# Before Starting the CoC Application

You must submit all three of the following parts in order for us to consider your Consolidated Application complete:

1. the CoC Application,
2. the CoC Priority Listing, and
3. all the CoC's project applications that were either approved and ranked, or rejected.

As the Collaborative Applicant, you are responsible for reviewing the following:

1. The FY 2023 CoC Program Competition Notice of Funding Opportunity (NOFO) for specific application and program requirements.
2. The FY 2023 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
3. All information provided to ensure it is correct and current.
4. Responses provided by project applicants in their Project Applications.
5. The application to ensure all documentation, including attachment are provided.

Your CoC Must Approve the Consolidated Application before You Submit It

- 24 CFR 578.9 requires you to compile and submit the CoC Consolidated Application for the FY 2023 CoC Program Competition on behalf of your CoC.
- 24 CFR 578.9(b) requires you to obtain approval from your CoC before you submit the Consolidated Application into e-snaps.

Answering Multi-Part Narrative Questions

Many questions require you to address multiple elements in a single text box. Number your responses to correspond with multi-element questions using the same numbers in the question. This will help you organize your responses to ensure they are complete and help us to review and score your responses.

Attachments

Questions requiring attachments to receive points state, "You Must Upload an Attachment to the 4B. Attachments Screen." Only upload documents responsive to the questions posed–including other material slows down the review process, which ultimately slows down the funding process. Include a cover page with the attachment name.

- Attachments must match the questions they are associated with–if we do not award points for evidence you upload and associate with the wrong question, this is not a valid reason for you to appeal HUD's funding determination.
- We must be able to read the date and time on attachments requiring system-generated dates and times, (e.g., a screenshot displaying the time and date of the public posting using your desktop calendar; screenshot of a webpage that indicates date and time).

# 1A. Continuum of Care (CoC) Identification

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

**1A-1. CoC Name and Number:** CA-607 - Pasadena CoC

**1A-2. Collaborative Applicant Name:** City of Pasadena

**1A-3. CoC Designation:** CA

**1A-4. HMIS Lead:** City of Pasadena

# 1B. Coordination and Engagement–Inclusive Structure and Participation

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
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- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 1B-1. | **Inclusive Structure and Participation–Participation in Coordinated Entry.** | |
| | **NOFO Sections V.B.1.a.(1), V.B.1.e., V.B.1f., and V.B.1.p.** | |

| | |
|---|---|
| | **In the chart below for the period from May 1, 2022 to April 30, 2023:** |
| 1. | **select yes or no in the chart below if the entity listed participates in CoC meetings, voted–including selecting CoC Board members, and participated in your CoC's coordinated entry system; or** |
| 2. | **select Nonexistent if the organization does not exist in your CoC's geographic area:** |

| | Organization/Person | Participated in CoC Meetings | Voted, Including Electing CoC Board Members | Participated in CoC's Coordinated Entry System |
|---|---|---|---|---|
| 1. | **Affordable Housing Developer(s)** | Yes | Yes | Yes |
| 2. | **CDBG/HOME/ESG Entitlement Jurisdiction** | Yes | Yes | Yes |
| 3. | **Disability Advocates** | Yes | Yes | No |
| 4. | **Disability Service Organizations** | Yes | Yes | No |
| 5. | **EMS/Crisis Response Team(s)** | Yes | Yes | Yes |
| 6. | **Homeless or Formerly Homeless Persons** | Yes | Yes | Yes |
| 7. | **Hospital(s)** | Yes | Yes | Yes |
| 8. | **Indian Tribes and Tribally Designated Housing Entities (TDHEs) (Tribal Organizations)** | Nonexistent | No | No |
| 9. | **Law Enforcement** | Yes | No | Yes |
| 10. | **Lesbian, Gay, Bisexual, Transgender (LGBTQ+) Advocates** | Yes | Yes | Yes |
| 11. | **LGBTQ+ Service Organizations** | Yes | Yes | Yes |
| 12. | **Local Government Staff/Officials** | Yes | Yes | Yes |
| 13. | **Local Jail(s)** | Yes | No | No |
| 14. | **Mental Health Service Organizations** | Yes | Yes | Yes |
| 15. | **Mental Illness Advocates** | Yes | Yes | Yes |

| | | | | |
|---|---|---|---|---|
| 16. | Organizations led by and serving Black, Brown, Indigenous and other People of Color | Yes | Yes | Yes |
| 17. | Organizations led by and serving LGBTQ+ persons | Yes | Yes | Yes |
| 18. | Organizations led by and serving people with disabilities | Yes | Yes | Yes |
| 19. | Other homeless subpopulation advocates | Yes | Yes | Yes |
| 20. | Public Housing Authorities | Yes | Yes | Yes |
| 21. | School Administrators/Homeless Liaisons | Yes | Yes | Yes |
| 22. | Street Outreach Team(s) | Yes | Yes | Yes |
| 23. | Substance Abuse Advocates | Yes | Yes | Yes |
| 24. | Substance Abuse Service Organizations | Yes | Yes | Yes |
| 25. | Agencies Serving Survivors of Human Trafficking | Yes | Yes | Yes |
| 26. | Victim Service Providers | Yes | Yes | Yes |
| 27. | Domestic Violence Advocates | Yes | Yes | Yes |
| 28. | Other Victim Service Organizations | Yes | Yes | Yes |
| 29. | State Domestic Violence Coalition | No | No | No |
| 30. | State Sexual Assault Coalition | No | No | No |
| 31. | Youth Advocates | Yes | Yes | Yes |
| 32. | Youth Homeless Organizations | Yes | Yes | Yes |
| 33. | Youth Service Providers | Yes | Yes | Yes |
| | Other: (limit 50 characters) | | | |
| 34. | Veteran Organizations | Yes | Yes | Yes |
| 35. | Faith-based Organizations | Yes | Yes | Yes |

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| 1B-2. | Open Invitation for New Members. | |
| | NOFO Section V.B.1.a.(2) | |

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| | Describe in the field below how your CoC: |
| 1. | communicated a transparent invitation process annually (e.g., communicated to the public on the CoC's website) to solicit new members to join the CoC; |
| 2. | ensured effective communication and access for persons with disabilities, including the availability of accessible electronic formats; and |
| 3. | invited organizations serving culturally specific communities experiencing homelessness in the geographic area to address equity (e.g., Black, Latino, Indigenous, LGBTQ+, and persons with disabilities). |

(limit 2,500 characters)

1. CoC membership is officially solicited annually at a minimum & proactive recruitment is conducted throughout the year to ensure diverse stakeholder participation/engage new members. The CoC has a transparent, open-ended invitation process that is communicated in our Governance Charter & via our website, emails, public meetings, & funding solicitations. Staff attend community events/meetings to provide information about the CoC, how to get involved & re-engage agencies w/ low attendance. Staff further identify attendance gaps in essential sectors & reach out w/ personalized invitations to encourage CoC involvement.

2. The CoC makes appropriate accommodations to ensure effective communication & access for people w/ disabilities, such as making available accessible electronic documents (PDFs) & recordings on the CoC website & in alternative formats. The CoC utilizes the WAVE Web Accessibility Evaluation Tool to ensure web content is accessible, including alternative text for images, form labels & large font. This is crucial as the CoC's website is used to communicate meeting dates/times & the invitation process. The CoC consults w/ the City's Accessibility Coordinator & Disability Commission to build upon current strategies for effective communication, accessibility & engagement, including enhanced web & document accessibility (i.e. remote meetings, multimedia synchronization, captioning services).

3. The CoC is currently revising our homelessness plan, which will inform funding & policy decisions for the next 5 years. Organizations serving culturally specific communities experiencing homelessness, including BIPOC, Latino/Spanish-speaking, DV survivors, disability advocate groups, & LGBTQ+ populations were invited to participate in a series of 4 two-hour Equity/Respect planning workgroup meetings focusing on creating strategies/recommendations to address existing disparities & ensure the system is inclusive/sensitive to the needs of all homeless communities. The CoC engaged in targeted & robust outreach to ensure diversity of representation in this workgroup of 15 people, of which 66% were BIPOC. Organizations serving people of color also recruited participants for this workgroup & 2 separate focus groups specifically for BIPOC & Spanish-speaking communities. The CoC also regularly engages w/ a Lived Experience Advisory Panel to provide feedback on CoC policies & procedures directly impacting equity, including CES prioritization & matching.

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| 1B-3. | CoC's Strategy to Solicit/Consider Opinions on Preventing and Ending Homelessness. | |
| | NOFO Section V.B.1.a.(3) | |

| | Describe in the field below how your CoC: |
|---|---|
| 1. | solicited and considered opinions from a broad array of organizations and individuals that have knowledge of homelessness, or an interest in preventing and ending homelessness; |
| 2. | communicated information during public meetings or other forums your CoC uses to solicit public information; |
| 3. | ensured effective communication and access for persons with disabilities, including the availability of accessible electronic formats; and |
| 4. | took into consideration information gathered in public meetings or forums to address improvements or new approaches to preventing and ending homelessness. |

**(limit 2,500 characters)**

1. Since July 2022, the CoC has undertaken robust community engagement to inform our updated plan to prevent/end homelessness & solicited opinions via focus groups, listening sessions, interviews, surveys, & workgroups from a broad array of organizations/individuals including service providers, the CoC Board/committees (faith community & healthcare), people w/ lived expertise, City commissions (Human Services, BIPOC groups), regional/system partners (LA CoC, education, healthcare, criminal justice, foster care, DPSS) & the general public. Intentional outreach ensured that feedback from underrepresented groups, (BIPOC & LGBTQ+ advocates) was included. Staff, providers & advocates also attended meetings to gather opinions outside the CoC. Over 420 stakeholders were engaged in the last year alone.

2. The CoC utilized our website to publicly communicate meeting dates/times to solicit public information, which are also announced via email using general membership & targeted listservs. Recipients are encouraged to share these invites within their networks. Meetings consist of regular requests for input on CoC policies/priorities, PIT count planning, funding opportunities, & population-specific best practices. CoC staff attended/presented at public meetings, including City Council & various committees/commissions to solicit feedback on the CoC's Homelessness Plan & received meaningful public comment. The CoC also utilized City social media accounts (Facebook, Twitter, Instagram) to solicit public information.

3. The CoC ensured effective communication & access for people w/ disabilities by making meeting materials available in electronic formats that are compatible w/ assistive technologies, including screen reader-friendly PDFs, large print, HTML versions, & plain text documents. The CoC adheres to Web Content Accessibility Guidelines (WCAG) & virtual meetings have captioning services. CoC staff also personally visited the City's Accessibility & Disability Commission to gather Homelessness Plan feedback.

4. CoC & other public meetings are critical platforms to gather input & address improvements/new approaches to homelessness. Input from these meetings is recorded by CoC staff & used to inform system-level priorities, the Homelessness Plan, policy recommendations, & resource allocation decisions. The CoC utilized preliminary feedback from lived experience focus/working groups to revise questions included in the CoC's new project funding applications.

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| 1B-4. | Public Notification for Proposals from Organizations Not Previously Awarded CoC Program Funding. | |
| | NOFO Section V.B.1.a.(4) | |

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| | Describe in the field below how your CoC notified the public: |
| 1. | that your CoC will consider project applications from organizations that have not previously received CoC Program funding; |
| 2. | about how project applicants must submit their project applications–the process; |
| 3. | about how your CoC would determine which project applications it would submit to HUD for funding; and |

| | |
|---|---|
| 4. | ensured effective communication and access for persons with disabilities, including the availability of accessible electronic formats. |

(limit 2,500 characters)

1. The CoC considers project applications from all qualified orgs & gives no preference to previously CoC-funded agencies. The CoC sent targeted emails to 28 non-CoC-funded regional service providers encouraging them to apply, including DV & LGBTQ+ orgs. The Request For Applications (RFA) was widely advertised using a dedicated page on the CoC's website & high-traffic publicly accessible social media sites (FB, Instagram & Twitter). TA was available to ensure adequate support/accessibility for new agencies. 2 organizations that have not previously received CoC funding submitted applications in 2023 & the Reallocation/CoC Bonus application is from an agency that has not previously received CoC funding.

2. The CoC announced via our website, email & online postings that our local competition for renewals would open on 7/18 & new projects on 7/21. Renewal projects were required to submit their intent to renew by 7/7 & applications were due 8/9. The CoC hosted a mandatory workshop on 7/24 to review the application & submission process. The CoC released an open RFA for new projects on 7/21 w/ submissions due online by 8/25 & hosted an optional workshop on 7/27. Links to the renewal & new application materials, workshop recordings, evaluation criteria, & other resources were available on the CoC's public website. All applications were submitted via an online portal on the CoC's website.

3. The evaluation procedures & project review/selection process (which determines applications that will be submitted for funding) were publicly available & outlined in the RFA packet/workshop recordings. Applications that met threshold requirements were reviewed & scored by a non-conflicted evaluation panel using the scoring tools posted publicly on the CoC's website & reviewed in the workshop. Projects were assigned a score based on agency experience, project design & service delivery, financial efficiency/management, & ability to enhance system performance. The panel recommended the highest scoring applications to the CoC Board for approval/inclusion in the CoC application.

4. Accessible electronic PDFs & workshop recordings were posted on the CoC's website to ensure effective communication/access for people w/ disabilities. The CoC utilizes the WAVE Web Accessibility Evaluation Tool to confirm online content is accessible. Staff were also available to make appropriate reasonable accommodations, including virtual/in-person meetings to provide TA.

# 1C. Coordination and Engagement

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
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- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 1C-1. | Coordination with Federal, State, Local, Private, and Other Organizations. | |
| | NOFO Section V.B.1.b. | |

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| | In the chart below: |
| 1. | select yes or no for entities listed that are included in your CoC's coordination, planning, and operations of projects that serve individuals, families, unaccompanied youth, persons who are fleeing domestic violence who are experiencing homelessness, or those at risk of homelessness; or |
| 2. | select Nonexistent if the organization does not exist within your CoC's geographic area. |

| | Entities or Organizations Your CoC Coordinates with for Planning or Operations of Projects | Coordinates with the Planning or Operations of Projects? |
|---|---|---|
| 1. | Funding Collaboratives | Yes |
| 2. | Head Start Program | Yes |
| 3. | Housing and services programs funded through Local Government | Yes |
| 4. | Housing and services programs funded through other Federal Resources (non-CoC) | Yes |
| 5. | Housing and services programs funded through private entities, including Foundations | Yes |
| 6. | Housing and services programs funded through State Government | Yes |
| 7. | Housing and services programs funded through U.S. Department of Health and Human Services (HHS) | Yes |
| 8. | Housing and services programs funded through U.S. Department of Justice (DOJ) | Yes |
| 9. | Housing Opportunities for Persons with AIDS (HOPWA) | Yes |
| 10. | Indian Tribes and Tribally Designated Housing Entities (TDHEs) (Tribal Organizations) | Nonexistent |
| 11. | Organizations led by and serving Black, Brown, Indigenous and other People of Color | Yes |
| 12. | Organizations led by and serving LGBTQ+ persons | Yes |
| 13. | Organizations led by and serving people with disabilities | Yes |
| 14. | Private Foundations | Yes |
| 15. | Public Housing Authorities | Yes |
| 16. | Runaway and Homeless Youth (RHY) | Yes |
| 17. | Temporary Assistance for Needy Families (TANF) | Yes |
| | Other:(limit 50 characters) | |

| | | |
|---|---|---|
| 18. | | |

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|---|---|---|
| 1C-2. | CoC Consultation with ESG Program Recipients. | |
| | NOFO Section V.B.1.b. | |

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|---|---|
| | Describe in the field below how your CoC: |
| 1. | consulted with ESG Program recipients in planning and allocating ESG Program funds; |
| 2. | participated in evaluating and reporting performance of ESG Program recipients and subrecipients; |
| 3. | provided Point-in-Time (PIT) count and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area; and |
| 4. | provided information to Consolidated Plan Jurisdictions to address homelessness within your CoC's geographic area so it could be addressed in the Consolidated Plan update. |

(limit 2,500 characters)

1. CoC staff are responsible for the management, planning & allocation of Pasadena ESG Program funds. CoC staff regularly participate in meetings to strategize how to best maximize funds to fill gaps/meet service needs & integrate ESG funding w/ other funds the CoC manages, including federal, state & local sources. The CoC refers to various data/reports on the local/regional landscape of homelessness & current/emerging evidence-based best practices, which inform the planning process & determine services prioritized for funding. The CoC also reviews data from federal/state/local & private agencies on outstanding/emerging needs to inform funding decisions. The CoC Board votes to finalize recommendations for the allocation of annual ESG dollars.

2. CoC staff work directly w/ ESG subrecipients to establish outcome metrics for all projects based on System Performance Measures (SPM) goals, regularly review data quality & evaluate performance. Staff routinely meet w/ ESG/ESG-CV-funded agencies to provide technical assistance & data support to ensure programs are high-performing. The CoC evaluates & reports on ESG/ESG-CV-funded project-level outcomes & compiles/submits data for the CAPER & quarterly ESG-CV reports. All providers are expected to implement programs that comply w/ the CoC's ESG written standards.

3. The CoC provides PIT, HIC, CES, & SPM data regarding the nature & extent of homelessness & current availability of services/resources to the Pasadena Housing Department for incorporation in the Five-Year Con Plan & Annual Action Plans, which are publicly available on the Housing Department website.

4. The Pasadena Housing Department is responsible for the Consolidated Plan as the ESG/CDBG entitlement jurisdiction administrator & acting collaborative applicant. The CoC & ESG Entitlement Jurisdiction geography overlap 100%, thus staff responsible for CoC planning are also responsible for ESG Program planning/administration & coordinate w/ CDBG staff to ensure the Con Plan fully addresses homelessness in the CoC's geographic area. CoC staff write portions of the Con Plan/related amendments & provide necessary data/information for updates.

| 1C-3. | Ensuring Families are not Separated. | |
|---|---|---|
| | NOFO Section V.B.1.c. | |

Select yes or no in the chart below to indicate how your CoC ensures emergency shelter, transitional housing, and permanent housing (PSH and RRH) do not deny admission or separate family members regardless of each family member's self-reported sexual orientation and gender identity:

| | | |
|---|---|---|
| 1. | Conducted mandatory training for all CoC- and ESG-funded service providers to ensure families are not separated. | Yes |
| 2. | Conducted optional training for all CoC- and ESG-funded service providers to ensure families are not separated. | No |
| 3. | Worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients. | Yes |
| 4. | Worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within your CoC's geographic area that might be out of compliance and took steps to work directly with those facilities to bring them into compliance. | Yes |
| 5. | Sought assistance from HUD by submitting questions or requesting technical assistance to resolve noncompliance by service providers. | No |

| 1C-4. | CoC Collaboration Related to Children and Youth–SEAs, LEAs, School Districts. | |
|---|---|---|
| | NOFO Section V.B.1.d. | |

Select yes or no in the chart below to indicate the entities your CoC collaborates with:

| | | |
|---|---|---|
| 1. | Youth Education Provider | Yes |
| 2. | State Education Agency (SEA) | Yes |
| 3. | Local Education Agency (LEA) | Yes |
| 4. | School Districts | Yes |

| 1C-4a. | Formal Partnerships with Youth Education Providers, SEAs, LEAs, School Districts. | |
|---|---|---|
| | NOFO Section V.B.1.d. | |

Describe in the field below the formal partnerships your CoC has with at least one of the entities where you responded yes in question 1C-4.

(limit 2,500 characters)

The CoC has a formal MOU w/ Pasadena Unified School District's (PUSD) Office of Families in Transition (FIT), which establishes a working relationship to support collaborations & programs that serve families w/ school-aged children experiencing homelessness in accordance w/ the McKinney-Vento Act. FIT is a voting member of the CoC & participates in CoC meetings, promotes CoC-funded programs among eligible families, & provides referrals for assistance.

The CoC also has a formal MOU w/ the Los Angeles County Office of Education (LACOE), which supports collaborations/programs that serve families w/ children experiencing or at risk of homelessness. LACOE is a voting member of the CoC & staff attend meetings/provide presentations as requested. Presently the CoC coordinates w/ LACOE via the Youth & Family CES (YCES, FCES) to increase collaboration & ensure homeless youth/families are quickly connected to housing/services. The local McKinney-Vento homeless liaisons (Local LEA) & the LACOE CES Education Coordinator attend all monthly FCES & biweekly YCES meetings to give presentations/provide updates on available resources/services. Similarly, YCES/FCES housing & service providers regularly attend SEA/LEA meetings & the local LEA representing YCES/FCES attend all regional LACOE meetings. YCES school liaisons work closely w/ LACOE CES Education Coordinators to connect homeless youth to education & career services. LACOE also provides support in advocating/accessing records for youth who need it. LEA staff participate in semi-annual CoC meetings/planning events & are available to provide presentations for providers to better understand the requirements of HUD/McKinney-Vento.

The CoC's YCES & FCES also have formal partnerships w/ local youth education providers to identify homeless youth/families, provide education about CES, & assist w/ linkages to appropriate resources. The CoC's YCES lead also has an MOU w/ PUSD to provide school-based mental health (SBMH) & educationally-related mental health services (ERMHS) to K-12 students. The SBMH program has assigned space on a school campus & designated hours each week to see students for individual/group services. The ERMHS program provides therapeutic, behavioral, academic support, & crisis intervention to students & families. Further, the YCES has an MOU w/ the CoC's local community college where a part-time on-campus peer navigator helps link youth to access centers & CES resources.

| | | |
|---|---|---|
| 1C-4b. | Informing Individuals and Families Experiencing Homelessness about Eligibility for Educational Services. | |
| | NOFO Section V.B.1.d. | |

Describe in the field below written policies and procedures your CoC uses to inform individuals and families who become homeless of their eligibility for educational services.

