration, and issues affecting family composition (divorce, child support, restraining orders, health concerns)</li> </ul> </li> <li>• Mediation Services, including negotiating payment plans</li> <li>• Pre-eviction and eviction defense services</li> <li>• Right-to-counsel legal services</li> </ul> |
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|                                       | <ul style="list-style-type: none"> <li>• Limited payments associated with court appearances (e.g. court filing fees)</li> </ul> <p>Emergency Rental and Flexible Financial Assistance, Temporary Rental Assistance, and Short-Term Income Support are not eligible expenses under Legal Services and Renter Education. Eligible Jurisdictions are strongly encouraged to pair rental and financial assistance with Legal Services and Renter Education services.</p> <p>Eligible Jurisdictions may also use Legal Services and Renter Education funds to provide housing-focused case management services to support housing stability for households receiving Legal Services and Renter Education. Eligible Jurisdictions that provide multiple types of assistance are encouraged to use the same case management staff across all categories of assistance, rather than staff case management separately for each type of assistance program. Eligible housing-focused case management services may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Ongoing assessment and housing stability support</li> <li>• Preparation of a housing stability plan</li> <li>• Support with accessing legal services and/or financial assistance, including completing assistance requests and following up on receipt of assistance and outcomes for households</li> <li>• Providing information and referrals to community resources, and support with accessing County programs and other mainstream benefits and services offered by partner agencies</li> </ul> |
| <b>Household Eligibility Criteria</b> | <p>To be eligible to receive Legal Services and Renter Education assistance, a person/household must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Live in Los Angeles County; and</li> <li>• Have an annual income at or below 80 percent of AMI (Eligible Jurisdictions are encouraged to prioritize assistance to households at or below 50 percent of AMI; as described in Documentation Standards section, renter outreach and education does not require individual household income verification);</li> <li>• Be a renter (as defined above in the section titled “Definition of Eligible Renter and Prohibited Uses”); and</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|                                          | <ul style="list-style-type: none"> <li>• Have experienced an emergency, crisis, or unexpected event within the previous 12 months that puts the household at risk of losing their housing, such as: <ul style="list-style-type: none"> <li>○ Action of landlord or property management</li> <li>○ Unlawful detainer (eviction lawsuit)</li> <li>○ Threat of displacement or housing instability</li> <li>○ Loss of income</li> <li>○ Loss or delay of public income benefits</li> <li>○ Medical emergency</li> <li>○ Change of household (birth, death, loss of income earner)</li> <li>○ Natural disaster</li> <li>○ Sudden increase in critical expenses</li> <li>○ Other emergency that threatens housing stability</li> </ul> </li> </ul> |
| <b>Duration and Amount of Assistance</b> | Not applicable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

### iii. Emergency Rental and Flexible Financial Assistance

Emergency Rental and Flexible Financial Assistance provides financial assistance for a variety of housing-related expenses to support the stabilization of households experiencing an immediate housing crisis and at risk of losing their housing.