(limit 2,500 characters)

The CoC's Written Standards ensure that homeless individuals & families are informed of their eligibility for education services. As mandated in the CoC's Governance Charter & contracts, all funded agencies are responsible for designating a staff person to ensure that children are enrolled in school & connected to appropriate services within the community, including early childhood education programs. Specifically, CoC-funded agencies are required to establish policies & procedures that are consistent with, & do not restrict, the rights provided by the McKinney-Vento Act & other laws relating to the provision of educational & related services to families w/ children. Grantees that receive CoC funding are contractually obligated to comply w/ the McKinney-Vento Act.

To carry out these CoC policies, Youth & Family CES (YCES, FCES) teams meet w/ a local school district liaison (LACOE Coordinator) on a regular basis & mutually provide information/resources. YCES & FCES staff attend monthly care coordination meetings w/ a co-located LACOE Coordinator to discuss families & resources. As part of the intake process, providers share information about eligibility for/rights related to education services & then provide support to ensure access. CoC providers also work w/ LEAs to address the educational needs of children in shelter by placing families close to their schools of origin so as not to disrupt children's education. Formal partnerships have resulted in the CoC & school district liaisons developing safeguards to protect students from discrimination by having local education stakeholders, who are involved in strategic planning activities regarding homelessness & children, on committees. As such, policies & procedures have brought about a joint process to identify families experiencing/at risk of homelessness. Efforts to confirm living situations are grounded in sensitivity & respect, bearing in mind the best interest of the student. Thus, verifying the living status of students through landlords/law enforcement is not practiced. Relationships have been established with shelters & transitional housing programs to assist in identifying students through processes that do not create barriers or embarrass families by conducting minimal investigation to verify living situations.

| | | |
|---|---|---|
| 1C-4c. | Written/Formal Agreements or Partnerships with Early Childhood Services Providers. | |
| | NOFO Section V.B.1.d. | |

Select yes or no in the chart below to indicate whether your CoC has written formal agreements or partnerships with the listed providers of early childhood services:

| | | MOU/MOA | Other Formal Agreement |
|---|---|---|---|
| 1. | Birth to 3 years | No | Yes |
| 2. | Child Care and Development Fund | No | Yes |
| 3. | Early Childhood Providers | No | Yes |
| 4. | Early Head Start | No | Yes |
| 5. | Federal Home Visiting Program–(including Maternal, Infant and Early Childhood Home and Visiting or MIECHV) | No | No |
| 6. | Head Start | No | Yes |
| 7. | Healthy Start | No | Yes |
| 8. | Public Pre-K | No | Yes |

| | | | |
|---|---|---|---|
| 9. | Tribal Home Visiting Program | No | No |
| | Other (limit 150 characters) | | |
| 10. | | | |

| | |
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| 1C-5. | Addressing Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors–Collaboration with Federally Funded Programs and Victim Service Providers. |
| | NOFO Section V.B.1.e. |

In the chart below select yes or no for the organizations your CoC collaborates with:

| | Organizations | |
|---|---|---|
| 1. | state domestic violence coalitions | Yes |
| 2. | state sexual assault coalitions | Yes |
| 3. | other organizations that help this population | Yes |

| | | |
|---|---|---|
| 1C-5a. | Collaboration with Federally Funded Programs and Victim Service Providers to Address Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. | |
| | NOFO Section V.B.1.e. | |

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| | Describe in the field below how your CoC regularly collaborates with organizations indicated in Question 1C-5 to: |
| 1. | update CoC-wide policies; and |
| 2. | ensure all housing and services provided in the CoC's geographic area are trauma-informed and can meet the needs of survivors. |

(limit 2,500 characters)

1. The CoC sits on the LA CES Policy Council (LACESPC) which is made up of representatives from 25 stakeholder groups, including the DV community (Rainbow Services), to develop & approve system-wide policies that meet the needs of DV survivors safely, confidentially, & quickly. LACESPC was responsible for approving an updated PH policy to improve access to EHVs for & prioritize households fleeing DV. The CoC also attends DV-CES meetings that include local CES-participating agencies & VSPs (e.g. Peace Over Violence [POV], Shepherd's Door, House of Ruth, YWCA, Valley Oasis, Haven Hills, Su Casa, & Door of Hope) to gather feedback which informs policies & procedures for CoC & ESG-funded programs, funding opportunities, & the CoC's Homelessness Plan. Leadership from POV, the CoC's lead VSP, participated in the Systemwide Planning & Crisis Response Homelessness Plan workgroups, which developed goals & actionable strategies that will shape CoC policy/priorities for the next 5 years. POV is also a member of California Partnership to End Domestic Violence & Valor, 2 state coalitions for DV & SA. The CoC worked w/ DV providers to establish referral procedures for Mainstream & EHVs to protect client safety/confidentiality while also promoting access. In lieu of an online referral system, in-person appts. were scheduled to drop off/review paperwork. Finally, the CoC provides TA to DV providers & VSPs to bring them into compliance w/ HUD & CoC reqs. for comparable databases.

2. The CoC funds a DV Coordinator to coordinate access to CES resources between DV & homeless services providers (HSPs). The DV Coordinator facilitates annual training for HSPs & hosts resource-sharing meetings to bridge gaps between systems. The CoC's DV RRH provider, Volunteers of America Los Angeles (VOALA), holds monthly meetings to discuss client needs & facilitate cross-sector collaboration. VOALA has an MOU in place w/ POV to provide case management services, including crisis intervention/follow-up, personal/criminal advocacy & accompaniments, counseling, & legal services. The CoC also engages survivors w/ lived experience to elicit feedback on their experiences w/ accessing services/shelter/PH to ensure resources are trauma-informed. The CoC also received state funding to expand homelessness prevention programming for families, including families w/ a history of DV. The CoC is collaborating w/ a local VSP (Door of Hope) which operates 2 DV shelter sites to administer the program.

| | | |
|---|---|---|
| 1C-5b. | Coordinated Annual Training on Best Practices to Address the Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. | |
| | NOFO Section V.B.1.e. | |

| | |
|---|---|
| | Describe in the field below how your CoC coordinates to provide training for: |
| 1. | project staff that addresses best practices (e.g., trauma-informed, victim-centered) on safety and planning protocols in serving survivors of domestic violence and indicate the frequency of the training in your response (e.g., monthly, semi-annually); and |
| 2. | Coordinated Entry staff that addresses best practices (e.g., trauma informed care) on safety and planning protocols in serving survivors of domestic violence and indicate the frequency of the training in your response (e.g., monthly, semi-annually). |

**(limit 2,500 characters)**

1&2. The CoC works w/ the CoC's DV Coordinator & VSPs to provide training at least annually for project & CES staff. The most recent training was conducted on 9/20/23 at a CES case conferencing meeting w/ 56 attendees. The training is also distributed via email to 200+ CES/project staff. The CoC's DV Coordinator led the training, which covered trauma-informed, victim-centered best practices to effectively serve DV survivors, including safety planning, preventing retraumatization, maintaining confidentiality, empowerment, collaboration, mutuality, & choice. Topics included: screening for & DV dynamics, the cycle of abuse/power dynamics, types of abuse, signs/symptoms of trauma, common red flags/indicators of DV, practices to implement (active listening & validation) & avoid (forgetting to include victims in status changes), safety planning, privacy & confidentiality, complexity of needs, resource availability & prioritizing client choice. Project/CES staff can also access supplemental 2 hr DV training via the LAHSA Centralized Training Academy which incorporates the expertise of survivors' lived experience & covers additional topics such as systemic barriers to services, working w/ communities of color, & legal remedies. CoC staff also share outside training opportunities w/ providers, including serving undocumented survivors. VSPs are state-mandated to complete a 40 hr DV training that addresses DV-related civil & criminal law, DV victim-counselor privilege, confidentiality laws, societal attitudes towards DV, & available resources.

Best practices/planning protocols used to promote safety include assessing participants in a confidential manner that maximizes privacy (interviewing adult household members separately at program intake), not leaving survivor information in an unsecure location (i.e. out on desk, caller ID), conducting safety screenings face-to-face whenever possible to assess non-verbal queues, asking for consent to contact the client to reduce potential harm, adjusting the sequence/necessity of screening questions to be trauma-informed, & developing safety plans. Safety plans are survivor-led & include the consideration of personal items such as a list of safe contacts, IDs/birth certificates/immigration paperwork, credit/debit cards/cash, etc. Staff also utilize the My Plan app developed by Johns Hopkins & the National Domestic Violence Hotline to help assess current situations & build individualized, dynamic, & confidential safety plans.

| | | |
|---|---|---|
| 1C-5c. | Implemented Safety Planning, Confidentiality Protocols in Your CoC's Coordinated Entry to Address the Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. | |
| | NOFO Section V.B.1.e. | |

| | |
|---|---|
| | Describe in the field below how your CoC's coordinated entry includes: |
| 1. | safety planning protocols; and |
| 2. | confidentiality protocols. |

**(limit 2,500 characters)**

1. The CoC's CES continues to implement & strengthen safety planning protocols, which include accommodating DV survivors to meet at their preferred location & responding quickly to ensure immediate safety. DV screening questions are embedded in the CES assessment. If DV is disclosed, staff are trained to create safety plans in collaboration w/ the participant. If there is an immediate safety concern, staff work to ensure mandated reporting protocols are followed in a way that promotes safety. The CoC's DV Coordinator provides specialized housing navigation for survivors. DV clients identified through CES assessment are referred to the DV CES program & complete an individualized service plan within 1 week of enrollment. All services are optional & grounded in participant choice. The DV Coordinator also trains CES-participating providers on best practices in serving survivors to ensure appropriate support is safely provided & accommodations are made. The CoC issues guidance to CES-participating providers regarding the VAWA Emergency Transfer Plan (ETP), which is also outlined in the CoC's Written Standards. All CoC grantees are required to adopt the Model ETP or an equivalent plan where all VAWA requirements are met. If a unit becomes unsafe, the CoC's ETP allows survivors to transfer to an available safe unit or temporarily move between housing types. The CES PH Transfer Policy outlines allowable transfer types, including emergency transfers (ET). Although ETs were allowable prior to the creation of this policy, formalizing them facilitates faster ETs by embedding them in the existing system.

2. All grantees are required to follow strict confidentiality standards & not disclose participant information unless written consent is provided. The CoC employs secure data management systems to store & transmit survivor information to safeguard against unauthorized access/breaches. Participants in DV programs can access services through CES using a coded ID number, which only VSPs are able to decode to ensure confidentiality. Clients can also de-identify their record in HMIS w/ non-VSPs so they can move through the system & access resources while maintaining privacy. Providers ensure victims' PII is always secure (i.e. never out on a desk, wiping caller ID, etc.) & email communications are encrypted. The CoC also established non-HMIS, alternative methods of submitting referrals/applications for housing resources w/ heightened confidentiality measures.

| | | |
|---|---|---|
| 1C-5d. | Used De-identified Aggregate Data to Address the Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. | |
| | NOFO Section V.B.1.e. | |

| | |
|---|---|
| | Describe in the field below: |
| 1. | the de-identified aggregate data source(s) your CoC used for data on survivors of domestic violence, dating violence, sexual assault, and stalking; and |
| 2. | how your CoC uses the de-identified aggregate data described in element 1 of this question to evaluate how to best meet the specialized needs related to domestic violence and homelessness. |

**(limit 2,500 characters)**

1. To better understand & address the specialized needs of DV survivors, the CoC uses survey data from our annual Point-in-Time count, HIC data, de-identified HMIS data, & client-level data from projects using comparable databases (DV TH, DV RRH & DV CES SSO programs). Additionally, the CoC utilizes the state HDIS database to review data from neighboring CoCs to identify opportunities for collaborative responses. The CoC also works closely w/ local law enforcement & other service providers/partner organizations who share de-identified aggregate data regarding DV. The CoC & service providers also conduct periodic surveys/community assessments that provide additional aggregate data on the experiences & challenges faced by survivors. These surveys may include questions related to housing instability, safety concerns, & service accessibility. Finally, as part of our CoC's Homelessness Plan development process, the CoC facilitated a DV survivor focus group to elicit direct qualitative data on the specific needs of survivors.

2. Data from these multiple de-identified aggregate sources is used to improve the CoC's response system to meet safety, confidentially, & the specialized/unique needs of DV survivors, particularly those who are fleeing DV. Quantitative PIT & HMIS/comparable database data & qualitative survey/focus group data are used to identify service gaps & opportunities to reduce the length of time from program enrollment to housing move-in, quantify the local need for DV-specific housing/services, & plan for programs that will fill these gaps. Data analyses continue to highlight the CoC's need for additional rapid rehousing resources for DV survivors. In addition, the CoC uses HIC & HMIS/comparable database data to understand how we are currently serving this population, including outcomes for survivors in DV-specific projects & non-DV projects. Data from HMIS & comparable databases were used in all 2023 CoC competition DV analyses. In addition, the homelessness plan DV survivor focus group offered insight into specialized needs related to survivors experiencing homelessness, including survivor-driven trauma-informed care practices, flexible financial support, & the rebuilding of social networks through community partnerships. Finally, de-identified data from comparable databases is used in the CoC's local review, rating, & ranking processes to evaluate new DV projects & provider capacity to effectively serve survivors.

 

| | | |
|---|---|---|
| 1C-5e. | Implemented Emergency Transfer Plan Policies and Procedures for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. | |
| | NOFO Section V.B.1.e. | |

| | Describe in the field below how your CoC communicates to all individuals and families seeking or receiving CoC Program assistance: |
|---|---|
| 1. | whether your CoC has policies and procedures that include an emergency transfer plan; |
| 2. | the process for individuals and families to request an emergency transfer; and |
| 3. | the process your CoC uses to respond to individuals' and families' emergency transfer requests. |

(limit 2,500 characters)

1. The CoC has policies & procedures in place to protect the safety of all individuals & families seeking/receiving CoC assistance, including an emergency transfer plan (ETP). The CoC requires, both contractually & through the Written Standards, that all CoC-funded agencies adopt the Model Emergency Transfer Plan for Victims of DV, SA or Stalking (HUD Form 5381) or an equivalent plan meeting VAWA requirements. All participants, regardless of survivor status, receive a Notice of Occupancy Rights (HUD Form 5380) detailing VAWA protections & their right to an emergency transfer (ET). The CoC confirms implementation during program monitoring & encourages annual reviews, or more frequently as needed.

2. Under VAWA, tenants can request an ET regardless of sex/gender/sexual orientation if they fear imminent harm from DV/SA/stalking. While the CoC does not prescribe how ET requests must be made, agencies must establish their own protocols (written or oral) & relay them to participants. Per the CoC's Written Standards, agencies must also provide all participants, regardless of survivor status, a Certification of DV, SA or Stalking, & Alternative Documentation form (HUD Form 5382). In addition, the CES Permanent Housing Transfer Policy outlines the types of transfers that are allowed within CES, including ETs under VAWA. The policy serves to facilitate faster ETs by informing all CES & housing staff of the allowability of such transfers & embedding them in existing transfer/matching protocols. Once the request is received, the CoC conducts a thorough assessment to confirm eligibility, gather information about the individuals involved & any immediate safety concerns. If an ET need is apparent (determined via direct conversations w/ participants or police reports), the CoC may grant the transfer prior to a request being submitted. Once approved, participants are promptly notified.

3. The CoC is proactive about responding to ET requests while preserving safety & confidentiality to reduce further trauma. If there are immediate safety concerns, the CoC moves participants to available units promptly, resorting to temp motel placements or neighboring CoCs' resources when necessary/available. The CoC retains confidentiality of the request & the new location of the unit. Post-ET, the CoC maintains communication w/ the tenant to monitor progress & address additional needs. Participants are encouraged to provide input on their ET experience & suggestions for improvement.

| | | |
|---|---|---|
| 1C-5f. | Access to Housing for Survivors of Domestic Violence, Dating Violence, Sexual Assault, and Stalking. | |
| | NOFO Section V.B.1.e. | |

| | Describe in the field below how your CoC: |
|---|---|
| 1. | ensures that survivors of domestic violence, dating violence, sexual assault, or stalking have safe access to all of the housing and services available within the CoC's geographic area; and |
| 2. | proactively identifies systemic barriers within your homeless response system that create barriers to safely house and provide services to survivors of domestic violence, dating violence, sexual assault, or stalking. |

(limit 2,500 characters)

1. The CoC ensures that DV survivors are provided the same access to housing & services as all other populations experiencing homelessness, & assistance is not confined to Victim Service Providers (VSP). The CoC's shared CES (w/ LA & Glendale CoCs) has an Equal Access Policy which provides procedures & guidelines to ensure that DV survivors can equitably access all CES-affiliated resources. The CES also has a dedicated DV Coordinator for each of 8 service planning areas who works to align the historically siloed homeless services/DV systems. The CoC funds an additional DV Coordinator to ensure survivors are able to move through the system & access all services/housing resources while maintaining safety & confidentiality. The CoC's DV Coordinator provides training to all CES/program staff to promote trauma-informed, survivor-centered care. Further, the CoC established alternative, non-HMIS methods of submitting referrals & applications for PH resources to enable VSPs & other non-HMIS participating agencies to connect their clients while also implementing heightening safety & confidentiality protocols.

2. The CoC utilizes a multifaceted approach to proactively identify systemic barriers for survivors to access safe housing & services. The CoC continues to cultivate collaborative partnerships w/ local DV providers/experts to stay informed about the challenges survivors face when accessing services. The CoC also hired a consultant to convene a confidential focus group of 8 survivors to understand their experiences interacting w/ the homeless services system & gather feedback on barriers faced (i.e. siloed systems of care, safety/confidentiality concerns, lack of diverse shelter options & trauma-informed programs, strict rules around eligible costs for finance assistance). CoC staff utilized this information to adjust policies for service provision accordingly, such as allowing flexible financial assistance to support unique client needs (i.e. car repairs). The CoC also collects & analyzes de-identified quantitative data, including demographic information & patterns of service utilization, which is disaggregated to identify trends/disparities. Finally, the CoC regularly reviews & updates our policies to assess whether they inadvertently create barriers for survivors (i.e. eligibility criteria, intake processes, retraumatization) & incorporate necessary changes based on emerging best practices, research findings, & survivor/provider feedback.

| | | |
|---|---|---|
| 1C-5g. | Ensuring Survivors With a Range of Lived Expertise Participate in Developing CoC-Wide Policy and Programs. | |
| | NOFO Section V.B.1.e. | |

| | |
|---|---|
| | Describe in the field below how your CoC: |
| 1. | ensured survivors with a range of lived expertise are involved in the development of your CoC-wide policy and programs; and |
| 2. | accounted for the unique and complex needs of survivors. |

**(limit 2,500 characters)**

1. The CoC regularly involves survivors w/ a range of lived expertise from different backgrounds (i.e. gender identity, sexual orientation, race/ethnicity, age & abilities) in our policy/program development processes. Within the last year, the CoC convened a focus group of 8 survivors w/ lived experience to understand their experiences accessing the homeless services system & obtaining housing/services while gathering feedback on barriers faced & recommendations to improve CoC policies/programs. This 1.5 hr session provided a safe space for survivors to express their opinions/suggest improvements & all participants either previously or currently receive services w/in the CoC. All survivors were compensated w/ a $40 gift card & recruited via direct outreach to the CoC's local network of DV providers. The identities of all participants were kept strictly confidential. After providing the CoC with consent, input was publicized anonymously in a Community Engagement & Gaps Analysis Report & further integrated into the CoC's Homelessness Plan, which will inform policy over the next 5 years. CoC staff created a separate evaluation panel to review new DV Bonus applications received during the local competition, which was comprised of a DV survivor & local DV providers/experts. This panel had a direct hand in selecting the DV RRH project included in the FY23 application. The DV survivor panelist was referred to the CoC by the Downtown Women's Center in Los Angeles. Compensation in the amount of $375 was provided for 15 hours of work.

2. The CoC has strict policies/procedures in place to safeguard survivors' privacy & confidentiality. PII is securely stored & shared only w/ explicit consent or as required by law. Before any disclosure of their status or participation w/ the CoC, survivors are informed about the purpose & implications of such disclosures. Service providers are trained in cultural competency & trauma-informed care to ensure survivors receive support that is sensitive to their experiences. The CoC also offers multiple communication options for survivors to engage, allowing them to choose a method that best suits their comfort level & safety (i.e. phone, email, face-to-face in secure locations). Finally, the CoC institutes alternative referral/application protocols for housing resources & CoC staff attended HUD's emergency transfer plan/VAWA training series to ensure survivor needs continue to be accounted for in the provision of housing/services.

| 1C-6. | Addressing the Needs of Lesbian, Gay, Bisexual, Transgender and Queer+–Anti-Discrimination Policy and Training. | |
|---|---|---|
| | NOFO Section V.B.1.f. | |

| | | |
|---|---|---|
| 1. | Did your CoC implement a written CoC-wide anti-discrimination policy ensuring that LGBTQ+ individuals and families receive supportive services, shelter, and housing free from discrimination? | Yes |
| 2. | Did your CoC conduct annual CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)? | Yes |
| 3. | Did your CoC conduct annual CoC-wide training with providers on how to effectively implement Equal Access in Accordance With an Individual's Gender Identity in Community Planning and Development Programs (Gender Identity Final Rule)? | Yes |

| | | |
|---|---|---|
| 1C-6a. | Anti-Discrimination Policy–Updating Policies–Assisting Providers–Evaluating Compliance–Addressing Noncompliance. | |
| | NOFO Section V.B.1.f. | |

| | Describe in the field below: |
|---|---|
| 1. | how your CoC regularly collaborates with LGBTQ+ and other organizations to update its CoC-wide anti-discrimination policy, as necessary to ensure all housing and services provided in the CoC are trauma-informed and able to meet the needs of LGBTQ+ individuals and families; |
| 2. | how your CoC assisted housing and services providers in developing project-level anti-discrimination policies that are consistent with the CoC-wide anti-discrimination policy; |
| 3. | your CoC's process for evaluating compliance with your CoC's anti-discrimination policies; and |
| 4. | your CoC's process for addressing noncompliance with your CoC's anti-discrimination policies. |

(limit 2,500 characters)

1. Between Jan- Mar 2023, the CoC convened an Equity & Respect workgroup to develop goals addressing systemic inequities, discrimination & disparities, which included LGBTQ+ organizations/advocates. The workgroup met across 4, two-hour sessions to discuss actionable strategies to meet the CoC's equity goals, including strengthening the process for reporting/responding to unfair & discriminatory treatment for incorporation in the CoC's anti-discrimination/grievance policies. Recommendations included enhancing the accessibility of discrimination resources, developing a low-barrier survey for clients to share anonymous feedback & providing training on best practices to resolve discrimination reports that are trauma-informed.

2. The CoC coordinates w/ local non-profits/consultants to provide anti-discrimination training annually at a minimum to inform project-level policies & ensure they are consistent w/ the CoC's anti-discrimination policy. Laws & regs covered in the training include The Fair Housing Act, Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act, Titles II & III of the Americans w/ Disabilities Act, Section 3 of the Housing & Urban Development Act, Equal Access Rule, 24 CFR 578, VAWA & state laws. The CoC also offers resources to providers, including HUD's Equal Access Agency Self Assessment Tool & Equal Access Decision Tree, sample docs/flyers, recommendations for public posting of policies, etc. to design/implement non-discriminatory environments. CoC staff are available to review policies & provide feedback as needed.

3. The CoC evaluates agency compliance w/ its anti-discrimination policies during annual program monitoring visits & when reviewing project applications during the CoC competition (agencies are required to upload their anti-discrimination policy for review). All CoC-funded agencies are contractually obligated to have a grievance procedure per the CoC's Written Standards & are required to report any formal complaints received from participants to the CoC & document actions taken to resolve the issues.

4. During the annual monitoring process the CoC issues a finding (requiring corrective action) to projects that are noncompliant w/ the CoC's anti-discrimination policy. TA is provided to bring the project into compliance. CoC staff schedule meetings w/ projects after the CoC competition closes if concerns are raised & provide TA as necessary. Agencies may also be subject to legal action if warranted.

| | | |
|---|---|---|
| 1C-7. | Public Housing Agencies within Your CoC's Geographic Area–New Admissions–General/Limited Preference–Moving On Strategy. | |
| | NOFO Section V.B.1.g. | |

| |
|---|
| You must upload the PHA Homeless Preference\PHA Moving On Preference attachment(s) to the 4B. Attachments Screen. |
| Enter information in the chart below for the two largest PHAs highlighted in gray on the current CoC-PHA Crosswalk Report or the two PHAs your CoC has a working relationship with–if there is only one PHA in your CoC's geographic area, provide information on the one: |

| Public Housing Agency Name | Enter the Percent of New Admissions into Public Housing and Housing Choice Voucher Program During FY 2022 who were experiencing homelessness at entry | Does the PHA have a General or Limited Homeless Preference? | Does the PHA have a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On? |
|---|---|---|---|
| City of Pasadena Housing Department | 89% | Yes-Both | Yes |
| Los Angeles County Development Authority | 77% | Yes-Both | Yes |

| | | |
|---|---|---|
| 1C-7a. | Written Policies on Homeless Admission Preferences with PHAs. | |
| | NOFO Section V.B.1.g. | |

| | |
|---|---|
| | Describe in the field below: |
| 1. | steps your CoC has taken, with the two largest PHAs within your CoC's geographic area or the two PHAs your CoC has working relationships with, to adopt a homeless admission preference–if your CoC only has one PHA within its geographic area, you may respond for the one; or |
| 2. | state that your CoC has not worked with the PHAs in its geographic area to adopt a homeless admission preference. |

(limit 2,500 characters)

1. The City of Pasadena Housing Department (CoPHD) PHA serves the CoC's entire geographic area. CoPHD grants a General Preference to homeless households (HH) on the HCV waitlist, in addition to dedicating 295 project-based vouchers to PSH projects, which fill vacancies through the CES. These project-based buildings include the recently completed Salvation Army Hope Center, which is currently leasing up its 69 project-based units including 16 VASH units. CoPHD has also committed 65 project-based vouchers to Heritage Square South (PSH), which is currently under construction & will open in spring 2024. CoPHD maintains a preference for PSH in project-based voucher RFPs. The homeless admission rate is 89%, an increase from 61% in 2022.
In 2020 the CoPHD applied a homeless preference to its Mainstream vouchers in consultation w/ the CoC. The CoC funded supportive services to accompany these vouchers w/ ESG-CV. Over the past year, 54 HHs have leased up w/ these vouchers. Additionally, the CoPHD received EHV referrals through the CES, which prioritized HHs experiencing literal homelessness. Over the past year, 53 HHs have leased up w/ EHV. CoPHD meets w/ LACDA & other regional housing authorities quarterly to discuss how best to utilize PHA resources to serve the homeless population. These discussions inform policies & preferences that are incorporated into each PHA's Administrative Plan.

The CoPHD offers 2 Limited Preferences in support of the CoPHD's Moving On Strategy. CoPHD sets aside 10 tenant-based vouchers for HHs exiting RRH programs & 5 tenant-based vouchers for HHs exiting PSH. These 15 vouchers support HHs who no longer need supportive services but require an ongoing subsidy to remain stably housed & free up slots in programs to serve vulnerable people experiencing homelessness. CoPHD conducted open enrollment for its Section 8 waitlist in June 2023, offering a homeless preference to applicants. HHs w/ a homeless preference had a higher likelihood of being drawn in the lottery, which drew 7,500 applications to establish the waitlist from the nearly 27k applications received. A total of 4,199 HHs who reported experiencing homelessness are on the new waitlist (56%), which will continue to support a high homeless admission rate in the coming years.

2. Not applicable - the CoC continues to work w/ the PHAs in our geographic area to adopt & strengthen homeless admission preferences.

| | | |
|---|---|---|
| 1C-7b. | Moving On Strategy with Affordable Housing Providers. | |
| | Not Scored–For Information Only | |

Select yes or no in the chart below to indicate affordable housing providers in your CoC's jurisdiction that your recipients use to move program participants to other subsidized housing:

| | | |
|---|---|---|
| 1. | Multifamily assisted housing owners | No |
| 2. | PHA | Yes |
| 3. | Low Income Housing Tax Credit (LIHTC) developments | No |
| 4. | Local low-income housing programs | No |
| | Other (limit 150 characters) | |
| 5. | | |

| | | |
|---|---|---|
| 1C-7c. | Include Units from PHA Administered Programs in Your CoC's Coordinated Entry. | |
| | NOFO Section V.B.1.g. | |

In the chart below, indicate if your CoC includes units from the following PHA programs in your CoC's coordinated entry process:

| | | |
|---|---|---|
| 1. | Emergency Housing Vouchers (EHV) | Yes |
| 2. | Family Unification Program (FUP) | No |
| 3. | Housing Choice Voucher (HCV) | Yes |
| 4. | HUD-Veterans Affairs Supportive Housing (HUD-VASH) | Yes |
| 5. | Mainstream Vouchers | Yes |
| 6. | Non-Elderly Disabled (NED) Vouchers | No |
| 7. | Public Housing | No |
| 8. | Other Units from PHAs: | |
| | 3 PSH buildings with PBV and 1 additional building with committed PBV under construction. | Yes |

| | | |
|---|---|---|
| 1C-7d. | Submitting CoC and PHA Joint Applications for Funding for People Experiencing Homelessness. | |
| | NOFO Section V.B.1.g. | |

| | | |
|---|---|---|
| 1. | Did your CoC coordinate with a PHA(s) to submit a competitive joint application(s) for funding or jointly implement a competitive project serving individuals or families experiencing homelessness (e.g., applications for mainstream vouchers, Family Unification Program (FUP), other programs)? | Yes |
| | | Program Funding Source |
| 2. | Enter the type of competitive project your CoC coordinated with a PHA(s) to submit a joint application for or jointly implement. | Mainstream Vouchers |

| | | |
|---|---|---|
| 1C-7e. | Coordinating with PHA(s) to Apply for or Implement HCV Dedicated to Homelessness Including Emergency Housing Voucher (EHV). | |
| | NOFO Section V.B.1.g. | |

| | | |
|---|---|---|
| | Did your CoC coordinate with any PHA to apply for or implement funding provided for Housing Choice Vouchers dedicated to homelessness, including vouchers provided through the American Rescue Plan? | Yes |

| | | |
|---|---|---|
| 1C-7e.1. | List of PHAs with Active MOUs to Administer the Emergency Housing Voucher (EHV) Program. | |
| | Not Scored–For Information Only | |

| | | |
|---|---|---|
| | **Does your CoC have an active Memorandum of Understanding (MOU) with any PHA to administer the EHV Program?** | Yes |
| | | |
| | **If you select yes to question 1C-7e.1., you must use the list feature below to enter the name of every PHA your CoC has an active MOU with to administer the Emergency Housing Voucher Program.** | |

| PHA |
|---|
| City of Pasadena ... |

# 1C-7e.1. List of PHAs with MOUs

**Name of PHA:** City of Pasadena Housing Department

# 1D. Coordination and Engagement Cont'd

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| 1D-1. | Discharge Planning Coordination. | |
|---|---|---|
| | NOFO Section V.B.1.h. | |

Select yes or no in the chart below to indicate whether your CoC actively coordinates with the systems of care listed to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs.

| | |
|---|---|
| 1. Foster Care | Yes |
| 2. Health Care | Yes |
| 3. Mental Health Care | Yes |
| 4. Correctional Facilities | Yes |

| 1D-2. | Housing First–Lowering Barriers to Entry. | |
|---|---|---|
| | NOFO Section V.B.1.i. | |

| | | |
|---|---|---|
| 1. | Enter the total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe Haven, and Transitional Housing projects your CoC is applying for in FY 2023 CoC Program Competition. | 13 |
| 2. | Enter the total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe Haven, and Transitional Housing projects your CoC is applying for in FY 2023 CoC Program Competition that have adopted the Housing First approach. | 13 |
| 3. | This number is a calculation of the percentage of new and renewal PSH, RRH, SSO non-Coordinated Entry, Safe Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in the FY 2023 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing. | 100% |

| 1D-2a. | Project Evaluation for Housing First Compliance. | |
|---|---|---|
| | NOFO Section V.B.1.i. | |

You must upload the Housing First Evaluation attachment to the 4B. Attachments Screen.

| | Describe in the field below: |
|---|---|
| 1. | how your CoC evaluates every project–where the applicant checks Housing First on their project application–to determine if they are using a Housing First approach; |
| 2. | the list of factors and performance indicators your CoC uses during its evaluation; and |
| 3. | how your CoC regularly evaluates projects outside of your local CoC competition to ensure the projects are using a Housing First approach. |

(limit 2,500 characters)

1. The CoC incorporates commitment to Housing First (HF) in both renewal and new permanent housing (PH) project evaluation criteria. Over 66% (8/12) of the total points available under the policy/procedure section for renewal projects and 46% (12/26) of the points available under the project design section for new projects are assigned to HF. All renewal & new PH projects are further required to provide narrative responses outlining actions that are/will be taken to support rapid permanent housing placement/stabilization, how the program is/will implement a HF approach & the tools/methods that are regularly used to ensure they are following and maintaining fidelity to HF, which are scored by evaluators. 100% of all project applications included in the CoC's Consolidated Application that have a housing component implement a low-barrier HF approach.

2. Factors & performance indicators the CoC uses during its evaluation of HF for renewal/new projects include: 1. Enrolling participants with barriers such as having too little or no income, active or history of substance use, having a criminal record or history of victimization. 2. Preventing participant termination for failure to: participate in supportive services or make progress on a service plan, substance use, loss of income/failure to improve income, or any other activity not covered in the lease agreement typically found for unassisted clients. New projects are also evaluated on narrative responses specific to 1. The process for accepting a new client into the project, 2. Eligibility criteria (no preconditions for entry), 3. Circumstances where the applicant will terminate a client, 4. How housing & supportive services will be provided to participants (i.e. low barrier, best practices, etc).

3. All CoC-funded agencies are contractually obligated to perform all program activities in accordance with the CoC's written standards, which require adherence to HF policies & procedures. The CoC ensures compliance with HF during annual program monitoring & on an as-needed basis. CoC staff routinely evaluate project commitment to HF in day-to-day operations, reinforcing this approach in regular program evaluations. Outside of the CoC competition, projects are required to complete a self-assessment using HUD's HF assessment tool to document alignment. Results are utilized by CoC staff during monitoring visits to provide necessary technical assistance where improvements are needed.

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| 1D-3. | Street Outreach–Scope. | |
| | NOFO Section V.B.1.j. | |

| | Describe in the field below: |
|---|---|
| 1. | your CoC's street outreach efforts, including the methods it uses to ensure all persons experiencing unsheltered homelessness are identified and engaged; |
| 2. | whether your CoC's Street Outreach covers 100 percent of the CoC's geographic area; |

| | |
|---|---|
| 3. | how often your CoC conducts street outreach; and |
| 4. | how your CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance. |

**(limit 2,500 characters)**

1. The CoC's Street Outreach (SO) teams conduct outreach throughout the entire geographic area & target known hotspots such as parks, churches, train stations, the ER & encampments to quickly identify & engage all people experiencing unsheltered homelessness (PEH) to connect them to services & housing resources. SO teams canvass the CoC regularly looking for signs of encampments or unhoused people & approach everyone they encounter. SO workers are racially/ethnically diverse w/ lived experience & emphasize non-coercive engagement techniques. Outreach logs are maintained to track engagement & food/drink is offered as an icebreaker. Outreach is conducted more frequently to hidden areas (i.e. freeway embankments) to ensure that all PEH are identified/engaged. A multidisciplinary (MDT) team w/ a firefighter & social worker is integrated w/ the police dept. dispatch center & respond to non-emergency calls & calls from the local hospital. SO teams work closely w/ churches, healthcare & nonprofit providers & are integrated w/ a publicly available online portal that allows community members to make SO requests. If appropriate, SO teams will engage family members who can offer support. SO teams meet monthly to discuss opportunities for continued coordination & service improvement.

2. All SO teams cover 100% of the CoC's geographic area at least 1 time each year & outreach is conducted more frequently in some areas than others to ensure consistency/build rapport.

3. At least 3 SO teams have full-time, 40 hour schedules & others have standing weekly scheduled shifts to ensure SO is conducted regularly. Early morning & nighttime SO can be arranged as needed. Weekend coverage is provided by local MDT & county SO teams. Flexibility in schedules is provided to meet client needs.

4. SO teams integrate a harm reduction & trauma-informed framework when working w/ PEH least likely to request assistance. Teams administer the VI-SPDAT on the street to ensure all PEH are entered into CES. Language lines w/ interpreters for over 150 languages are available to enhance communication/access & reduce barriers to engagement for people w/ limited English proficiency, as well as bilingual staff & ASL services for people w/ hearing impairments. Large font, dark print, & verbal assistance w/ paperwork are provided for people who are visually impaired, dyslexic or illiterate. Wheelchair accessible vans & mobility units are available to accommodate people w/ physical disabilities

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| 1D-4. | Strategies to Prevent Criminalization of Homelessness. | |
| | NOFO Section V.B.1.k. | |

Select yes or no in the chart below to indicate strategies your CoC implemented to ensure homelessness is not criminalized and to reverse existing criminalization policies in your CoC's geographic area:

| | Your CoC's Strategies | Ensure Homelessness is not Criminalized | Reverse Existing Criminalization Policies |
|---|---|---|---|
| 1. | Engaged/educated local policymakers | Yes | Yes |
| 2. | Engaged/educated law enforcement | Yes | Yes |
| 3. | Engaged/educated local business leaders | Yes | Yes |
| 4. | Implemented community wide plans | Yes | No |
| 5. | Other:(limit 500 characters) | | |
| | Expansion of homeless services liaison program to include 2.0 FTE street outreach workers who accompany the police department's HOPE Team to provide service linkages and ongoing follow up to improve connections to shelter and permanent housing and reduce arrests. Expansion of Pasadena Outreach Response Team program, which includes two multidisciplinary teams that provide targeted street outreach and also respond to non-emergency calls to police involving people experiencing homelessness. | Yes | Yes |

| 1D-5. | Rapid Rehousing–RRH Beds as Reported in the Housing Inventory Count (HIC) or Longitudinal Data from HMIS. | |
|---|---|---|
| | NOFO Section V.B.1.l. | |

| | | HIC Longitudinal HMIS Data | 2022 | 2023 |
|---|---|---|---|---|
| | Enter the total number of RRH beds available to serve all populations as reported in the HIC or the number of households served per longitudinal HMIS data, e.g., APR. | HIC | 66 | 101 |

| 1D-6. | Mainstream Benefits–CoC Annual Training of Project Staff. | |
|---|---|---|
| | NOFO Section V.B.1.m. | |

Indicate in the chart below whether your CoC trains program staff annually on the following mainstream benefits available for program participants within your CoC's geographic area:

| | Mainstream Benefits | CoC Provides Annual Training? |
|---|---|---|
| 1. | Food Stamps | Yes |
| 2. | SSI–Supplemental Security Income | Yes |
| 3. | SSDI–Social Security Disability Insurance | Yes |
| 4. | TANF–Temporary Assistance for Needy Families | Yes |
| 5. | Substance Use Disorder Programs | Yes |
| 6. | Employment Assistance Programs | Yes |
| 7. | Other (limit 150 characters) | |
| | | |

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| 1D-6a. | Information and Training on Mainstream Benefits and Other Assistance. | |
| | NOFO Section V.B.1.m | |

| | Describe in the field below how your CoC: |
|---|---|
| 1. | systemically provides up-to-date information on mainstream resources available for program participants (e.g., Food Stamps, SSI, SSDI, TANF, substance abuse programs) within your CoC's geographic area; |
| 2. | works with project staff to collaborate with healthcare organizations, including substance abuse treatment and mental health treatment, to assist program participants with receiving healthcare services; and |
| 3. | works with projects to promote SSI/SSDI Outreach, Access, and Recovery (SOAR) certification of program staff. |

(limit 2,500 characters)

1. The CoC systematically provides up-to-date info on the availability of/changes to mainstream resources (food stamps, SSI, SSDI, TANF, substance abuse programs, etc) available to participants through regular emails to provider listservs, meeting announcements, presentations, webinars & trainings. The CoC partnered w/ DPSS to provide a CalFRESH Application & CalWORKS program training on 8/9 & 8/16/23. The CoC also shared pre-recorded trainings for the Foothill Workforce Development Board Employment program, LA County DHS/DPS substance use treatment & CBEST programs. CBEST provides advocacy, case management services, & linkages to health, mental health & substance abuse services. Trainings were forwarded to all CoC-funded agencies/local homeless service providers & attendance was strongly encouraged. Resource sharing is also a regular part of bi-weekly CES meetings, CoC committee meetings, & more often as needed. Email blasts are utilized to push training/other updates.

2. The CoC collaborates w/ healthcare orgs ongoingly to support project staff w/ assisting people w/ applying for/receiving healthcare services/benefits, including DPSS Medi-Cal enrollment which provides access to specialty mental health care, drug recovery services, & recovery bridge housing. Service providers are trained to assist clients w/ applying for Medicare/MediCal & offer ongoing support to ensure effective utilization of benefits. Local healthcare/benefits providers visit sites that serve homeless clients & actively work to assist them w/ enrolling in health insurance. Project staff collaborate w/ healthcare experts & local administrators of benefit programs to ensure full understanding of benefits & assist participants w/ the navigation process to reduce barriers to utilization. Service providers also partner w/ healthcare orgs/managed care plans directly (i.e. LA Care, Anthem, Healthnet, DHS, DMH) to assist clients w/ getting connected to services.

3. A countywide tax revenue (Measure H) funds the regional CBEST program which dedicates staff to assisting clients w/ applying for either veterans' benefits, SSI, SSDI or Cash Assistance Program for Immigrants (CAPI). The CoC works w/ providers to promote SOAR certification among project staff using the CBEST program &/or referrals to SAMHSA's 20-hour SOAR online training courses. Many service providers require staff to attend training related to benefits advocacy/complete SOAR Certification courses no less than annually.

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| 1D-7. | Increasing Capacity for Non-Congregate Sheltering. | |
| | NOFO Section V.B.1.n. | |

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| Describe in the field below how your CoC is increasing its capacity to provide non-congregate sheltering. |

(limit 2,500 characters)

The CoC has drastically expanded our capacity to provide non-congregate shelter (NCS) in response to the evolving needs of our community by leveraging federal (ESG/ESG-CV), state (HHAP/ERF) & local (County Measure H, City General Fund) funds. Although initially the primary purpose of NCS programs was to protect highly vulnerable people from COVID-19, the CoC has continued to expand our NCS resources post-pandemic in order to allow for additional client shelter choice options and to meet the needs of special populations (e.g. seniors/youth). The CoC currently funds 3 homeless service providers & the Pasadena Public Health Department to provide NCS. Despite the end of COVID-related grants, we have been able to maintain the NCS beds that were added between 2020-2022 in 2023 (121 vs. 117, HIC data). Between Jan-Mar 2023, the Pasadena City Council authorized $375,000 of City General Fund to provide NCS using weather-activated motel vouchers to prevent hypothermia among people experiencing homelessness during inclement weather. In 2023, the CoC allocated $566,707 to NCS weather-activated motel vouchers compared to $277,424 in 2022 (104% increase). As such, the number of NCS bed nights provided increased from 2,617 in 2022 to 5,633 in 2023 for the same time period. Further, in August 2023, the CoC was awarded $2.08 million in competitive State of California Encampment Resolution Funding Round 2 (ERF-2), of which $1.26 million will be used to provide NCS to people living in 10 prioritized encampments along freeway embankments.