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| <b>Eligible Activities</b> | <p>Eligible Emergency Rental and Flexible Financial Assistance expenses include the following:</p> <ul style="list-style-type: none"> <li>• Security Deposits and Other Required Deposits</li> <li>• Rental Assistance (up to 6 months)</li> <li>• Rental Arrears (no time limit for how far back arrears can be paid)</li> <li>• Utility Deposits</li> <li>• Utility Assistance</li> <li>• Utility Arrears</li> <li>• Move-in Expenses</li> <li>• Essential Furniture and Cleaning</li> <li>• Moving Expenses</li> <li>• Relocation Expenses (to cover costs beyond what is legally required of property owners according to local or state law)</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• Housing Stability Expenses: <ul style="list-style-type: none"> <li>○ Document Fees</li> <li>○ Employment-Related Expenses</li> <li>○ Transportation-Related Expenses, including vehicle repairs, public transportation costs, and rideshare service costs</li> <li>○ Healthcare Costs, including medical bills</li> <li>○ Food</li> <li>○ Dependent Care</li> <li>○ Short-Term Vocational Training</li> </ul> </li> </ul> <p>Households currently enrolled or exiting a permanent or time limited subsidy program such as rapid rehousing, shallow subsidies, or other TLS, including Temporary Rental Assistance programs funded by RPHP, are not eligible for Emergency Rental and Flexible Financial Assistance.</p> <p>The only exception to this requirement is if a household is enrolled in an income-based subsidy program (such as Housing Choice Voucher or Permanent Supportive Housing). These households may receive financial assistance for rental arrears. Staff supporting households with Emergency Rental and Flexible Financial Assistance should make every effort to engage public housing authorities, landlords, property management, utility companies, and other vendors to establish appropriate rent or payment adjustments and reasonable payment plans.</p> <p>Eligible Jurisdictions may also use Emergency Rental and Flexible Financial Assistance funds to provide housing-focused case management services to support housing stability for households receiving Emergency Rental and Flexible Financial Assistance, for the full duration of their assistance period (i.e. up to 24 months from the first financial assistance payment). Eligible Jurisdictions that provide multiple types of financial assistance are encouraged to use the same case management staff across all categories of assistance, rather than staff case management separately for each type of assistance program. Eligible housing-focused case management services may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Ongoing assessment and housing stability support</li> <li>• Preparation of a housing stability plan</li> </ul> |
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|                                       | <ul style="list-style-type: none"> <li>• Support with accessing financial assistance, including completing financial assistance requests and following up on receipt of assistance and outcomes for households</li> <li>• Providing information and referrals to community resources, and support with accessing County programs and other mainstream benefits and services offered by partner agencies</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Household Eligibility Criteria</b> | <p>To be eligible to receive Emergency Rental and Flexible Financial Assistance, a person/household must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Live in Los Angeles County; and</li> <li>• Have an annual income at or below 80 percent of AMI (Eligible Jurisdictions are encouraged to prioritize assistance to households at or below 50 percent of AMI);</li> <li>• Be a renter (as defined above in the section titled “Definition of Eligible Renter and Prohibited Uses”); and</li> <li>• Have experienced an emergency, crisis, or unexpected event within the previous 12 months that puts the household at risk of losing their housing, such as: <ul style="list-style-type: none"> <li>○ Action of landlord or property management</li> <li>○ Unlawful detainer (eviction lawsuit)</li> <li>○ Threat of displacement or housing instability</li> <li>○ Loss of income</li> <li>○ Loss or delay of public income benefits</li> <li>○ Medical emergency</li> <li>○ Change of household (birth, death, loss of income earner)</li> <li>○ Natural disaster</li> <li>○ Sudden increase in critical expenses</li> <li>○ Other emergency that threatens housing stability</li> </ul> </li> </ul> |



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| <b>Duration and Amount of Assistance</b> | <p>Households may receive up to 6 months of Emergency Rental and Flexible Financial Assistance. Total financial assistance to a person/household must not exceed \$36,000 from any combination of eligible financial assistance activities within a 24-month period. After reaching either the assistance limit of \$36,000 or time limit of 24 months, a household must wait at least 6 months before receiving additional assistance.</p> <p>Households are not eligible for Emergency Rental and Flexible Financial Assistance if they are already receiving Temporary Rental Assistance.</p> <p>Emergency Rental and Flexible Financial Assistance payments can only be authorized for one month at a time (excluding arrears payments) to ensure that households continue to reside in the assisted housing unit.</p> |
| <b>Prioritization</b>                    | <p>To support the equitable and effective provision of Emergency Rental and Flexible Financial Assistance, Eligible Jurisdictions are required to assess household needs and target assistance to those most at risk of eviction or homelessness.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

#### iv. Temporary Rental Assistance

Temporary Rental Assistance provides rental assistance for households at risk of losing their housing OR who have a housing crisis which the household cannot resolve independently.