In addition to expanding funding, the CoC adopted CES policies & procedures to prioritize people who are highly vulnerable to infectious diseases for placement in NCS. NCS is also utilized to boost capacity for meeting healthcare needs (e.g. quarantining from COVID/Mpox) & supporting vaccination. Per the CoC's HIC data, in 2020 only 2% of shelter inventory was NCS. In 2023, over half (55%) of the CoC's shelter inventory is NCS.

The CoC is also actively working to increase NCS capacity by purchasing a motel (CoC has made 4 purchase attempts over the past 5 years) to be used for NCS with the option to later convert to PSH. Additionally, the CoC is exploring the "tiny village" NCS model and issued a solicitation to identify privately owned property suitable for a tiny village in addition to reviewing publicly owned land in the CoC's boundaries.

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| 1D-8. | Partnerships with Public Health Agencies–Collaborating to Respond to and Prevent Spread of Infectious Diseases. | |
| | NOFO Section V.B.1.o. | |

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| | Describe in the field below how your CoC effectively collaborates with state and local public health agencies to: |
| 1. | develop CoC-wide policies and procedures to respond to infectious disease outbreaks; and |
| 2. | prevent infectious disease outbreaks among people experiencing homelessness. |

**(limit 2,500 characters)**

1. The CoC adopts CES prioritization policies, informed by research/data & local public health experts, that prioritize people experiencing homelessness (PEH) at high risk of death/severe illness for shelter & available housing resources. The CoC distributes CDPH & CDC guidance for disease-specific & general infection control in congregate settings (shelter, shared housing, PSH sites) to all providers & TA is available to assist w/ the implementation of recommendations to ensure safe operations. The CoC also distributes written protocols informed by public health staff for encampment cleanups, quarantine/isolation, cleaning/disinfection, symptom screening/case reporting, ensuring staff/client safety & responding to potential outbreaks. Outreach teams are also trained to recognize symptoms of infectious disease & initiate appropriate response procedures.

2. The CoC continues to expand upon existing partnerships w/ our local Public Health Department (PHD) to prevent infectious disease outbreaks among PEH. In January 2023, the CoC worked with the PHD & Huntington Hospital to create two vaccine “strike teams” that administered COVID-19 & flu vaccines in real-time to unsheltered residents during the annual Homeless Count. The CoC also facilitates meetings between the PHD & program leadership/staff responsible for direct service provision to provide updates, tailored recommendations & resource mobilization for infectious disease prevention. Service providers are also connected w/ the County Dept. of Health Services & Los Angeles County PHD to promote resource sharing. Additional ongoing collaborative strategies between the CoC & local PHD include:
1) Standing quarterly meetings between CoC & PHD staff (including an epidemiologist & the Director) to remain abreast of current best practices/resources/funding available for disease prevention;
2) Continued funding for weekly mobile showers at a local church;
3) Co-location of vaccine clinics (COVID, Monkeypox, flu) at trusted locations/community events where PEH are known to frequent (e.g. meal programs, shower sites, drop-in centers, shelters & PSH sites)
4) Embedding testing & vaccine distribution within street outreach teams;
5) Sharing data related to homelessness & health, including demographics & health conditions;
6) Facilitating the implementation of proactive prevention strategies, e.g. engaging street outreach teams for mosquito abatement near encampments (West Nile virus).

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| ID-8a. | Collaboration With Public Health Agencies on Infectious Diseases. | |
| | NOFO Section V.B.1.o. | |

| | Describe in the field below how your CoC: |
|---|---|
| 1. | shared information related to public health measures and homelessness, and |
| 2. | facilitated communication between public health agencies and homeless service providers to ensure street outreach providers and shelter and housing providers are equipped to prevent or limit infectious disease outbreaks among program participants. |

**(limit 2,500 characters)**

1. The CoC in collaboration with our Public Health Department (PHD) worked closely with service providers to ensure they had access to resources/up-to-date information related to public health measures & responded to evolving needs. 1-on-1 meetings with providers are held as needed to provide guidance/promote access to personalized recommendations & resources are available for distribution to clients in multiple languages/at an appropriate reading level. The CoC collaborated with the PHD to publicize accurate information related to public health measures utilizing various systems/platforms including hotlines, social media & websites. Regular email blasts, a dedicated page on the CoC's website, & CoC meetings are also key information-sharing platforms. The CoC facilitated planning meetings & strategized opportunities to deploy resources (including funding) to address unmet needs, including providing updated information on eligibility for services such as non-congregate shelter & vaccines. The CoC's bimonthly Healthcare Committee which includes the PHD, local FQHC & hospital staff served as a platform for coordination/resource sharing with new & existing partners. Outreach teams were able to overcome barriers to vaccination & partner with healthcare agencies (including County PHD teams) to administer shots & provide testing in the field using connections forged in these meetings. HMIS was also utilized to streamline public health measures & infection transmission risk to providers, including public alerts on profiles that flag if a client has tested positive for COVID or has an appointment to receive a vaccine.

2. The CoC in partnership with our local PHD maintained open lines of communication with street outreach, shelter & permanent housing providers & equipped these groups with cleaning supplies, masks/PPE, test kits, vaccines & incentives to prevent/limit infectious disease outbreaks among participants. An epidemiologist from the CoC's PHD provided real-time information to frontline providers on emerging/ongoing infectious diseases (e.g. COVID, Monkeypox, West Nile virus, Typhus, Valley Fever, Flu, Hepatitis A, HIV, etc.) & provided tailored recommendations on how to protect people experiencing homelessness as well as themselves. The CoC's PHD hosted town halls & Q/A forums for homeless service providers to provide updates & answer questions about risk/transmission/protocols for various infectious diseases.

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| 1D-9. | Centralized or Coordinated Entry System–Assessment Process. | |
| | NOFO Section V.B.1.p. | |

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|---|---|
| | Describe in the field below how your CoC's coordinated entry system: |
| 1. | covers 100 percent of your CoC's geographic area; |
| 2. | uses a standardized assessment process; and |
| 3. | is updated regularly using feedback received from participating projects and households that participated in coordinated entry. |

(limit 2,500 characters)

1. The CoC works in collaboration w/ the Glendale & Los Angeles CoCs to provide comprehensive CES coverage. The CES covers 100% of the CoC's geographic area using a model that includes outreach teams, 24/7 hotlines, & access points. CoC policy requires that all CoC-funded agencies participate in CES. Integrated CES for families, individuals & youth function together as a community-wide CES.

2. The CoC utilizes CES Assessment & Triage Tools (TT) depending on the population served (CES Survey Tool for Single Adults, VI-FSPDAT for Families, Next Step Tool for Youth), case conferencing & HMIS data to inform assessment determination. Assessment processes/procedures are client-driven & dependent on participant preference, needs or ability to self-resolve. For single adults, a "No Wrong Door" approach is utilized. Individuals can complete an assessment w/ a trained service provider & for special populations (e.g. families/DV survivors), providers follow proper protocol. Families are referred through the 24-hour 2-1-1 centralized referral line & DV survivors are referred to the CoC's DV Coordinator. If an individual is unable to complete the CES TT due to barriers/special needs, a Full SPDAT can be completed to ensure accurate assessment. Acuity scores are taken into consideration by CES Housing Matchers at case conferencing meetings to ensure equitable access to resources. Scores are entered into HMIS (unless the household is a DV survivor) & used for PH prioritization. The CES considers various factors which may increase a participant's vulnerability (e.g. length of time homeless, health/wellness, & DV status). When a PH resource becomes available, the housing matcher identifies the next eligible household. Eligibility & appropriateness of the resource is discussed in CES case conferencing.

3. All participants are encouraged to provide feedback to staff & organizational leadership. At intake & throughout participation, participants are informed of various informal & formal methods for providing input regarding the CES, including candid communication w/ staff, completing feedback forms & surveys. All feedback is genuinely considered & reviewed by program management. Significant issues/recurrent themes are elevated to leadership & adjustments are made whenever possible & in a timely manner. Feedback is also reviewed at the CES systems level during case conferencing & at meetings w/ service providers/funders to implement system improvements.

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| 1D-9a. | Program Participant-Centered Approach to Centralized or Coordinated Entry. | |
| | NOFO Section V.B.1.p. | |

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| | Describe in the field below how your CoC's coordinated entry system: |
| 1. | reaches people who are least likely to apply for homeless assistance in the absence of special outreach; |
| 2. | prioritizes people most in need of assistance; |
| 3. | ensures people most in need of assistance receive permanent housing in a timely manner, consistent with their preferences; and |
| 4. | takes steps to reduce burdens on people using coordinated entry. |

**(limit 2,500 characters)**

1. The CoC's CES lead has ¿¿a demonstrated history of success reaching people who have not enrolled in homeless assistance despite ongoing engagement attempts. Racially & ethnically diverse MDT teams, including peer workers, serve as CES access points for hard-to-engage/hard-to-reach populations who likely will not access services w/out specialized outreach. Intakes may be completed in phases over time, following a pace that is acceptable to the client. CES & CES Access Points are comprehensive & accessible to all, including populations w/ unique needs (DV) & people w/ disabilities or Limited English Proficiency. Bilingual staff & materials are available, including access to a language line & the California Relay Service for people who are deaf/hard of hearing. The CoC works alongside local/regional partners (e.g. law enforcement, healthcare & education providers) to reach clients w/ complex service barriers.

2. CES prioritizes people w/ the greatest service needs/vulnerability through CES Triage Tools (CESTT), full SPDAT assessments & case conferencing. Clients participate in an intake using the standardized population-specific CESTT & results are entered into HMIS. Assessments provide a score that is used to determine housing needs & high-acuity clients are prioritized.

3. CES prioritization policies ensure people most in need of assistance receive it in a timely manner by rapidly matching to available PH resources consistent w/ preferences. Housing location services have also expanded w/ the goal of improving landlord engagement & streamlining unit acquisition.

4. The CoC is committed to reducing burdens on people using CES, including invasive questions & unnecessary complexities. As of 7/1/22, CESTT are not required for program intake due to participant feedback & research indicating the tool does not accurately assess vulnerability, especially for BIPOC. Existing CESTT are only required for PSH prioritization purposes in conjunction w/ case conferencing to ensure matching is as equitable as possible. Providers administer CESTT in a way that allows for rapport building & the time needed to assess thoroughly using a trauma-informed approach, such as adjusting the sequence/necessity of questions & allowing clients to skip questions. CESTT can be administered in whatever setting is most appropriate to create a safe/confidential environment & assessments can be completed in sections over time so as not to overwhelm participants.

| | | |
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| 1D-9b. | Informing Program Participant about Rights and Remedies through Centralized or Coordinated Entry–Reporting Violations. | |
| | NOFO Section V.B.1.p. | |

| | Describe in the field below how your CoC through its centralized or coordinated entry: |
|---|---|
| 1. | affirmatively markets housing and services provided within the CoC's geographic area and ensures it reaches all persons experiencing homelessness; |
| 2. | informs program participants of their rights and remedies available under federal, state, and local fair housing and civil rights laws; and |
| 3. | reports any conditions or actions that impede fair housing choice for current or prospective program participants to the jurisdiction(s) responsible for certifying consistency with the Consolidated Plan. |

**(limit 2,500 characters)**

1. The CoC's CES affirmatively markets/advertises housing & supportive services to eligible participants in accordance w/ Fair Housing & Equal Opportunity regulations as detailed in 24 CFR 578.93(c) to ensure they reach all people experiencing homelessness (PEH). Street outreach workers provide direct outreach to people living on the streets & other locations frequented by PEH about available housing/services, in addition to traditional methods such as posters, flyers, & brochures distributed at service sites, healthcare facilities, faith-based organizations & other public locations, providing announcements during CoC & other related meetings (i.e. CES regional case conferencing), & educating CES partner agencies/mainstream service providers. Digital platforms, social media & dedicated hotlines are also leveraged to reach all PEH. Resources are provided in multiple languages commonly spoken in the community. The CoC works w/ CES-participating providers & partner agencies to organize community events (Homeless Connect Day) to connect w/ PEH & facilitate on-the-spot assessments/referrals to CES.

2. The CoC provides mandatory annual training for all funded agencies that covers Fair Housing (FH) practices & civil rights laws. Participants are provided w/ information that details their FH rights/remedies which are available in multiple languages & accessible formats. The CoC's local FH advocacy organization also provides virtual services (1-on-1 counseling & workshops). Regular communication w/ participants regarding their rights & compliance w/ FH laws is maintained throughout the year & at annual assessment.

3. All observed conditions that impede FH are required to be reported to the CoC, which is the jurisdiction responsible for certifying consistency w/ the Consolidated Plan. Participants are provided w/ clear verbal & written instructions for how to file a grievance to the CoC as well to our local Housing Rights Center, HUD, & the Dept of Fair Employment & Housing, if necessary. If a FH violation arises, providers & the CoC support participants & assist w/ navigating the reporting process, serving as a liaison & advocate throughout. Referrals to legal services are provided when appropriate, who record all relevant data to a FH database & investigate accordingly within 3 business days of a complaint being filed. Annual testing is also conducted to proactively identity FH violations.

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| 1D-10. | Advancing Racial Equity in Homelessness–Conducting Assessment. | |
| | NOFO Section V.B.1.q. | |

| | | |
|---|---|---|
| 1. | Has your CoC conducted a racial disparities assessment in the last 3 years? | Yes |
| 2. | Enter the date your CoC conducted its latest assessment for racial disparities. | 09/01/2023 |

| | | |
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| 1D-10a. | Process for Analyzing Racial Disparities–Identified Racial Disparities in Provision or Outcomes of Homeless Assistance. | |
| | NOFO Section V.B.1.q. | |

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| | Describe in the field below: |
| 1. | your CoC's process for analyzing whether any racial disparities are present in the provision or outcomes of homeless assistance; and |
| 2. | what racial disparities your CoC identified in the provision or outcomes of homeless assistance. |

(limit 2,500 characters)

1. The CoC utilizes various data sources & assessment methods to determine if racial disparities are present. Demographic composition data from all project types (ES, SO, SSO, TH, RRH, PSH) in the 2022 calendar year is compared w/ the CoC's 2022 Annual Count & 2021 ACS data. Program outcomes & recidivism rates are also assessed for all program types in accordance w/ SPM 7. Key demographic indicators such as age (including TAY & 55+), gender, first-time homelessness status, & household type are layered to identify disparities & Stella P is employed to enhance analysis. APR data (Q12 a&b) is utilized to examine CoC renewal project BIPOC enrollment, which is compared to the CoC's PIT count. Renewal projects were awarded points in the local competition for attaching an example of a previously conducted racial equity assessment & describing their process for analyzing/responding to racial disparities.

2. Despite Black people making up only 8% of the population, 38% of Pasadena's homeless population is Black. The 2022 Annual Count revealed a marked increase in unhoused Black people compared to the 2023 PIT, which reported a 30% share. This shift highlights the CoC's evolving understanding of racial disparities in homelessness over the course of a year. While Black people are overrepresented across most subpopulations, disparities are most pronounced among older adults (55+), accounting for 42% of unhoused people. Despite these disparities, Black people are served at comparable rates to their overall share of the unhoused population across all CoC program types (CES, SO, ES, RRH, & PSH). While successful exits from CES were lower for Black participants compared to all participants (30% vs. 41% comparably), outcomes for Black participants in PSH & RRH were at or above program averages. Further, the length of time homeless for Black people was lower than average.

While this year's annual count revealed greater disparities faced by unhoused Black people, it also revealed that last year's surge in Hispanic/Latino homelessness has returned to rates comparable to their overall share of the City's population (37% vs. 36%). Despite this gain, Hispanics/Latinos continue to be overrepresented among unhoused families, accounting for 43% of families experiencing homelessness.

| | | |
|---|---|---|
| 1D-10b. | Implemented Strategies that Address Racial Disparities. | |
| | NOFO Section V.B.1.q. | |

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|---|
| Select yes or no in the chart below to indicate the strategies your CoC is using to address any racial disparities. |

| | | |
|---|---|---|
| 1. | **The CoC's board and decisionmaking bodies are representative of the population served in the CoC.** | Yes |
| 2. | **The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC.** | Yes |
| 3. | **The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups.** | Yes |
| 4. | **The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups.** | Yes |
| 5. | **The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness.** | Yes |
| 6. | **The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector.** | Yes |
| 7. | **The CoC has staff, committees, or other resources charged with analyzing and addressing racial disparities related to homelessness.** | Yes |
| 8. | **The CoC is educating organizations, stakeholders, boards of directors for local and national nonprofit organizations working on homelessness on the topic of creating greater racial and ethnic diversity.** | Yes |
| 9. | **The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness.** | Yes |
| 10. | **The CoC is collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system.** | Yes |
| 11. | **The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness.** | Yes |
| | **Other:(limit 500 characters)** | |
| 12. | The CoC compares demographic data of participants matched to PH programs by the CES to the PIT count to identify racial & ethnic disparities at the matching level, which impacts program enrollment & provides opportunities for course correction. The CoC also analyzes disparities in enrollment & outcomes (retention/exits to PH) at a program level for its renewal CoC-funded projects & works with providers directly to establish clear, actionable mitigation strategies that can be implemented. | Yes |

| | | |
|---|---|---|
| 1D-10c. | **Implemented Strategies that Address Known Disparities.** | |
| | **NOFO Section V.B.1.q.** | |

**Describe in the field below the steps your CoC is taking to address the disparities identified in the provision or outcomes of homeless assistance.**

(limit 2,500 characters)

As of 7/1/22, CES triage tools (CESTT) are not required for program intake due to participant feedback & research indicating the tools do not accurately assess vulnerability, especially for BIPOC. A new tool w/ a narrowed set of questions & modified wording is currently being piloted across the region. The CoC funds 2 street outreach liaisons who support law enforcement to reduce arrests & improve service linkages among people experiencing homelessness (disproportionately BIPOC) & funds the Housing Rights Center to respond to Fair Housing violations.

For the past year, the CoC has worked w/ a consultant to conduct a system-level equity analysis, BIPOC lived experience focus groups & an equity planning workgroup to inform our Homelessness Plan, which will directly impact policy for the next 5 years. CoC staff are participating in a TA series led by the California Racial Equity Action Lab (CA-REAL), which provides tailored assistance to implement projects that reduce disparities. The CoC is utilizing the CA-REAL TA to implement the racial equity strategies outlined in our Homelessness Plan to achieve parity in lease-up/retention rates for Black participants & parity in access for Hispanic/Latino participants. Strategies include establishing an Equity Committee, ensuring BIPOC play a leadership role in CoC oversight, strengthening processes for reporting/responding to discrimination, strengthening support for marginalized groups (i.e. Black/Latino) in the private rental market & measuring progress via ongoing analyses.

CoC providers institute DEI efforts to inform service provision & to reduce disparities in program enrollment/outcomes. Agencies work to ensure that staff & executive leadership are representative of the diverse community they serve & prioritize employing people w/ lived experience. The CoC's CES Lead created the Lived Experience Advisory Panel to ensure diverse voices are part of all decision-making. Providers also host dialogue sessions with BIPOC communities to examine issues related to housing obtainment/retention & accessing services, mandate cultural competency training annually, improve data collection & analysis capacity, review participant & staff demographics quarterly, & utilize HUD equity analysis tools. In response to disparate outcomes, RRH programs were redesigned to offer more flexible services, such as deeper & longer supportive services/rental assistance to support individual needs & promote equity in housing retention

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| 1D-10d. | Tracked Progress on Preventing or Eliminating Disparities. | |
| | NOFO Section V.B.1.q. | |

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| | Describe in the field below: |
| 1. | the measures your CoC has in place to track progress on preventing or eliminating disparities in the provision or outcomes of homeless assistance; and |
| 2. | the tools your CoC uses. |

(limit 2,500 characters)

1. The CoC tracks progress on preventing & eliminating disparities through regular data analysis that examines access to services, referrals to & successful lease-up of PH, & returns to homelessness. The CoC conducts an annual system equity assessment that analyzes HMIS & comparable databases to evaluate the distribution of program enrollments & outcomes across race/ethnicity/gender & by program type (including CES which reflects overall system accessibility) to understand who is being served & how well people are being served. The CoC also utilizes the PIT, annual Homeless Count data & census data to analyze demographic information over a 7-year period & identify meaningful changes. The CoC utilizes this data in real-time to inform service provision strategies, including homelessness prevention. HMIS data staff also produce reports that are shared with the CoC Board to track progress towards racial equity outcomes & ensure accountability. Finally, the CoC is contracted with a policy planning/data analysis consulting firm that will guide this work to ensure equity in service delivery, housing placements, & housing retention. Staff participate in monthly meetings, with more as needed, to process recent analyses & identify strategies to make progress towards established system outcome goals.

The CoC's 2 overarching equity goals included in our homelessness plan are:
- Parity in lease-up and retention rates for Black participants
- Parity in access for Hispanic and Latino participants

Additionally, the CoC submitted the following equity goals to the state that we are working to achieve by June 2024:
- Reduce annual homelessness among Black people by 10% & Latinx people by 2%,
- Reduce first-time homelessness among both Black & Latinx people by 10%,
- Increase total exits to permanent housing by 20% for Black people and 10% for Latinx people,
- Maintain a 5% or less recidivism rate for Black and Latinx people in PH, &
- Increase successful placements from street outreach for Latinx people by 10%.

2. The CoC utilizes HUD Stella P, HMIS & quarterly state HDIS data to track our progress toward achieving equity outcomes on a quarterly basis. CoC-funded providers also utilize HUD's race/ethnicity analysis tools, Stella-P & Built for Zero Performance Measure Tracker dashboards to examine disparities in program enrollment/outcomes & track progress.

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| 1D-11. | Involving Individuals with Lived Experience of Homelessness in Service Delivery and Decisionmaking–CoC's Outreach Efforts. | |
| | NOFO Section V.B.1.r. | |

Describe in the field below your CoC's outreach efforts (e.g., social media announcements, targeted outreach) to engage those with lived experience of homelessness in leadership roles and decision making processes.

**(limit 2,500 characters)**

The CoC regularly involves people w/ lived experience of homelessness (PLEH) & makes concerted efforts to increase the representation/diversity of PLEH in leadership & decision-making roles to inform service delivery. Staff consult w/ a Lived Expertise Advisory Panel, which serves in an advisory capacity for service provision & policy efforts. PLEH also participate on the CES Policy Council, which directly impacts CoC policies. Staff share opportunities with PLEH, such as PIT count planning & CoC Board vacancies, through announcements/presentations at meetings attended by PLEH, targeted outreach to direct service providers, & postings on the CoC's website. The CoC has at least 1 Board member w/ lived expertise of homelessness at all times. The Board reviews & approves funding priorities/recommendations, as well as CoC policies & Written Standards, which outline baseline requirements for program operations/service provision. The CoC also recruits & compensates PLEH who participate in evaluation panels for CoC projects & open RFPs outside of the CoC competition. Scores from lived experience evaluators inform funding recommendations. Feedback from PLEH regarding CoC policies/processes is regularly solicited & incorporated in CoC procedures. The CoC's CES lead (Union Station Homeless Services) & participating service providers also employ PLEH at all levels, from direct service staff to executive leadership. Union Station recently established an emerging leaders program to encourage & develop leadership skills in staff who showed interest in moving into management roles, w/ special emphasis on encouraging staff w/ lived experience.

The CoC currently contracts w/ a consulting firm that conducted 8 targeted lived experience focus groups (comprised of 57 people) in July 2022 & facilitated 5 planning workgroups from Jan - Mar 2023, each of which included PLEH to inform the strategies, outcome goals & priorities included in the CoC's Homelessness Plan, which will serve as a guiding document for our homelessness response/policy for the next 5 years. Recruitment for these focus/workgroups was extensive over several weeks & included engagement of over 20 local service providers to sign clients up, social media posts, targeted emails to street outreach & permanent housing programs, circulation of flyers in English/Spanish at community & drop-in centers, social services & meal programs, & site visits. The CoC compensates PLEH for their time starting at $25-30/hr.

| 1D-11a. | Active CoC Participation of Individuals with Lived Experience of Homelessness. | |
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| | NOFO Section V.B.1.r. | |

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| You must upload the Letter Signed by Working Group attachment to the 4B. Attachments Screen. |
| Enter in the chart below the number of people with lived experience who currently participate in your CoC under the four categories listed: |

| | Level of Active Participation | Number of People with Lived Experience Within the Last 7 Years or Current Program Participant | Number of People with Lived Experience Coming from Unsheltered Situations |
|---|---|---|---|
| 1. | Included in the decisionmaking processes related to addressing homelessness. | 13 | 7 |
| 2. | Participate on CoC committees, subcommittees, or workgroups. | 9 | 5 |

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| 3. | Included in the development or revision of your CoC's local competition rating factors. | 3 | 2 |
| 4. | Included in the development or revision of your CoC's coordinated entry process. | 3 | 2 |

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| 1D-11b. | Professional Development and Employment Opportunities for Individuals with Lived Experience of Homelessness. | |
| | NOFO Section V.B.1.r. | |

Describe in the field below how your CoC or CoC membership organizations provide professional development and employment opportunities to individuals with lived experience of homelessness.

(limit 2,500 characters)

The CoC has cultivated partnerships w/ private employers willing to provide an adaptive work environment to people w/ lived experience of homelessness (PLEH) in clerical, food service, warehouse, janitorial & retail industries. The CoC works w/ our local Foothill Workforce Development Board & has an MOU w/ our education/training agency, Flintridge Center, to provide meaningful education, on-the-job training, internships, & employment opportunities to PLEH. These agencies collaborate to host job fairs & connect PLEH w/ barriers to employment (e.g. criminal justice involvement/previous incarceration) to job training & apprenticeship opportunities. They also operate subsidized job-specific training programs to help clients gain skills/obtain education & credentials.

Many CoC member organizations provide vocational & workforce services for professional development & employment reintegration, including job aptitude surveys, job readiness/job training, assistance w/ resumes, interview prep, job search assistance/placement, work clothes, access to resource rooms w/ computers/phones & transportation support. Once employment is obtained, program staff provide ongoing follow-up assistance to promote job satisfaction, retention, & career advancement. The CoC's CES lead for single adults & families has administered the Sources Career Development Program for nearly 25 years & provides connections to employment/skill-based training opportunities, including 1-on-1 career counseling & comprehensive job search resources. Additional services include assistance w/ expunging criminal records, sealing juvenile records, obtaining credit reports, obtaining fingerprints & records, notarization, & petitions to Homeless Court. Alumni are invited to return at any time to receive financial, educational, lifestyle, & career counseling. In 2022, 33% of clients who utilized the Sources program gained employment.

The Pasadena Housing Department administers the Municipal Assistance, Solutions, & Hiring (MASH) program, which provides up to 2 years of paid hands-on training in maintenance & administrative positions throughout various city departments. MASH trainees receive career development & resume writing assistance w/ the goal of supporting transitions to permanent jobs w/ benefits. While MASH does not exclusively employ PLEH, recruitment efforts are targeted to agencies that serve people w/ a history of housing instability.

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| 1D-11c. | Routinely Gathering Feedback and Addressing Challenges of Individuals with Lived Experience of Homelessness. | |
| | NOFO Section V.B.1.r. | |

| | Describe in the field below: |
|---|---|
| 1. | how your CoC routinely gathers feedback from people experiencing homelessness; |
| 2. | how your CoC routinely gathers feedback from people who have received assistance through the CoC or ESG Programs; and |
| 3. | the steps your CoC has taken to address challenges raised by people with lived experience of homelessness. |

(limit 2,500 characters)

1. The CoC implements robust mechanisms to routinely gather feedback from people experiencing homelessness throughout the year, including listening sessions, focus groups, planning workgroups, anonymous surveys, attending Lived Experience Advisory Panel meetings, & 1-on-1 meetings. Feedback covers a range of topics, such as experiences accessing services, shelter, PH, & how they were treated to address disparities & inform CoC policies/program design. Feedback is not only gathered but acted upon to enact meaningful improvements.

2. CoC & ESG-funded programs inform participants of various informal & formal methods for providing feedback regarding their experience in the program at intake & throughout enrollment, including direct communication w/ service staff, feedback forms, surveys & other methods for communicating formally w/ organizational leadership. Regular check-ins w/ case managers/support staff are done not only to assess unmet needs but to also understand experiences & address concerns in real time. Many CoC-funded agencies have advisory boards that include people w/ lived expertise of homelessness (PLEH) who directly inform the development of program policies, planning & evaluation (e.g. reviewing programmatic materials & providing recommendations to strengthen/improve contents). The CoC's Housing Department also developed a Participant Satisfaction Survey in English & Spanish which is sent out to rental assistance participants annually. The survey includes questions related to participants' satisfaction w/ the assistance received, their housing, & program staff.

3. The CoC takes concrete steps to address challenges raised by PLEH informed by the feedback received in various settings, including revising/creating questions on grant applications & strengthening evaluation panel processes to make them more clear, accessible & low barrier. For example, the DV survivor focus group shared the importance of flexibility in the provision of financial assistance as situations may change suddenly & the preference to work w/ advocates who have lived experience. Staff instituted a question in all funding applications (regardless of source) asking how projects would ensure the availability of tailored, responsive & flexible services, including how PLEH would be involved in program operations. All applicants seeking any funding from the CoC are required to address how the expertise of PLEH will be integrated with the project & within the agency.

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| 1D-12. | Increasing Affordable Housing Supply. | |
| | NOFO Section V.B.1.t. | |

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| | Describe in the field below at least 2 steps your CoC has taken in the past 12 months to engage city, county, or state governments that represent your CoC's geographic area regarding the following: |
| 1. | reforming zoning and land use policies to permit more housing development; and |
| 2. | reducing regulatory barriers to housing development. |

(limit 2,500 characters)

The CoC, in partnership with the Housing Production Division within the City of Pasadena Housing Department, is dedicated to increasing affordable housing supply.

1. Members of the CoC's Faith Community Committee (FCC) spearhead advocacy efforts to support local zoning code changes by attending Planning Commission & City Council meetings to submit public comment, gather letters of support from local congregations/affordable housing stakeholders, & facilitate 1-on-1 meetings with City Council members. In July 2023, members of the CoC's Faith Community Committee FCC hosted an Affordable Housing Bus Tour attended by 35 mayors and other elected officials of eleven local cities including Pasadena. The bus tour highlighted the CoC's successes in PSH and affordable housing development and provided information on the value of affordable housing development and pathways for overcoming funding and zoning challenges.

2. In March 2023 the state certified the City of Pasadena's Housing Element, which includes a number of commitments to remove constraints to developing housing within the CoC's jurisdiction, including: a) updating the ADU ordinance & streamlining the ADU review process, b) streamlining the specific plan review process for affordable housing projects, & c) studying ways to streamline the design review process. CoC & Housing Department staff worked with the Planning Dept. to provide feedback on all of these initiatives, including reviewing/providing comments on the approved Housing Element (est. 2 months of staff time) & attending monthly affordable housing task force meetings with the mayor. Within the last 12 months, the tri-city Burbank-Glendale-Pasadena Regional Housing Trust ("BGPRHT") was created pursuant to state law to support new affordable housing projects, procure new land/units, and move projects through the development pipeline. The Pasadena City Council appointed Mayor Victor Gordo to the BGPRHT Board of Directors to represent the CoC. With Mayor Gordo as Chair, the BGPRHT Board has been in the process of establishing the organizational framework and operating procedures of the joint powers authority. In August 2023, the BGPRHT submitted a grant application to the Southern California Association of Governments (SCAG) for $5 million in predevelopment funding for affordable housing projects, which would directly benefit the CoC.

# 1E. Project Capacity, Review, and Ranking–Local Competition

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

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| 1E-1. | Web Posting of Your CoC's Local Competition Deadline–Advance Public Notice. | |
| | NOFO Section V.B.2.a. and 2.g. | |
| | You must upload the Web Posting of Local Competition Deadline attachment to the 4B. Attachments Screen. | |

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| 1. | Enter your CoC's local competition submission deadline date for New Project applicants to submit their project applications to your CoC–meaning the date your CoC published the deadline. | 07/21/2023 |
| 2. | Enter the date your CoC published the deadline for Renewal Project applicants to submit their project applications to your CoC's local competition–meaning the date your CoC published the deadline. | 07/21/2023 |

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| 1E-2. | Project Review and Ranking Process Your CoC Used in Its Local Competition. We use the response to this question and the response in Question 1E-2a along with the required attachments from both questions as a factor when determining your CoC's eligibility for bonus funds and for other NOFO criteria below. | |
| | NOFO Section V.B.2.a., 2.b., 2.c., 2.d., and 2.e. | |

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| You must upload the Local Competition Scoring Tool attachment to the 4B. Attachments Screen. |
| Select yes or no in the chart below to indicate how your CoC ranked and selected project applications during your local competition: |

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| 1. | Established total points available for each project application type. | Yes |
| 2. | At least 33 percent of the total points were based on objective criteria for the project application (e.g., cost effectiveness, timely draws, utilization rate, match, leverage), performance data, type of population served (e.g., DV, youth, Veterans, chronic homelessness), or type of housing proposed (e.g., PSH, RRH). | Yes |
| 3. | At least 20 percent of the total points were based on system performance criteria for the project application (e.g., exits to permanent housing destinations, retention of permanent housing, length of time homeless, returns to homelessness). | Yes |
| 4. | Provided points for projects that addressed specific severe barriers to housing and services. | Yes |

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| 5. | Used data from comparable databases to score projects submitted by victim service providers. | Yes |
| 6. | Provided points for projects based on the degree the projects identified any barriers to participation (e.g., lack of outreach) faced by persons of different races and ethnicities, particularly those over-represented in the local homelessness population, and has taken or will take steps to eliminate the identified barriers. | Yes |

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| 1E-2a. | Scored Project Forms for One Project from Your CoC's Local Competition. We use the response to this question and Question 1E-2. along with the required attachments from both questions as a factor when determining your CoC's eligibility for bonus funds and for other NOFO criteria below. | |
| | NOFO Section V.B.2.a., 2.b., 2.c., and 2.d. | |

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| You must upload the Scored Forms for One Project attachment to the 4B. Attachments Screen. |
| Complete the chart below to provide details of your CoC's local competition: |

| | | |
|---|---|---|
| 1. | What were the maximum number of points available for the renewal project form(s)? | 101 |
| 2. | How many renewal projects did your CoC submit? | 13 |
| 3. | What renewal project type did most applicants use? | PH-PSH |

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| 1E-2b. | Addressing Severe Barriers in the Local Project Review and Ranking Process. | |
| | NOFO Section V.B.2.d. | |

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| | Describe in the field below: |
| 1. | how your CoC analyzed data regarding each project that has successfully housed program participants in permanent housing; |
| 2. | how your CoC analyzed data regarding how long it takes to house people in permanent housing; |
| 3. | how your CoC considered the specific severity of needs and vulnerabilities experienced by program participants preventing rapid placement in permanent housing or the ability to maintain permanent housing when your CoC ranked and selected projects; and |
| 4. | considerations your CoC gave to projects that provide housing and services to the hardest to serve populations that could result in lower performance levels but are projects your CoC needs in its geographic area. |

(limit 2,500 characters)

1. CoC staff analyzed data from APR, HIC & SPM reports to inform the evaluation criteria for renewal projects, including bed utilization, recidivism, increases in income & exits to/retention of PH. Using APR/SPM data, renewal projects were further scored on the following: serving people w/ the highest service needs, previously unsheltered participants, people w/ the longest experiences of homelessness, chronically homeless at entry, rapid move in, & minimizing negative exits. Projects were required to report data on BIPOC enrollments & points were awarded to projects that provided a recent racial disparity program analysis.

2. The CoC's evaluation panels analyzed data for new & renewal projects specific to length of time to PH placement. All new projects were required to provide a narrative response detailing actions taken to assist clients w/ rapidly securing & maintaining PH. Applicants w/ experience operating RRH/PH projects provided data on the average length of time between project enrollment & move-in. Renewal projects were evaluated on activities to maintain/improve bed utilization rates & rapid move-in using APR data.

3. All projects received points based on their ability to serve/prioritize people w/ the most severe needs & highest vulnerabilities (e.g. having low/no income, criminal histories, past/current substance use, history of victimization/DV/trauma, chronic health conditions, multiple disabilities, longest histories of homelessness, high acuity, or coming directly from the streets). New projects received points for serving people who are at high risk of illness, utilize crisis/emergency services to meet basic needs, have significant functional impairments or behavioral health disabilities. Projects that serve participants w/ all of these barriers received full points. Points assigned to serving participants w/ severe needs/vulnerabilities contributed to final scores & subsequent ranking.

4. The CoC prioritizes projects that provide housing & services to the hardest to serve populations as reflected through evaluation criteria. Lower performing projects are provided w/ TA & 1-on-1 meetings to identify strategies to improve performance. Renewal projects are also scored on the steps being taken to reintegrate participants into the community (e.g. access to education/training & volunteer/community service) to support retention. New projects are scored based on the services to be provided & actions to support rapid returns to PH.

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| 1E-3. | Advancing Racial Equity through Participation of Over-Represented Populations in the Local Competition Review and Ranking Process. | |
| | NOFO Section V.B.2.e. | |

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| | Describe in the field below: |
| 1. | how your CoC used the input from persons of different races and ethnicities, particularly those over-represented in the local homelessness population, to determine the rating factors used to review project applications; |
| 2. | how your CoC included persons of different races and ethnicities, particularly those over-represented in the local homelessness population in the review, selection, and ranking process; and |
| 3. | how your CoC rated and ranked projects based on the degree to which their project has identified any barriers to participation (e.g., lack of outreach) faced by persons of different races and ethnicities, particularly those over-represented in the local homelessness population, and has taken or will take steps to eliminate the identified barriers. |

**(limit 2,500 characters)**

1. Prior to the release of the NOFO, staff worked w/ the CoC Board, which is racially diverse in membership & inclusive of over-represented racial groups in the CoC's homeless pop. compared to the total pop. (Black, 30% vs. 8% & Latinx, 38% vs. 36%), to determine the rating factors used to review & evaluate projects. Staff conduct an annual review of the evaluation criteria used to score projects to promote equitable instruments. Debrief sessions w/ people involved in the CoC's local competition process (including BIPOC) are facilitated annually, feedback for improvement is recorded & used to refine rating factors. Feedback received from BIPOC panelists in the 2022 competition, including wording of questions, evaluation criteria, & points available by section, was incorporated to strengthen the process in 2023. The CoC prioritizes representation of people w/ lived experience, who are often racially diverse, & rating factors are subject to revision following input gathered via debrief meetings.

2. The CoC is intentional in including people who are BIPOC on all funding evaluation panels, including the review, selection & ranking process for CoC-funded projects & other funding sources. Targeted outreach was conducted to recruit evaluation panelists, which consist of 3 racially diverse evaluators, of which no less than 66% are from BIPOC communities that are overrepresented within the homeless population (i.e. Black & Latinx). The evaluation panels for renewal/new projects review & score all applications & consist of 1 BIPOC person w/ lived experience. The panel's scores inform funding recommendations & project rankings to the CoC Board, whose voting membership is 43% BIPOC. The Board is responsible for the final approval of selected projects & project ranking.

3. All renewal & new project narrative responses were scored based on how the applicant identified/described:
- Their process for analyzing whether racial disparities are present in the provision or outcomes of assistance & what those disparities are
- Barriers to participation (i.e. lease up & retention challenges) faced by BIPOC enrolled in the program, steps taken to address barriers & measures in place to track progress
- Their experience promoting racial equity among BIPOC communities

These questions were worth over 35% of points assigned to service delivery for renewal & new projects, which impacts the overall project score & factors into the CoC's ranking decisions.

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| 1E-4. | Reallocation–Reviewing Performance of Existing Projects. | |
| | NOFO Section V.B.2.f. | |

| | Describe in the field below: |
|---|---|
| 1. | your CoC's reallocation process, including how your CoC determined which projects are candidates for reallocation because they are low performing or less needed; |
| 2. | whether your CoC identified any low performing or less needed projects through the process described in element 1 of this question during your CoC's local competition this year; |
| 3. | whether your CoC reallocated any low performing or less needed projects during its local competition this year; and |

| | |
|---|---|
| 4. | why your CoC did not reallocate low performing or less needed projects during its local competition this year, if applicable. |

(limit 2,500 characters)

1. Reallocation decisions are grounded in a thorough analysis of project performance/local need & follow the CoC's reallocation policy that was most recently revised on 7/11/23. Projects are reviewed annually by CoC staff & the Board to identify opportunities for reallocation based on unspent funds, bed utilization, housing retention, SPMs & other factors. Renewal projects are considered for reallocation if either threshold is met: 1) projects spent less than 80% on average of awarded funds over the past 2 program years or 2) projects receive 60% or fewer of available points in the application. If a project meets either of these thresholds, the Board will either: A. Direct staff to establish measurable improvement goals w/ the project operator within 60 days of the CoC competition closing & report back on progress or B. Make a reallocation decision w/out giving the project any opportunity to improve. CoC funds may be reallocated voluntarily during the Intent to Renew process or involuntarily by the Board. Staff notify any project considered for reallocation in writing & provide a rationale for the action. Projects are given an opportunity to submit a formal appeal within 5 calendar days of a preliminary reallocation notification. Any decision to reallocate is voted on & finalized by the Board. Projects are exempt from reallocation if they have been operating less than 2 years, were recently reallocated/consolidated, or are undergoing consolidation.

2. The CoC identified 4 low-performing/less-needed projects in 2023. 1 renewal project was identified for reallocation prior to the local competition due to noncompliance w/ CoC regulations & 3 additional projects were identified for reallocation during the competition due to underspending over the last 2 years (using drawdown information from e-LOCCS/SAGE) through the process described in element 1.

3. The CoC reallocated 2 low-performing/less-needed projects during the local competition. 1 renewal project was fully reallocated in the amount of $46,226 & 1 project was partially reallocated in the amount of $200,000. The Board voted not to reallocate the remaining 2 projects that were flagged due to underspending & instructed CoC staff to schedule quarterly check-in meetings to discuss challenges & opportunities to support spend down. In total, the CoC reallocated $246,226 during the 2023 local competition.