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| <b>Eligible Activities</b> | <p>Eligible Temporary Rental Assistance expenses include the following:</p> <ul style="list-style-type: none"> <li>• Rental Assistance (up to 6 months)</li> <li>• Utility Assistance (up to 6 months)</li> </ul> <p>For households that require security deposit or move-in assistance, the program is encouraged to leverage other resources. such as the County HAP program.</p> <p>Temporary Rental Assistance can be used to provide step-down assistance to households exiting time-limited or permanent subsidy programs.</p> <p>Eligible Jurisdictions may also use Temporary Rental Assistance funds to provide housing-focused case management services to support housing stability for households receiving Temporary Rental Assistance, for the full duration of their assistance period (i.e. up to 24 months from the first</p> |
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|                                          | <p>financial assistance payment). Eligible Jurisdictions that provide multiple types of financial assistance are encouraged to use the same case management staff across all categories of assistance, rather than staff case management separately for each type of assistance program. Eligible housing-focused case management services may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Ongoing assessment and housing stability support</li> <li>• Preparation of a housing stability plan</li> <li>• Support with accessing financial assistance, including completing financial assistance requests and following up on receipt of assistance and outcomes for households</li> <li>• Providing information and referrals to community resources, and support with accessing County programs and other mainstream benefits and services offered by partner agencies</li> </ul> <p>Case management assistance cannot be used to provide housing navigation or housing search services.</p> |
| <b>Household Eligibility Criteria</b>    | <p>To be eligible for Temporary Rental Assistance, a household must:</p> <ul style="list-style-type: none"> <li>• Live in Los Angeles County; and</li> <li>• Have an annual income at or below 80 percent of AMI (Eligible Jurisdictions are encouraged to prioritize assistance to households at or below 50 percent of AMI); and</li> <li>• Be a renter (as defined above in the section titled “Definition of Eligible Renter and Prohibited Uses”) or have a rental unit identified; and</li> <li>• Have a documented housing crisis which the household cannot resolve without Temporary Rental Assistance.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Duration and Amount of Assistance</b> | <p>Households may receive up to 6 months of Temporary Rental Assistance. Total financial assistance to a person/household must not exceed \$36,000 from any combination of eligible financial assistance activities within an 24-month period. After reaching either the assistance limit of \$36,000 or time limit of 24 months, a household must wait at least 6 months before receiving additional assistance.</p> <p>Households are not eligible for Temporary Rental Assistance if they are already receiving Emergency Rental and Flexible Financial Assistance.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                       | Temporary Rental Assistance payments can only be authorized for one month at a time to ensure that households continue to reside in the assisted housing unit.                                                          |
| <b>Prioritization</b> | To support the equitable and effective provision of Temporary Rental Assistance, Eligible Jurisdictions are required to assess household needs and target assistance to those most at risk of eviction or homelessness. |

#### v. Short-Term Income Support

Short-Term Income Support involves providing direct income assistance for households at risk of losing their housing.

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| <b>Eligible Activities</b> | <p>Short-Term Income Support payments are made directly to eligible households.</p> <p>Short-Term Income Support provides financial assistance to help eligible households meet their basic needs during temporary periods of financial instability.</p> <p>Eligible Jurisdictions may also use Short-Term Income Support funds to provide housing-focused case management services to support housing stability for households receiving Short-Term Income Support, for the full duration of their assistance period (i.e. up to 18 months from the first financial assistance payment). Eligible Jurisdictions that provide multiple types of financial assistance are encouraged to use the same case management staff across all categories of assistance, rather than staff case management separately for each type of assistance program. Eligible housing-focused case management services may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Ongoing assessment and housing stability support</li> <li>• Preparation of a housing stability plan</li> <li>• Support with accessing financial assistance, including completing financial assistance requests and following up on receipt of assistance and outcomes for households</li> <li>• Providing information and referrals to community resources, and support with accessing County programs and other mainstream benefits and services offered by partner agencies.</li> </ul> |
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|                                          | Case management assistance cannot be used to provide housing navigation or housing search services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Household Eligibility Criteria</b>    | <p>To be eligible for Short-Term Income Support, a household must:</p> <ul style="list-style-type: none"> <li>• Live in Los Angeles County; and</li> <li>• Have an annual income at or below 80 percent of AMI (Eligible Jurisdictions are encouraged to prioritize assistance to households at or below 50 percent of AMI); and</li> <li>• Be a renter (as defined above in the section titled “Definition of Eligible Renter and Prohibited Uses”) or have a rental unit identified; and</li> <li>• Have a documented housing crisis which the household cannot resolve without Short-Term Income Support.</li> </ul>                                                                                                                                             |
| <b>Duration and Amount of Assistance</b> | <p>Households may receive up to 18 months of Short-Term Income Support. Total financial assistance to a person/household must not exceed \$36,000 from any combination of eligible financial assistance activities within a 24-month period. After reaching either the assistance limit of \$36,000 or time limit of 24 months, a household must wait at least 6 months before receiving additional assistance.</p> <p>Monthly Short-Term Income Assistance to a household cannot exceed \$2,000 per month.</p> <p>Short-Term Income Support programs may be structured for periods up to 18 months, but payments can only be authorized for one month at a time to ensure that households are still located in Los Angeles County and eligible for assistance.</p> |
| <b>Prioritization</b>                    | As the income support payments are intended to be short-term, Eligible Jurisdictions are encouraged to prioritize households who have or anticipate having income from employment/benefits, are currently at or below 50 percent of AMI, and are currently working toward an increase in income through employment, education, or eligibility for benefits.                                                                                                                                                                                                                                                                                                                                                                                                         |