4. The CoC reallocated 2 low-performing/less-needed projects during the local competition.

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| 1E-4a. | Reallocation Between FY 2018 and FY 2023. | |
| | NOFO Section V.B.2.f. | |

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| | Did your CoC cumulatively reallocate at least 20 percent of its ARD between FY 2018 and FY 2023? | Yes |

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| 1E-5. | Projects Rejected/Reduced–Notification Outside of e-snaps. | |
| | NOFO Section V.B.2.g. | |
| | You must upload the Notification of Projects Rejected-Reduced attachment to the 4B. Attachments Screen. | |

| | | |
|---|---|---|
| 1. | Did your CoC reject any project application(s) submitted for funding during its local competition? | Yes |
| 2. | Did your CoC reduce funding for any project application(s) submitted for funding during its local competition? | Yes |
| 3. | Did your CoC inform applicants why your CoC rejected or reduced their project application(s) submitted for funding during its local competition? | Yes |
| 4. | If you selected Yes for element 1 or element 2 of this question, enter the date your CoC notified applicants that their project applications were being rejected or reduced, in writing, outside of e-snaps. If you notified applicants on various dates, enter the latest date of any notification. For example, if you notified applicants on 06/26/2023, 06/27/2023, and 06/28/2023, then you must enter 06/28/2023. | 09/11/2023 |

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| 1E-5a. | Projects Accepted–Notification Outside of e-snaps. | |
| | NOFO Section V.B.2.g. | |
| | You must upload the Notification of Projects Accepted attachment to the 4B. Attachments Screen. | |

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| | Enter the date your CoC notified project applicants that their project applications were accepted and ranked on the New and Renewal Priority Listings in writing, outside of e-snaps. If you notified applicants on various dates, enter the latest date of any notification. For example, if you notified applicants on 06/26/2023, 06/27/2023, and 06/28/2023, then you must enter 06/28/2023. | 09/11/2023 |

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| 1E-5b. | Local Competition Selection Results for All Projects. | |
| | NOFO Section V.B.2.g. | |
| | You must upload the Local Competition Selection Results attachment to the 4B. Attachments Screen. | |

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| | Does your attachment include:<br>1. Project Names;<br>2. Project Scores;<br>3. Project accepted or rejected status;<br>4. Project Rank–if accepted;<br>5. Requested Funding Amounts; and<br>6. Reallocated funds. | Yes |

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| 1E-5c. | Web Posting of CoC-Approved Consolidated Application 2 Days Before CoC Program Competition Application Submission Deadline. | |
| | NOFO Section V.B.2.g. and 24 CFR 578.95. | |
| | You must upload the Web Posting–CoC-Approved Consolidated Application attachment to the 4B. Attachments Screen. | |

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| | Enter the date your CoC posted the CoC-approved Consolidated Application on the CoC's website or partner's website–which included:<br>1. the CoC Application; and<br>2. Priority Listings for Reallocation forms and all New, Renewal, and Replacement Project Listings. | 09/26/2023 |

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| 1E-5d. | Notification to Community Members and Key Stakeholders that the CoC-Approved Consolidated Application is Posted on Website. | |
| | NOFO Section V.B.2.g. | |
| | You must upload the Notification of CoC-Approved Consolidated Application attachment to the 4B. Attachments Screen. | |

| | | |
|---|---|---|
| | Enter the date your CoC notified community members and key stakeholders that the CoC-approved Consolidated Application was posted on your CoC's website or partner's website. | 09/26/2023 |

# 2A. Homeless Management Information System (HMIS) Implementation

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 2A-1. | HMIS Vendor. | |
| | Not Scored–For Information Only | |

| | | |
|---|---|---|
| | Enter the name of the HMIS Vendor your CoC is currently using. | Bitfocus |

| | | |
|---|---|---|
| 2A-2. | HMIS Implementation Coverage Area. | |
| | Not Scored–For Information Only | |

| | | |
|---|---|---|
| | Select from dropdown menu your CoC's HMIS coverage area. | Multiple CoCs |

| | | |
|---|---|---|
| 2A-3. | HIC Data Submission in HDX. | |
| | NOFO Section V.B.3.a. | |

| | | |
|---|---|---|
| | Enter the date your CoC submitted its 2023 HIC data into HDX. | 04/25/2023 |

| | | |
|---|---|---|
| 2A-4. | Comparable Database for DV Providers–CoC and HMIS Lead Supporting Data Collection and Data Submission by Victim Service Providers. | |
| | NOFO Section V.B.3.b. | |

| | |
|---|---|
| | In the field below: |
| 1. | describe actions your CoC and HMIS Lead have taken to ensure DV housing and service providers in your CoC collect data in HMIS comparable databases; |
| 2. | state whether DV housing and service providers in your CoC are using a HUD-compliant comparable database–compliant with the FY 2022 HMIS Data Standards; and |

| | |
|---|---|
| 3. | state whether your CoC's HMIS is compliant with the FY 2022 HMIS Data Standards. |

**(limit 2,500 characters)**

1. The City of Pasadena, as the CoC's HMIS Lead, provides technical assistance using HUD's HMIS Comparable Database Decision Tree to assist service providers in determining if a comparable database is required for their program(s). If required, the HMIS Lead works with the service provider to ensure that the comparable database collects required data elements, meets reporting standards, and produces comma-separated values files for export as required by current HMIS Data Standards and the HMIS Comparable Database Manual. The CoC has taken these steps with the operators of both CoC DV Bonus projects awarded in previous CoC competitions.

2. The CoC's two DV housing and service providers are using HUD-compliant comparable databases (Apricot & ServicePoint), which are also fully compliant with all 2022 HMIS Data Standards. Currently, the CoC has two active programs utilizing comparable databases. A long-standing transitional housing program began exclusively serving households fleeing DV in early 2021. At the time of this shift, the HMIS Lead worked closely with the service provider (Door of Hope) to verify that a comparable database was required & also evaluated the provider's existing comparable database, Apricot, which they were using for other programs outside of the CoC. The evaluation confirmed that Apricot meets HUD standards and could be utilized for its transitional housing program. Door of Hope also agreed to submit de-identified aggregate data to the CoC for reporting & planning purposes, despite not receiving CoC funding. Volunteers of America Los Angeles (VOALA), the CoC's DV RRH project operator uses the ServicePoint comparable database to maintain data for households who are fleeing DV and/or have experienced human trafficking. The HMIS Lead determined that this comparable database meets and is compliant with HUD's Comparable Database standards. VOALA provides password-protected reports to the CoC monthly.

3. The CoC's HMIS is fully compliant with all 2022 HMIS Data Standards.

| | | |
|---|---|---|
| 2A-5. | Bed Coverage Rate–Using HIC, HMIS Data–CoC Merger Bonus Points. | |
| | NOFO Section V.B.3.c. and V.B.7. | |

Enter 2023 HIC and HMIS data in the chart below by project type:

| Project Type | Total Year-Round Beds in 2023 HIC | Total Year-Round Beds in HIC Operated by Victim Service Providers | Total Year-Round Beds in HMIS | HMIS Year-Round Bed Coverage Rate |
|---|---|---|---|---|
| 1. Emergency Shelter (ES) beds | 145 | 0 | 145 | 100.00% |
| 2. Safe Haven (SH) beds | 0 | 0 | 0 | |
| 3. Transitional Housing (TH) beds | 56 | 18 | 42 | 110.53% |
| 4. Rapid Re-Housing (RRH) beds | 101 | 0 | 101 | 100.00% |
| 5. Permanent Supportive Housing (PSH) beds | 395 | 0 | 366 | 92.66% |
| 6. Other Permanent Housing (OPH) beds | 43 | 0 | 43 | 100.00% |

| | | |
|---|---|---|
| 2A-5a. | Partial Credit for Bed Coverage Rates at or Below 84.99 for Any Project Type in Question 2A-5. | |
| | NOFO Section V.B.3.c. | |

| | |
|---|---|
| | For each project type with a bed coverage rate that is at or below 84.99 percent in question 2A-5, describe: |
| 1. | steps your CoC will take over the next 12 months to increase the bed coverage rate to at least 85 percent for that project type; and |
| 2. | how your CoC will implement the steps described to increase bed coverage to at least 85 percent. |

(limit 2,500 characters)

N/A - The CoC's bed coverage rate is greater than 85% for all project types.

| | | |
|---|---|---|
| 2A-6. | Longitudinal System Analysis (LSA) Submission in HDX 2.0. | |
| | NOFO Section V.B.3.d. | |
| | You must upload your CoC's FY 2023 HDX Competition Report to the 4B. Attachments Screen. | |

| | |
|---|---|
| Did your CoC submit at least two usable LSA data files to HUD in HDX 2.0 by February 28, 2023, 8 p.m. EST? | Yes |

# 2B. Continuum of Care (CoC) Point-in-Time (PIT) Count

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 2B-1. | PIT Count Date. | |
| | NOFO Section V.B.4.a | |

| | | |
|---|---|---|
| | Enter the date your CoC conducted its 2023 PIT count. | 01/24/2023 |

| | | |
|---|---|---|
| 2B-2. | PIT Count Data–HDX Submission Date. | |
| | NOFO Section V.B.4.a | |

| | | |
|---|---|---|
| | Enter the date your CoC submitted its 2023 PIT count data in HDX. | 04/25/2023 |

| | | |
|---|---|---|
| 2B-3. | PIT Count–Effectively Counting Youth in Your CoC's Most Recent Unsheltered PIT Count. | |
| | NOFO Section V.B.4.b. | |

| | |
|---|---|
| | Describe in the field below how your CoC: |
| 1. | engaged unaccompanied youth and youth serving organizations in your CoC's most recent PIT count planning process; |
| 2. | worked with unaccompanied youth and youth serving organizations to select locations where homeless youth are most likely to be identified during your CoC's most recent PIT count planning process; and |
| 3. | included youth experiencing homelessness as counters during your CoC's most recent unsheltered PIT count. |

(limit 2,500 characters)

1. The CoC has been conducting a supplemental count of youth aged 18 to 24 in coordination w/ and at the time the full PIT count is conducted since 2015 & engages unaccompanied youth (UY)/youth serving organizations (YSO) throughout the planning process. Planning for the youth count started w/ the CoC's Youth CES Regional Coordinator identifying stakeholders who participated in past years, re-engaging agencies w/ low attendance & outreaching to new partners. Stakeholders engaged included the Youth-CES Lead, youth homeless service providers/other youth-serving nonprofits, youth w/ current or lived experience of homelessness (YLEH) that are receiving services, local youth drop-in centers, Pasadena Unified School District (PUSD) & Pasadena Community College (PCC), programs that support current/former foster youth, LGBTQ+ providers, local businesses that serve young people, & faith-based organizations. These groups were engaged via announcements at care coordination & other meetings, direct emails/phone calls & social media posts. Engagement is achieved through participation in hotspot planning meetings, developing routes for volunteers, informing the timing of the count, testing the survey tool, & providing feedback on questions/survey design to ensure clarity/relevance.

2. UY & YSOs are involved in the planning process early/often by selecting locations where homeless youth are most likely to be identified during the PIT count. Hot spot planning takes place during monthly youth case conferencing meetings w/ providers & on designated weekdays after school w/ youth to create a list of locations where youth congregate, including parks, local businesses/fast food spots, areas in/around PCC campus, & drop-in/community centers. Previous year's count data is also reviewed to inform hotspot locations & changes that need to be made. Both YLEH & youth providers review maps/routes from the previous year to ensure all appropriate existing & new locations are included.

3. The CoC prioritizes the inclusion of YLEH in the planning process & as counters during the unsheltered PIT count. All 6 teams included at least 1 youth w/ current/lived experience who worked alongside adult volunteers. The CoC had 8 youth peer navigator volunteers who acted as guides to locate young people & administered the mobile survey. All youth volunteers participated in a post-count debrief to gather feedback to improve the execution of future counts & were compensated w/ $40 cash stipends

| | | |
|---|---|---|
| 2B-4. | PIT Count–Methodology Change–CoC Merger Bonus Points. | |
| | NOFO Section V.B.5.a and V.B.7.c. | |

| | |
|---|---|
| | In the field below: |
| 1. | describe any changes your CoC made to your sheltered PIT count implementation, including methodology or data quality changes between 2022 and 2023, if applicable; |
| 2. | describe any changes your CoC made to your unsheltered PIT count implementation, including methodology or data quality changes between 2022 and 2023, if applicable; and |
| 3. | describe how the changes affected your CoC's PIT count results; or |
| 4. | state "Not Applicable" if there were no changes or if you did not conduct an unsheltered PIT count in 2023. |

**(limit 2,500 characters)**

Not Applicable

# 2C. System Performance

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 2C-1. | Reduction in the Number of First Time Homeless–Risk Factors Your CoC Uses. | |
| | NOFO Section V.B.5.b. | |

| | |
|---|---|
| | In the field below: |
| 1. | describe how your CoC determined the risk factors to identify persons experiencing homelessness for the first time; |
| 2. | describe your CoC's strategies to address individuals and families at risk of becoming homeless; and |
| 3. | provide the name of the organization or position title that is responsible for overseeing your CoC's strategy to reduce the number of individuals and families experiencing homelessness for the first time |

(limit 2,500 characters)

1. The CoC identifies risk factors for first-time homelessness (FTH) through collaboration w/ homelessness prevention(HP)/mainstream providers, ongoing data analysis & direct conversations w/ people who have lived expertise of homelessness (PLEH). A significant risk factor for FTH in the CoC is a high rent burden. Other common FTH risk factors include history of eviction, housing insecurity (e.g. doubled up, couch surfing, motel living), criminal justice/foster care involvement, exiting institutions, low/fixed income, insufficient benefits assistance, & systemic racism. The CoC's 2023 PIT data revealed that FTH disproportionately impacts Hispanic/Latinos (44%), DV survivors (36%) & seniors (18%) compared to the general population (14%).

2. The CoC's strategy to address FTH includes partnerships w/ service providers to fund expanded rental/utility assistance, relocation assistance, legal services/tenant rights education, mediation services, & increased connections to mainstream/public benefits. The CoC also collaborates w/ faith-based organizations & system partners (e.g. education, criminal justice, healthcare) to outreach to high-risk communities & increase access to resources via co-location of services. Problem-solving & diversion are embedded in the CES to quickly resolve housing crises & prevent FTH. The CoC analyzes our Built for Zero Performance Measure Tracker data in conjunction w/ Stella P & PIT/annual Homeless Count data to identify inflow trends/spikes to determine how & when people become homeless. In Dec 2022, the CoC's expanded HP initiative for families funded via the state's Family Homeless Grant Challenge began operating. This program is being administered by a local nonprofit w/ extensive experience serving families/DV survivors & is collaborating w/ the CoC's education, legal services & DV system partners. This program is also advancing equity by seeking referrals from entities that serve Hispanic/Latino participants. Additional strategies include establishing a cross-sector Prevention Committee, ongoing analysis to better understand effective prevention interventions, advancing affordable housing initiatives that increase unit availability & advocating for stronger tenant protections to address systemic drivers into homelessness.

3. The City of Pasadena as the lead agency for the CoC, in collaboration w/ HP grantees, is responsible for overseeing this strategy.

| | | |
|---|---|---|
| 2C-1a. | Impact of Displaced Persons on Number of First Time Homeless. | |
| | NOFO Section V.B.5.b | |
| | Was your CoC's Number of First Time Homeless [metric 5.2] affected by the number of persons seeking short-term shelter or housing assistance displaced due to: | |

| | | |
|---|---|---|
| 1. | natural disasters? | No |
| 2. | having recently arrived in your CoCs' geographic area? | No |

| | | |
|---|---|---|
| 2C-2. | Length of Time Homeless–CoC's Strategy to Reduce. | |
| | NOFO Section V.B.5.c. | |
| | In the field below: | |

| | |
|---|---|
| 1. | describe your CoC's strategy to reduce the length of time individuals and persons in families remain homeless; |
| 2. | describe how your CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and |
| 3. | provide the name of the organization or position title that is responsible for overseeing your CoC's strategy to reduce the length of time individuals and families remain homeless. |

(limit 2,500 characters)

1. The CoC conducts regular data analysis to understand factors driving increases in length of time homeless (LOTH). Efforts to reduce LOTH include requiring all PH programs to operate under the Housing First model w/ no preconditions/barriers to entry, & embedding diversion/problem solving efforts within the CES. This year the CoC placed a new RRH project in Tier 1 to prioritize new PH resources for single adults to reduce LOTH. The CoC increased investments in landlord incentive programs w/ ESG-CV funding & partnered w/ our local PHA to leverage ESG-CV funds & Mainstream vouchers to expand RRH inventory. To support timely lease-up of EHV vouchers, the CoC's PHA hired a full-time housing liaison to locate units, who is working in close collaboration w/ homeless service providers. Employing housing locators/navigators is instrumental in rapidly locating units. The EHV program utilizes available waivers to scale back documentation requirements & speed up the housing process. A new 65-unit PSH project is currently leasing up & weekly meetings to facilitate rapid lease up/streamline matching began in March 2023. Meetings include CoC, PHA, property owner/management, service provider & CES staff. A new 69-unit PSH building opening in spring 2024 will follow the same model w/ meetings starting now. The CoC also launched our Built for Zero Initiative to reduce CH among single adults & veterans to functional zero. Coordinated investment of local, state & federal resources to target/prioritize people w/ the longest LOTH continues to be pursued.

2. The CoC utilizes street outreach teams & the CES to identify/prioritize/house people w/ the longest LOTH. Population-specific assessment tools & CES/matching policies prioritize people who have been homeless the longest for PH. The CoC also conducts robust analysis using HMIS & Stella-P to identify people w/ the longest LOTH & layers racial equity data to better serve priority populations, including BIPOC communities. The CoC utilizes a By Name List (BNL) of individuals active in the system which also tracks the amount of time they have been on the BNL to identify areas where individuals' progress toward PH is stalled & system changes can be made to support PH obtainment. The CoC collaborates w/ law enforcement, healthcare & other systems to identify people w/ the longest LOTH & re-engage them on the path to PH.

3. The City of Pasadena as the lead agency for the CoC is responsible for overseeing this strategy.

| | | |
|---|---|---|
| 2C-3. | Exits to Permanent Housing Destinations/Retention of Permanent Housing–CoC's Strategy | |
| | NOFO Section V.B.5.d. | |

| | |
|---|---|
| | In the field below: |
| 1. | describe your CoC's strategy to increase the rate that individuals and persons in families residing in emergency shelter, safe havens, transitional housing, and rapid rehousing exit to permanent housing destinations; |

| | |
|---|---|
| 2. | describe your CoC's strategy to increase the rate that individuals and persons in families residing in permanent housing projects retain their permanent housing or exit to permanent housing destinations; and |
| 3. | provide the name of the organization or position title that is responsible for overseeing your CoC's strategy to increase the rate that individuals and families exit to or retain permanent housing. |

(limit 2,500 characters)

1. The CoC continues to invest in housing locators & navigators using federal, state, & local funding to assist clients in ES, TH & RRH programs successfully exit to PH. These housing specialists are skilled at working w/ landlords, negotiating leases, & securing available units. The CoC's PHA has a limited preference for households exiting RRH to receive a HCV. The CoC also created a RRH program paired w/ 75 Mainstream HCVs to promote exits to PH & housing stability. Non-congregate shelter clients may also be prioritized for PH. Additional PH placement strategies include: all PH programs maintaining a Housing First approach, utilizing a TBRA mobility policy to increase PH supply, identifying & securing funding for ICMS to support clients w/ TBRA, increasing RRH & PSH funding by leveraging local, state & federal resources, utilizing ESG-CV funding to support move-in assistance & landlord incentives, promoting mainstream benefits attainment, investing in strategies to increase earned income by providing connections to employment opportunities, & 1-on-1 meetings w/ providers to discuss strategies that promote quick exits to PH.

2. The CoC's strategies to increase/maintain an already high PH retention rate center trauma-informed, client-centered ICSM informed by a harm reduction approach to reduce negative exits. The CoC also employs a full-time Housing Retention Specialist whose role is to provide limited-term supportive services to previously homeless households receiving rental assistance. This staff person assists participants when challenges to housing stability arise & works with them to provide connections to longer-term community-based support. The Housing Retention Specialist provides support w/ submitting annual review paperwork as well as preparing for annual Housing Quality Standards inspections, provides landlord-tenant mediation, & assists participants in the moving process (locating a unit, move-in paperwork, etc.) if they voluntarily/involuntarily have to locate a new unit. RRH & PSH programs also provide home-based case management & landlord mediation to resolve issues before they escalate. The CoC encourages providers to incorporate community reintegration in their program design/service delivery strategy, including increasing access to volunteer/community service opportunities & meaningful activities to support housing retention.

3. The City of Pasadena as the lead agency for the CoC is responsible for overseeing this strategy.

| | | |
|---|---|---|
| 2C-4. | Returns to Homelessness–CoC's Strategy to Reduce Rate. | |
| | NOFO Section V.B.5.e. | |

| | |
|---|---|
| | In the field below: |
| 1. | describe your CoC's strategy to identify individuals and families who return to homelessness; |
| 2. | describe your CoC's strategy to reduce the rate of additional returns to homelessness; and |
| 3. | provide the name of the organization or position title that is responsible for overseeing your CoC's strategy to reduce the rate individuals and persons in families return to homelessness. |

**(limit 2,500 characters)**

1. The CoC identifies individuals & families who return to homelessness through direct conversations with services providers, case conferencing meetings and regular HMIS/CES data analysis with the goal of promoting rapid returns to housing & informing future prevention strategies. Trends in retention and negative housing outcomes are analyzed by program type and demographics (i.e. race, gender, etc) and data is shared with providers to identify actionable improvement goals. Bi-weekly case conferencing meetings allow for a deeper understanding of the factors that led to housing loss and facilitates connections to interventions/services which better meet client needs. The CoC also utilizes emerging research to identify risk factors predictive of returns to homelessness, e.g. history of eviction & loss of income, to inform how services are targeted & support clients.