## **b. Documentation Standards and Guidance**

Eligible Jurisdictions and Subrecipients must ensure that eligibility is determined for households assisted and that funds are spent in accordance with Measure A, SB679, and these Program Guidelines.

No RPHP program or activity may request or maintain documentation related to assisted household immigration status.

Eligible Jurisdictions and Subrecipients may utilize their own documentation requirements and review standards, provided they include policies and procedures covering all of the following elements:

1. Collect and review documentation to determine that households meet all eligibility criteria for assistance, including:

*Legal Services and Renter Education and Emergency Rental and Flexible Financial Assistance<sup>2</sup>*

- a. Live in Los Angeles County; and
- b. Have an annual income at or below 80 percent of AMI (Eligible Jurisdictions are encouraged to prioritize assistance to households at or below 50 percent of AMI); and
- c. Be a renter (as defined above in the section titled “Definition of Eligible Renter and Prohibited Uses”); and
- d. Have experienced an emergency, crisis, or unexpected event within the previous 12 months that puts the household at risk of losing their housing, such as:
  - i. Action of landlord or property management
  - ii. Unlawful detainer (eviction lawsuit)
  - iii. Threat of displacement or housing instability
  - iv. Loss of income
  - v. Loss or delay of public benefits
  - vi. Medical emergency
  - vii. Change of household (birth, death, loss of income earner)
  - viii. Natural disaster
  - ix. Sudden increase of critical expenses

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<sup>2</sup> When conducting workshops or other educational activities under the Legal Services and Renter Education activity, Eligible Jurisdictions do not need to collect individual income or other eligibility documentation for all participants. Eligible Jurisdictions must maintain documentation to show how the activities were marketed in a fashion to encourage participation by eligible, low-income households.

- x. Other emergency that threatens housing stability

*Temporary Rental Assistance and Short-Term Income Support*

- a. Live in Los Angeles County; and
  - b. Have an annual income at or below 80 percent of AMI (Eligible Jurisdictions are encouraged to prioritize assistance to households at or below 50 percent of AMI); and
  - c. Be a renter (as defined above in the section titled “Definition of Eligible Renter and Prohibited Uses”) OR have a rental unit identified; and
  - d. Have a documented housing crisis which the household cannot resolve without Short-Term Income Support.
- 2. Policies must include the ability for a household to complete an affidavit of zero income if the household has no income.
  - 3. Verify and document amounts owed by the renter for all expenditures covering anticipated costs or previous costs incurred by the renter. (This means, for example, that for past rent due or utilities, there is a document that shows how much is owed, by whom it is owed, and to whom it is owed.)
  - 4. Verify and ensure that payments of any type of financial assistance are made to parties eligible to receive them and have measures in place to ensure that the party receiving the funds is the intended party and that funds are applied to the cost they are intended for. (This means, for example, in the case of rental assistance, that a property owner or property management agency is verified as the legal owner of the property or a representative of the owner, and that communication with the property owner or property manager makes it clear that the funds are to be applied to the specific eligible renter’s rent.)
  - 5. Adopt and follow policies and practices in place to prevent and detect fraud, waste, and abuse and to avoid actual, or appearances of, conflicts of interest.
  - 6. Conduct a Duplication of Benefits check before providing financial assistance to ensure that assistance does not duplicate benefits available from other federal, state, or local sources.

Such policies shall not be used to refuse assistance to an otherwise eligible household. For example, if an eligible household is living with another household to whom they pay rent, but there is no lease between the parties, the program should document the relationship, the right to occupy of the second household, and a past pattern of payment in order to serve the household.

Programs that do not have currently conforming policies must either update their policies or adopt documentation policies that cover the above conditions and needs. Examples of conforming policies already in use in Los Angeles County include:

- [LAHSA Scope of Required Services \(SRS\) for Homeless Prevention Services](#)
- [Pasadena Partnership Homeless Prevention](#)