2. To ensure ongoing reductions in additional returns to homelessness, CoC staff and providers utilize HMIS data to identify common risk factors to help inform policy/ practices to prevent housing loss and improve prevention targeting. This involves looking at housing barriers upon entry, length/depth of services offered, and recidivism rates across different types of PH exit destinations. To ensure returns to homelessness remain low, case managers connect individuals and families who exit to PH with mainstream and community resources such as income assistance, employment services, health care, mental health services, & substance use treatment to ensure ongoing housing stability. Clients participate in this process, building the knowledge and skills necessary to maintain resources and navigate the process for any future needs. CoC-providers employ problem solving strategies to divert people from reentering the homeless services system & explore all potential housing options to resolve a crisis. Referrals/connections to legal services are provided when necessary. The CoC also funds a housing retention specialist co-located within the PHA who assists rental assistance participants with histories of homelessness in order to prevent additional housing crises. Further, the CoC has increased intensive case management services offered at PSH sites in recent years with County Measure H funding & the CoC paired Emergency Housing Vouchers with ESG-CV RRH funding for supportive services to support housing retention.

3. The City of Pasadena, as the lead agency for the CoC, oversees this strategy.

| | | |
|---|---|---|
| 2C-5. | Increasing Employment Cash Income–CoC's Strategy. | |
| | NOFO Section V.B.5.f. | |

| | |
|---|---|
| | In the field below: |
| 1. | describe your CoC's strategy to access employment cash sources; |
| 2. | describe how your CoC works with mainstream employment organizations to help individuals and families experiencing homelessness increase their employment cash income; and |
| 3. | provide the organization name or position title that is responsible for overseeing your CoC's strategy to increase income from employment. |

**(limit 2,500 characters)**

1. The CoC works to ensure employment services are integrated into program operations where appropriate & collaborates w/ service providers/employment agencies to connect participants to job programs targeted to people experiencing or w/ histories of homelessness to ensure customized support. Many CoC-funded agencies have existing employment/job training programs whereby staff provide connections to career counseling, job placement & retention services. Participants also have access to information on resources such as unemployment, job opportunities & career fair announcements. Community integration specialists provide ongoing support in education & employment to assist participants with increasing income. Referrals are also provided to WIOA & WDD agencies, which provide job training & help with job searches, resume development, & interview training.

2. The CoC assigns points to both renewal & new project applications based on outcomes & strategies identified to increase access to employment cash sources. CoC staff also review HMIS/APR data & provide technical assistance when needed to agencies in order to adequately capture employment cash income increases. Through referrals & ongoing collaboration, providers work w/ mainstream employment agencies such as the Foothill Workforce Development Board, CA Employment Development Dept., CA Dept. of Rehabilitation, Los Angeles County Dept. of Public Social Services' Welfare to Work program, & the Flintridge Center (education & training agency for reentry population) to increase earned income. The CoC also has an MOU w/ Flintridge Center to ensure access to education/training opportunities for people experiencing homelessness, including programs tailored to youth & reentry populations. The CoC has also cultivated partnerships w/ private employers willing to provide an adaptive work environment to PH participants in clerical, food service, warehouse, janitorial & retail industries. The CES lead for the single adult & family systems operates a Sources Career Development Program which employs dedicated job developers who provide 1-on-1 support to clients & group workshops (i.e. resume building & interview skills). An Employment Liaison further works to establish partnerships w/ employers willing to provide job opportunities for clients within the CoC's region.

3. The City of Pasadena, as the lead agency for the CoC, oversees this strategy.

| 2C-5a. | Increasing Non-employment Cash Income–CoC's Strategy | |
|---|---|---|
| | NOFO Section V.B.5.f. | |

| | In the field below: |
|---|---|
| 1. | describe your CoC's strategy to access non-employment cash income; and |
| 2. | provide the organization name or position title that is responsible for overseeing your CoC's strategy to increase non-employment cash income. |

**(limit 2,500 characters)**

1. CoC-funded agencies are proactive in systematically linking participants to mainstream benefit resources and participants receive expedited SSI/SSDI approvals with assistance from SOAR-trained staff. In partnership with Los Angeles County, CoC providers connect participants to the Countywide Benefits Entitlement Services Team (CBEST) program, which provides education, advocacy and legal support to obtain disability benefits. In addition, case managers meet regularly with participants to ensure they are enrolled in and receiving mainstream benefits from all sources for which they are eligible, including: Social Security and SSDI, General Relief, CalWorks (TANF), CAPI, veterans benefits, and any federal or state stimulus funds which may become available. Case managers assist with the application process and any denials/renewals and problem-solve around barriers as needed. Participants are also linked to non-cash benefits such as CalFresh (SNAP), Medi-Cal/Medicare, transportation such as ACCESS Paratransit and Dial-a-Ride, In Home Supportive Services, and other medical benefits.

The CoC partners with mainstream health, social, and employment programs by hosting an annual benefits training series to ensure homeless service providers are knowledgeable of resources and participants are connected to appropriate benefits. CES lead agencies coordinate with mainstream benefits providers (Dept of Public Social Services, Dept of Public Health) via regular case conferencing & co-location of services at CES & partner sites to expand access. Individualized support is provided to eligible participants to ensure efficient access to and maintenance of these and other public benefits. Program staff of CoC-funded agencies track benefit renewal dates and follow-up to ensure necessary paperwork is submitted and meetings are attended on an annual basis for benefits retention. Staff also provides assistance with completing and submitting any necessary documentation and providing transportation to and support at appointments. The CoC assigns points to both renewal & new project applications based on outcomes specific to increasing non-employment cash income & tracks the progress of programs annually. Providers are connected to various training opportunities as needed & CoC staff provide technical assistance support.

2. The City of Pasadena, as the lead agency for the CoC, oversees this strategy.

# 3A. Coordination with Housing and Healthcare

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 3A-1. | New PH-PSH/PH-RRH Project–Leveraging Housing Resources. | |
| | NOFO Section V.B.6.a. | |
| | You must upload the Housing Leveraging Commitment attachment to the 4B. Attachments Screen. | |

| | | |
|---|---|---|
| | Is your CoC applying for a new PH-PSH or PH-RRH project that uses housing subsidies or subsidized housing units which are not funded through the CoC or ESG Programs to help individuals and families experiencing homelessness? | Yes |

| | | |
|---|---|---|
| 3A-2. | New PH-PSH/PH-RRH Project–Leveraging Healthcare Resources. | |
| | NOFO Section V.B.6.b. | |
| | You must upload the Healthcare Formal Agreements attachment to the 4B. Attachments Screen. | |

| | | |
|---|---|---|
| | Is your CoC applying for a new PH-PSH or PH-RRH project that uses healthcare resources to help individuals and families experiencing homelessness? | Yes |

| | | |
|---|---|---|
| 3A-3. | Leveraging Housing/Healthcare Resources–List of Projects. | |
| | NOFO Sections V.B.6.a. and V.B.6.b. | |

If you selected yes to questions 3A-1. or 3A-2., use the list feature icon to enter information about each project application you intend for HUD to evaluate to determine if they meet the criteria.

| Project Name | Project Type | Rank Number | Leverage Type |
|---|---|---|---|
| 2023 The Salvatio... | PH-PSH | 14 | Both |

# 3A-3. List of Projects.

| | |
|---|---|
| **1. What is the name of the new project?** | 2023 The Salvation Army HOPE Center |
| **2. Enter the Unique Entity Identifier (UEI):** | LF19U9DKFQM6 |
| **3. Select the new project type:** | PH-PSH |
| **4. Enter the rank number of the project on your CoC's Priority Listing:** | 14 |
| **5. Select the type of leverage:** | Both |

# 3B. New Projects With Rehabilitation/New Construction Costs

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 3B-1. | Rehabilitation/New Construction Costs–New Projects. | |
| | NOFO Section V.B.1.s. | |

| | |
|---|---|
| Is your CoC requesting funding for any new project application requesting $200,000 or more in funding for housing rehabilitation or new construction? | No |

| | | |
|---|---|---|
| 3B-2. | Rehabilitation/New Construction Costs–New Projects. | |
| | NOFO Section V.B.1.s. | |

| | |
|---|---|
| | If you answered yes to question 3B-1, describe in the field below actions CoC Program-funded project applicants will take to comply with: |
| 1. | Section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u); and |
| 2. | HUD's implementing rules at 24 CFR part 75 to provide employment and training opportunities for low- and very-low-income persons, as well as contracting and other economic opportunities for businesses that provide economic opportunities to low- and very-low-income persons. |

**(limit 2,500 characters)**

Not applicable - Our CoC answered "No" to 3B-1.

# 3C. Serving Persons Experiencing Homelessness as Defined by Other Federal Statutes

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 3C-1. | Designating SSO/TH/Joint TH and PH-RRH Component Projects to Serving Persons Experiencing Homelessness as Defined by Other Federal Statutes. | |
| | NOFO Section V.F. | |

| | | |
|---|---|---|
| | Is your CoC requesting to designate one or more of its SSO, TH, or Joint TH and PH-RRH component projects to serve families with children or youth experiencing homelessness as defined by other Federal statutes? | No |

| | | |
|---|---|---|
| 3C-2. | Serving Persons Experiencing Homelessness as Defined by Other Federal Statutes. | |
| | NOFO Section V.F. | |

| | |
|---|---|
| | You must upload the Project List for Other Federal Statutes attachment to the 4B. Attachments Screen. |
| | If you answered yes to question 3C-1, describe in the field below: |
| 1. | how serving this population is of equal or greater priority, which means that it is equally or more cost effective in meeting the overall goals and objectives of the plan submitted under Section 427(b)(1)(B) of the Act, especially with respect to children and unaccompanied youth than serving the homeless as defined in paragraphs (1), (2), and (4) of the definition of homeless in 24 CFR 578.3; and |
| 2. | how your CoC will meet requirements described in Section 427(b)(1)(F) of the Act. |

**(limit 2,500 characters)**

Not applicable - Our CoC answered "No" to question 3C-1.

# 4A. DV Bonus Project Applicants for New DV Bonus Funding

HUD publishes resources on the HUD.gov website at CoC Program Competition to assist you in completing the CoC Application. Resources include:

- Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2023 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2023 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

| | | |
|---|---|---|
| 4A-1. | New DV Bonus Project Applications. | |
| | NOFO Section I.B.3.l. | |

| | | |
|---|---|---|
| | Did your CoC submit one or more new project applications for DV Bonus Funding? | Yes |

| | | |
|---|---|---|
| 4A-1a. | DV Bonus Project Types. | |
| | NOFO Section I.B.3.l. | |

Select yes or no in the chart below to indicate the type(s) of new DV Bonus project(s) your CoC included in its FY 2023 Priority Listing.

| | Project Type | |
|---|---|---|
| 1. | SSO Coordinated Entry | No |
| 2. | PH-RRH or Joint TH and PH-RRH Component | Yes |

**You must click "Save" after selecting Yes for element 1 SSO Coordinated Entry to view questions 4A-2, 4A-2a. and 4A-2b.**

| | | |
|---|---|---|
| 4A-3. | Assessing Need for New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects in Your CoC's Geographic Area. | |
| | NOFO Section I.B.3.l.(1)(c) | |

| | | |
|---|---|---|
| 1. | Enter the number of survivors that need housing or services: | 249 |
| 2. | Enter the number of survivors your CoC is currently serving: | 60 |
| 3. | Unmet Need: | 189 |

| | | |
|---|---|---|
| 4A-3a. | How Your CoC Calculated Local Need for New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(c) | |

| | Describe in the field below: |
|---|---|
| 1. | how your CoC calculated the number of DV survivors needing housing or services in question 4A-3 element 1 and element 2; and |
| 2. | the data source (e.g., comparable databases, other administrative data, external data source, HMIS for non-DV projects); or |
| 3. | if your CoC is unable to meet the needs of all survivors please explain in your response all barriers to meeting those needs. |

**(limit 2,500 characters)**

1. The number of DV survivors needing housing/services in 2022 was calculated by totaling the unduplicated number of DV survivors aged 18+ seeking housing & services in ES, SO, SSO, & TH during the 2022 calendar year as well as those that entered RRH & PSH during the year. The number of survivors our CoC is currently serving was determined by totaling the unduplicated number of DV survivors aged 18+ who entered RRH or PSH in 2022 as well as those who exited other program types to permanent housing destinations. Of the 1,208 people included in the annual count, 265 people indicated they were DV survivors, 645 people indicated they were not DV survivors, & 298 people did not have a response to this question.

2. Data for 4A-3 elements 1 & 2 was collected from HMIS for all project types. Anyone who indicated they were a DV survivor (4.11.2) was included in our results. Data from the most recent PIT (2023) was not used to estimate the number of DV survivors because it's limited to those currently fleeing DV rather than all DV survivors, resulting in an undercount.

3. While the CoC's DV Coordinator helps to bridge the gaps between the DV & homeless service systems, the need for PH units has outpaced the CoC's ability to serve this subpopulation. High housing costs, low vacancy rates & lack of affordable housing supply are persistent challenges within the CoC. Additional barriers to meeting the needs of survivors include siloed systems of operation, survivor confidentiality/safety concerns & funding availability. The CoC's strategy to meet these needs includes: Pursuing available CoC DV Bonus funding, partnering w/ organizations to develop specialized services & programs that address the unique needs of survivors, identifying ways to offer more flexibility in financial assistance & support organizations w/ implementation, & strengthen/expand landlord support to increase the number of landlords renting to participants w/ rental assistance.
The CoC's 2023 PIT data revealed that first-time homelessness disproportionately impacts DV survivors compared to the general homeless population (36% vs. 14%). Encouragingly, CoC analyses also show that RRH programs are serving DV survivors at higher rates compared to the overall unhoused population (31% vs. 27%). This year's DV Bonus RRH expansion project, if awarded funding, will support the CoC's unmet need for additional DV-focused permanent housing resources by serving 5 additional households (7 people).

| | | |
|---|---|---|
| 4A-3b. | Information About Unique Project Applicants and Their Experience in Housing Placement and Housing Retention for Applicants Requesting New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1) | |

Use the list feature icon to enter information on each unique project applicant applying for New PH-RRH and Joint TH and PH-RRH Component DV Bonus projects--only enter project applicant information once, regardless of how many DV Bonus projects that applicant is applying for.

| Applicant Name |
|---|
| Volunteers of Ame... |

# Project Applicants Applying for New PH-RRH and Joint TH and PH-RRH DV Bonus Projects

| | | |
|---|---|---|
| 4A-3b. | Information About Unique Project Applicants and Their Experience in Housing Placement and Housing Retention for Applicants Requesting New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section II.B.11.e.(1)(d) | |

Enter information in the chart below on the project applicant applying for one or more New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects included on your CoC's FY 2023 Priority Listing for New Projects:

| | | |
|---|---|---|
| 1. | Applicant Name | Volunteers of America Los Angeles |
| 2. | Project Name | 2023 VOALA Rapid Rehousing for DV Survivors Expansion |
| 3. | Project Rank on the Priority Listing | 16 |
| 4. | Unique Entity Identifier (UEI) | DJM3CNDVQ2J8 |
| 5. | Amount Requested | $219,354 |
| 6. | Rate of Housing Placement of DV Survivors–Percentage | 49% |
| 7. | Rate of Housing Retention of DV Survivors–Percentage | 99% |

| | | |
|---|---|---|
| 4A-3b.1. | Applicant Experience in Housing Placement and Retention for Applicants Requesting New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(d) | |

| | |
|---|---|
| | For the rate of housing placement and rate of housing retention of DV survivors reported in question 4B-3b., describe in the field below: |
| 1. | how the project applicant calculated both rates; |
| 2. | whether the rates accounts for exits to safe housing destinations; and |
| 3. | the data source (e.g., comparable databases, other administrative data, external data source, HMIS for non-DV projects). |

(limit 1,500 characters)

1. The rate of housing placement for the project applicant (4a-3b-element 6) was calculated by dividing the total number of RRH DV clients who successfully leased up through Volunteers of America Los Angeles' (VOALA) existing DV-RRH programs in 2022 (1/1/22-12/31/22) by the total number of DV survivors referred to the agency for RRH during the same time frame. Similarly, the rate of housing retention for DV survivors (4A-3b-element 7) was calculated by dividing the total number of DV survivors who either remained in the VOALA's existing DV-RRH programs or exited to permanent housing in 2022 by the total number of participants in the VOALA's DV-RRH for that year.

2. The calculated rates both account for exits to safe housing destinations.

3. Data for 4A-4 was collected from SharePoint, an HMIS-comparable database for DV survivors.

| | | |
|---|---|---|
| 4A-3c. | Applicant Experience in Providing Housing to DV Survivor for Applicants Requesting New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(d) | |

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|---|---|
| | Describe in the field below how the project applicant: |
| 1. | ensured DV survivors experiencing homelessness were quickly moved into safe affordable housing; |
| 2. | prioritized survivors–you must address the process the project applicant used, e.g., Coordinated Entry, prioritization list, CoC's emergency transfer plan, etc.; |
| 3. | determined which supportive services survivors needed; |
| 4. | connected survivors to supportive services; and |
| 5. | moved clients from assisted housing to housing they could sustain–address housing stability after the housing subsidy ends. |

(limit 2,500 characters)

1. Volunteers of America Los Angeles' (VOALA's) past programs providing TH & RRH for DV survivors experiencing homelessness, including the DV RRH program funded through the CoC program, all operated in accordance w/ Housing First. This is achieved by integrating housing-focused case management & housing navigation activities from each participant's initial enrollment through their program exit & post-move-in stabilization period. VOALA maintains relationships w/ more than 100 local landlords, ensuring that participants can access housing units as they become available, & staff support participants by communicating & negotiating w/ landlords; reviewing leases; inspecting units; assisting w/ rental applications; & providing transportation assistance for appointments. VOALA's ability to move survivors quickly into safe affordable housing is evidenced in the outcomes of our previous programs, which include: RRH for DV: 95% of survivors secured PH; Joint TH/RRH for DV: 60% of survivors secured PH; HOPWA/VAWA: 83% of transitional housing participants securedPH.

2. VOALA prioritized survivors by operating several housing programs that served exclusively survivors of DV & trafficking. Survivors were identified through CES case conferencing meetings, VOALA's 24/7 trafficking hotline, & DV & trafficking hotlines operated by House of Ruth & CAST. VOALA also prioritizes & accepts requests for emergency transfers when a unit is available.

3. VOALA determined which supportive services survivors need through ongoing, close communication during case management meetings & by administering CES assessment tools.

4. VOALA connected survivors to support services through CES & more than a dozen partner providers. Services available included healthcare, behavioral healthcare, SUD treatment, employment, education, legal services, & more. Referrals to services were made based on individual participant needs.

5. Part of the housing stabilization process used included supporting participants to increase their income (through benefits &/or employment) & helping them identify PH that was affordable so it could be sustained beyond the RRH assistance. RRH assistance was frequently stepped down, allowing participants to gradually increase their share of the rent until they were able to sustain housing independently. Using a Critical Time Intervention approach, participants gradually took ownership of their housing stability using the resources they had been connected to.

| | | |
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| 4A-3d. | Applicant Experience in Ensuring DV Survivor Safety for Applicants Requesting New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(d) | |

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|---|---|
| | Describe in the field below examples of how the project applicant ensured the safety and confidentiality of DV survivors experiencing homelessness by: |
| 1. | taking steps to ensure privacy/confidentiality during the intake and interview process to minimize potential coercion of survivors; |
| 2. | making determinations and placements into safe housing; |
| 3. | keeping information and locations confidential; |
| 4. | training staff on safety and confidentially policies and practices; and |

| | |
|---|---|
| 5. | taking security measures for units (congregate or scattered site), that support survivors' physical safety and location confidentiality. |

(limit 2,500 characters)

Volunteers of America Los Angeles (VOALA) has ensured the safety & confidentiality of program participants by:

1. All intakes were conducted in private offices w/ closed doors to ensure participants were able to have private conversations w/ intake staff in a comfortable, trauma-informed environment. Safety screenings are conducted face-to-face whenever possible to assess non-verbal queues, staff adjusted the sequence/necessity of screening questions & always asked for consent to contact the client further to reduce potential harm.

2. When identifying PH for survivors, Housing navigators took into account survivor safety. Such considerations include placing a survivor into PH outside of the SPA in which they initially sought services, as well as maintaining the confidentiality of units into which participants were placed to prevent stalking/further victimization. Staff worked w/ participants in safety planning, whereby participants laid out their concerns regarding personal safety. When participants informed staff that their perpetrator lives in a given area, staff sought PH units outside of that area. Staff have sought PH units for participants above the ground floor to further limit access by perpetrators & ensure safety. Participants laid out resources available for them to seek safety including residences of family & friends, local churches, & other service providers. VOALA provides participants additional linkages & referrals to such resources.

3. In accordance w/ best practices, VOALA kept the location of all congregate living spaces serving survivors of DV/trafficking confidential, & kept the location of PH units of survivors of DV & trafficking confidential as well. Staff ensure survivor PII is always secure (i.e. never out on a desk, wiping caller ID, etc.) & email communications are encrypted.

4. All direct service staff working in VOALA's programs serving DV survivors received 40 hours of training, including safety planning & confidentiality. Safety concerns were addressed through use of the HMIS alternative data platform that protects participant privacy/safety, consideration of safety as a primary concern when identifying PH units, & availability of legal assistance to assist survivors in securing protective orders & handling other legal concerns where needed.

5. VOALA ensured appropriate lighting, locking doors, security cameras, & other security features to ensure the safety of participants at congregate living facilities.

| | | |
|---|---|---|
| 4A-3d.1. | Applicant Experience in Evaluating Their Ability to Ensure DV Survivor Safety for Applicants Requesting New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(d) | |

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|---|
| Describe in the field below how the project has evaluated its ability to ensure the safety of DV survivors the project served in the project, including any areas identified for improvement during the course of the proposed project. |

**(limit 2,500 characters)**

Volunteers of America Los Angeles (VOALA) has primarily evaluated its ability to ensure the safety of DV survivors in the existing CoC DV RRH, SPA 3 DV RRH and SPA 3 Joint TH-RRH for DV projects by tracking the number of survivors who reported a repeated incidence of DV/IPV during their time in the program. During regular case management meetings, VOALA staff engage in a thorough discussion with participants, according to their comfort level, to assess their feelings of safety; review their progress in meeting their goals and addressing their service needs; document any continued experiences of victimization or contact with their perpetrator; arrange relocation if necessary; and develop their individual safety plans and housing/service goals. VOALA implements formalized evaluation processes by providing survey questionnaires and conducting interviews with participants upon program exit. Information collected through this process is reviewed by VOALA to identify areas for continuous quality improvement.

Additionally, VOALA routinely reviews the housing residences of partner landlords to which DV survivor program participants are referred to ensure the security and safety of the housing. Staff will contact previous DV survivor program participants who have moved into a given residence to discuss and assess their experience and sense of safety. If there is a housing residence or landlord that is found to not provide adequate security and safety measures, VOALA will cease and refrain from referring DV survivor program participants to that residence or landlord. If issues are identified, VOALA program leadership will also review records and discuss with staff whether any error or oversight has occurred, and implement corrective action as necessary.

VOALA also continuously seeks to strengthen partnerships with fellow providers that meet the needs of DV survivors. This includes legal aid organizations that can assist program participants in filing restraining orders or taking other legal action to ensure their safety. Assisting program participants in this manner is encompassed by the state-mandated 40 Hour Domestic Violence Advocate Training undertaken by all VOALA staff working within programs that serve DV survivors. Program leadership routinely reviews referrals and linkages made to such partners, and takes action to establish new partnerships or strengthen existing partnerships as necessary.

| | | |
|---|---|---|
| 4A-3e. | Applicant Experience in Trauma-Informed, Victim-Centered Approaches for Applicants Requesting New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(d) | |

| | |
|---|---|
| | Describe in the field below examples of the project applicant's experience using trauma-informed, victim-centered approaches to meet needs of DV survivors by: |
| 1. | prioritizing placement and stabilization in permanent housing consistent with the program participants' wishes and stated needs; |
| 2. | establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials; |
| 3. | providing program participants access to information on trauma, e.g., training staff on providing program participants with information on the effects of trauma; |
| 4. | emphasizing program participants' strengths, e.g., strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans worked towards survivor-defined goals and aspirations; |

| | |
|---|---|
| 5. | centering on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination, language access, improving services to be culturally responsive, accessible, and trauma-informed; |
| 6. | providing a variety of opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and |
| 7. | offering support for survivor parenting, e.g., trauma-informed parenting classes, childcare, connections to legal services. |

(limit 5,000 characters)

Elements of Volunteers of America Los Angeles' (VOALA's) trauma-informed system of care included ongoing training in trauma for all staff and volunteers; use of trauma assessment tools; provision of trauma-specific services; integration of trauma-informed best practices; ensuring an environment that was physically & psychologically safe; and ensuring meaningful participation by staff & service recipients in the design/operation of the program. VOALA's programs were specifically designed to include trauma-informed care approaches to serving all participants, including people with special needs. All direct-service staff underwent initial new-hire training during the onboarding process. This training covered a variety of topics, including a trauma-informed approach to services. Trauma-informed care was also incorporated into ongoing in-service training provided to VOALA staff.

1. VOALA involved participants in developing their own individualized plans/goals and in providing input on the services they accessed, thus ensuring that the participant was given a voice (something that is often taken away during traumatic & abusive experiences). Through VOALA's survivor-centric approach, we empowered survivors to tell us what services they needed, and their input was used to develop uniquely tailored individualized service plans & prioritize their case management efforts accordingly. Participant choice with regards to housing was paramount, and housing navigators worked with participants to seek out & identify a housing unit that met the participant's personal preferences & reflected any safety concerns shared by the participants (e.g. outside of an area frequented by their perpetrator & above the ground floor of the residence).

2. To support building relationships, VOALA took steps to ensure an environment of mutual respect, and staff were trained to treat all participants with respect and seek to minimize power differentials. VOALA did not use punitive interventions, but instead sought to identify strategies to support participants in complying with the (minimal) program rules and supported participants in developing the skills and resources to maintain permanent housing and achieve well-being.

3. Case managers provided participants with access to information on trauma, including printed information on trauma and strategies to cope with trauma, as well as referrals for more intensive behavioral health care and counseling for participants to receive support and continue to develop beyond their traumatic experiences.

4. VOALA approached case management from a strengths-based approach, focusing on the strengths, resiliency, and potential of participants, rather than on their struggles, challenges, or past hurts. Assessment tools used included the CoC-provided CES Survey Packet for Adults, a strengths-based assessment. Case plans included an assessment of participants' strengths, and included strategies to support participants in leveraging their strengths to work towards their self-identified goals.

5. VOALA is highly committed to cultural responsiveness and inclusivity in all of our programming. VOALA maintains non-discrimination policies and practices that are designed to reflect a commitment to treating all staff and clients with respect and dignity. We have a standing policy that applies to all of our programming that all persons accessing services will be identified by the gender identification they choose. Staff were trained upon hire and during monthly staff

meetings in strategies to treat clients with respect, as well as on specific issues related to cultural competence, such as policies related to LGBTQ issues, respecting religious preferences, interacting with people with disabilities, respecting cultural/ethnic preferences, etc. We define culture broadly, not only as ethnicity/linguistic preferences but as relates to all cultural factors that influence the way a client prefers to be treated.

6. Participants had access to opportunities for connection through VOALA-facilitated support groups, opportunities to be paired with a mentor, and linkages to community-based opportunities and resources for connection, including support connecting to faith-based communities as desired by the participant.

7. VOALA offered life skills classes on parenting, and provided parents with access to childcare and early childhood education through our Head Start and Early Head Start programs. Case Managers also supported parents in identifying and enrolling their children in the appropriate school.

| | | |
|---|---|---|
| 4A-3f. | Applicant Experience in Meeting Service Needs of DV Survivors for Applicants Requesting New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(d) | |

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|---|
| Describe in the field below examples of supportive services the project provided to domestic violence survivors while quickly moving them into permanent housing and addressing their safety needs. |

(limit 5,000 characters)

Through Volunteers of America Los Angeles' (VOALA's) existing RRH programs serving DV survivors, VOALA provided specific services and supports, including but not limited to:

Housing Search and Counseling: VOALA provided ongoing, housing-focused case management for DV survivor program participants, along with housing navigation and search support to assist DV survivors in locating and securing a long-term housing unit. VOALA drew upon our network of over 100 landlord relationships to identify housing units and advocate for their rental to DV survivor program participants.

Long-Term Housing Stability Safety Planning: Staff worked with participants in safety planning, whereby participants laid out their concerns regarding personal safety. When participants informed staff that their perpetrator lived in a given area, staff sought housing units outside of that area. Staff have sought housing units for participants above the ground floor to further limit access by perpetrators and ensure safety. Participants laid out resources available for them to seek safety including residences of family and friends, local churches, and other service providers. VOALA provides participants with additional linkages and referrals to such resources.

Crisis DV Services: VOALA operated a DV crisis helpline and provided trauma-informed support and services to DV survivors including emergency shelter, case management, linkages to supportive services, counseling, safety planning, housing navigation, and connections to legal aid providers for assistance with filing restraining orders or taking other legal action necessary to ensure their safety. For participants with children, VOALA provided guidance on registering their separation from their abuser with the state, to prevent children from coming under the custody of the abuser.

Child Custody: VOALA provided DV survivors with referrals to legal services providers (Neighborhood Legal Services) who provided assistance in navigating child custody issues. VOALA provided participants with transportation to meetings at the legal services provider as needed. VOALA ensured that participant safety needs were addressed by maintaining confidentiality and incorporating safety planning into the participant's Individual Housing Plan.

Legal Services: VOALA provided referrals to legal services through project partner Neighborhood Legal Services, who assisted participants with addressing any legal needs they had.

Criminal History: VOALA provided referrals to project partner Neighborhood Legal Services to address criminal history/opportunities for expungement. VOALA also connected participants to our existing programs serving re-entry individuals, including our Training to Work and Incarcerated Veterans Training Program, which provided employment and mentoring to assist individuals with a criminal history in learning how to best present their criminal history to landlords and employers.

Bad Credit History: Participants were connected to financial literacy programs available through Clearpoint Credit Counseling for support with bad credit history and strategies to improve their credit.

Education: VOALA connected participants with education services through area

adult education programs and community colleges.

Job Training VOALA connected participants to job training through our internal programs (YouthBuild, Training to Work, HVRP) as well as through external partners.

Employment: VOALA has a cadre of Job Developers on staff through our YouthBuild, HVRP, and Training to Work programs, and leveraged these staff to provide job search and placement services for DV survivors served through our RRH for DV programs.

Physical/Mental Healthcare: VOALA connected participants to partner agencies (East Valley Community Health Center, Tri-City Mental Health, Pomona Health Clinic, NAMI) for physical and mental healthcare services.

Drug and Alcohol Treatment: VOALA connected participants to partner agencies (Prototypes, American Recovery Center, CHCADA) for drug and alcohol treatment.

Childcare: VOALA connected the children of participants served to childcare services through our Head Start/Early Head Start programs located across Los Angeles County, as well as provided assistance to parents in enrolling their children into school as appropriate.

While these services are readily available, participation is not required in order to access housing. Supportive services range from high to low touch, depending on individual needs. Services are available throughout each participant's time in the program.

| | | |
|---|---|---|
| 4A-3g. | Plan for Trauma-Informed, Victim-Centered Practices for New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(e) | |

| | |
|---|---|
| | Describe in the field below examples of how the new project(s) will: |
| 1. | prioritize placement and stabilization in permanent housing consistent with the program participants' wishes and stated needs; |
| 2. | establish and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials; |
| 3. | provide program participants access to information on trauma, e.g., training staff on providing program participants with information on the effects of trauma; |
| 4. | emphasize program participants' strengths–for example, strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans work towards survivor-defined goals and aspirations; |
| 5. | center on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination, language access, improving services to be culturally responsive, accessible, and trauma-informed; |
| 6. | provide a variety of opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and |
| 7. | offer support for survivor parenting, e.g., trauma-informed parenting classes, childcare, connections to legal services. |

**(limit 5,000 characters)**

Volunteers of America Los Angeles (VOALA) will provide trauma-informed care in the proposed DV Bonus RRH expansion project. Elements of our trauma-informed system of care include ongoing training in trauma for all staff and volunteers; use of trauma assessment tools; provision of trauma-specific services; ensuring an environment that is physically and psychologically safe; and ensuring meaningful participation by staff, service recipients and survivors in the design and operation of the program. Specifically, the proposed project will reflect the following elements of trauma-informed care:

1. VOALA will involve program participants in developing their own case plans and goals, and in providing input on the services they will access, thus ensuring that the participant is given a voice (something that is often taken away during traumatic experiences). Through VOALA's survivor-centric approach, we will empower survivors to tell us what services they need, and their input will be used to develop uniquely tailored individualized service plans and prioritize their case management efforts accordingly. Participant choice with regard to housing is paramount, and Housing Navigators will work with participants to seek out and identify a housing unit that meets the participant's personal preferences.

2. To support building relationships, VOALA will take steps to ensure an environment of mutual respect, and all staff will be/are trained to treat all participants with respect and seek to minimize power differentials. VOALA will/does not use punitive interventions, instead seeking to identify strategies to support participants in complying with the (minimal) program rules and supporting participants in developing the skills and resources to maintain permanent housing.

3. Case managers will provide participants with access to information on trauma, including printed information on trauma and strategies to cope with trauma, as well as referrals for more intensive behavioral health care for participants to learn to cope with their trauma. VOALA will also connect participants to individual or group counseling wherein they can learn and gain insight into the nature of trauma and develop personal coping strategies.

4. VOALA will approach case management using a strengths-based approach, focusing on the strengths/resiliency of participants, rather than on their struggles/past hurts. Assessment tools to be used will be the CoC-provided CES Survey Tool for Adults, which is a strengths-based assessment. Case plans will include an assessment of participant's strengths, and will include strategies to support participants in leveraging their strengths to work towards their self-identified goals.

5. VOALA is highly committed to cultural responsiveness and inclusivity in all of our programming. VOALA will maintain non-discrimination policies and practices that are designed to reflect a commitment to treating all staff and clients with respect and dignity. We have a standing policy that applies to all of our programming that all persons accessing services will be identified by the gender identification they choose. Staff are trained upon hire and during monthly staff meetings in strategies to treat clients with respect, as well as on specific issues related to cultural competence, such as policies related to LGBTQ issues, respecting religious preferences, interacting with people with disabilities, respecting cultural/ethnic preferences, etc. We define culture broadly, not only as ethnicity/linguistic preferences but as relates to all cultural factors that influence the way a client prefers to be treated.

6. Participants will have access to opportunities for connection through VOALA-facilitated or partner-facilitated support groups, the option to be paired with a mentor or participate in individual counseling, and linkages to opportunities for community-based connections including faith-based communities as desired by the participant. VOALA staff will work with each participant to identify what is individually meaningful for them and discuss opportunities for community connections based on their personal desires, needs, and interests.

7. VOALA will offer life skills classes on parenting, and provide parents with access to childcare and early childhood education services through our Head Start and Early Head Start programs. Case Managers will also support parents in locating and enrolling their children in the appropriate school. VOALA will provide connections to legal aid organizations and services that can assist them in filing restraining orders or taking any necessary legal action.

| | | |
|---|---|---|
| 4A-3h. | Involving Survivors in Policy and Program Development, Operations, and Evaluation of New PH-RRH and Joint TH and PH-RRH Component DV Bonus Projects. | |
| | NOFO Section I.B.3.l.(1)(f) | |

| | |
|---|---|
| | Describe in the field below how the new project will involve survivors: |
| 1. | with a range of lived expertise; and |
| 2. | in policy and program development throughout the project's operation. |

(limit 2,500 characters)

1. Volunteers of America Los Angeles (VOALA) staff will seek out program participants belonging to particular subpopulations, or with particular lived experiences such as parenthood, chronic homelessness, substance use disorder, LGBTQ+, various cultural identities, & a range of other experiences, to garner insight into how the program can best support a participant who fits each of these criteria. This qualitative feedback/input will inform VOALA's provision of housing search & navigation support, along with supportive service linkages. Staff will also contact previous DV survivor program participants who have moved into a given residence to discuss & assess their experience & sense of safety. VOALA will also seek participants' feedback to evaluate ongoing partnerships w/ service providers, & to guide the provision of referrals for health care services, legal aid, education support, counseling, substance use disorder recovery, & other service needs.

2. VOALA recognizes the value of input and feedback from the individuals we serve and actively seeks to provide opportunities for individuals participating in our programs to provide feedback to support improvements in policy/program development. VOALA systematically collects feedback from participants experiencing homelessness through case management sessions and client feedback forms. Participants build trusting relationships with their case managers and are often most willing to provide honest and open feedback about program strengths and weaknesses during these sessions. Participants exiting the program will be given a feedback survey asking them to provide input on program strengths and areas for improvement. We also provide participants in our residential programs with opportunities to submit grievance forms should they have any concerns about program operations or services. All grievances are addressed by the appropriate program manager and elevated to organizational leadership as needed to resolve the issue.

In addition to collecting feedback from participants, VOALA engages people with lived experience with homelessness in program operations by hiring individuals who were formerly homeless – including former program participants – to work in our shelters and other programs. This provides these individuals with employment, and staff with a lived history of homelessness are able to relate well to clients in the program and show a positive path forward that can be achieved.

# 4B. Attachments Screen For All Application Questions

We have provided the following guidance to help you successfully upload attachments and get maximum points:

| | |
|---|---|
| 1. | You must include a Document Description for each attachment you upload; if you do not, the Submission Summary screen will display a red X indicating the submission is incomplete. |
| 2. | You must upload an attachment for each document listed where 'Required?' is 'Yes'. |
| 3. | We prefer that you use PDF files, though other file types are supported–please only use zip files if necessary. Converting electronic files to PDF, rather than printing documents and scanning them, often produces higher quality images. Many systems allow you to create PDF files as a Print option. If you are unfamiliar with this process, you should consult your IT Support or search for information on Google or YouTube. |
| 4. | Attachments must match the questions they are associated with. |
| 5. | Only upload documents responsive to the questions posed–including other material slows down the review process, which ultimately slows down the funding process. |
| 6. | If you cannot read the attachment, it is likely we cannot read it either. |
| | . We must be able to read the date and time on attachments requiring system-generated dates and times, (e.g., a screenshot displaying the time and date of the public posting using your desktop calendar; screenshot of a webpage that indicates date and time). |
| | . We must be able to read everything you want us to consider in any attachment. |
| 7. | After you upload each attachment, use the Download feature to access and check the attachment to ensure it matches the required Document Type and to ensure it contains all pages you intend to include. |
| 8. | Only use the "Other" attachment option to meet an attachment requirement that is not otherwise listed in these detailed instructions. |

| Document Type | Required? | Document Description | Date Attached |
|---|---|---|---|
| 1C-7. PHA Homeless Preference | No | PHA Homeless Pref... | 09/25/2023 |
| 1C-7. PHA Moving On Preference | No | PHA Moving On Pre... | 09/25/2023 |
| 1D-11a. Letter Signed by Working Group | Yes | Letter Signed by ... | 09/25/2023 |
| 1D-2a. Housing First Evaluation | Yes | Housing First Eva... | 09/25/2023 |
| 1E-1. Web Posting of Local Competition Deadline | Yes | Web Posting of Lo... | 09/25/2023 |
| 1E-2. Local Competition Scoring Tool | Yes | Local Competition... | 09/26/2023 |
| 1E-2a. Scored Forms for One Project | Yes | Scored Forms for ... | 09/26/2023 |
| 1E-5. Notification of Projects Rejected-Reduced | Yes | Notification of P... | 09/25/2023 |
| 1E-5a. Notification of Projects Accepted | Yes | Notification of P... | 09/25/2023 |
| 1E-5b. Local Competition Selection Results | Yes | Final Project Sco... | 09/26/2023 |
| 1E-5c. Web Posting–CoC-Approved Consolidated Application | Yes | | |

| | | | |
|---|---|---|---|
| 1E-5d. Notification of CoC-Approved Consolidated Application | Yes | | |
| 2A-6. HUD's Homeless Data Exchange (HDX) Competition Report | Yes | FY 2023 HDX Compe... | 09/25/2023 |
| 3A-1a. Housing Leveraging Commitments | No | Housing Leveragin... | 09/25/2023 |
| 3A-2a. Healthcare Formal Agreements | No | Healthcare Formal... | 09/25/2023 |
| 3C-2. Project List for Other Federal Statutes | No | | |
| Other | No | | |

# Attachment Details

**Document Description:** PHA Homeless Preference

# Attachment Details

**Document Description:** PHA Moving On Preference

# Attachment Details

**Document Description:** Letter Signed by Working Group

# Attachment Details

**Document Description:** Housing First Evaluation

# Attachment Details

**Document Description:** Web Posting of Local Competition Deadline

# Attachment Details

**Document Description:** Local Competition Scoring Tool

# Attachment Details

**Document Description:** Scored Forms for One Project

# Attachment Details

**Document Description:** Notification of Projects Rejected-Reduced

# Attachment Details

**Document Description:** Notification of Projects Accepted

# Attachment Details

**Document Description:** Final Project Scores for All Projects

# Attachment Details

**Document Description:**

# Attachment Details

**Document Description:**

# Attachment Details

**Document Description:** FY 2023 HDX Competition Report

# Attachment Details

**Document Description:** Housing Leveraging Commitments

# Attachment Details

**Document Description:** Healthcare Formal Agreements

# Attachment Details

**Document Description:**

# Attachment Details

## Document Description:

# Submission Summary

Ensure that the Project Priority List is complete prior to submitting.

| Page | Last Updated |
|---|---|
| 1A. CoC Identification | 08/03/2023 |
| 1B. Inclusive Structure | 09/26/2023 |
| 1C. Coordination and Engagement | 09/26/2023 |
| 1D. Coordination and Engagement Cont'd | 09/26/2023 |
| 1E. Project Review/Ranking | 09/26/2023 |
| 2A. HMIS Implementation | 09/26/2023 |
| 2B. Point-in-Time (PIT) Count | 09/26/2023 |
| 2C. System Performance | 09/26/2023 |
| 3A. Coordination with Housing and Healthcare | 09/26/2023 |
| 3B. Rehabilitation/New Construction Costs | 09/26/2023 |
| 3C. Serving Homeless Under Other Federal Statutes | 09/26/2023 |

| | |
|---|---|
| **4A. DV Bonus Project Applicants** | 09/26/2023 |
| **4B. Attachments Screen** | Please Complete |
| **Submission Summary** | No Input Required |

# CHAPTER 4

## ESTABLISHING PREFERENCES AND MAINTAINING THE WAITING LIST
## [24 CFR Part 5, Subpart D; 982.203; 982.204; 982.205; 982.207]

### INTRODUCTION

This Chapter defines the eligibility criteria for local preferences which the CoPHD has adopted to meet local housing needs and explains the CoPHD's system of applying them. It is the CoPHD's objective to ensure that applicants are placed in the proper order on the waiting list so that an offer of assistance is not delayed to any applicant or made to any applicant prematurely.

By maintaining a waiting list, the CoPHD will be able to perform the activities which will ensure that an adequate pool of qualified applicants will be available so that program funds are used in a timely manner.

### A. APPLICATION POOL

The waiting list will be maintained in accordance with the following guidelines:

1. The applications will be maintained in a database file.
2. All applicants in the pool will be maintained in the order of preference and date and time of the application.

The waiting list will contain the following information for each applicant:

1. Applicant name.
2. Family unit size (number of bedrooms for which family qualifies based on the occupancy standards).
3. Date and time of application.
4. Qualification of any local preferences.
5. Racial or ethnic designation of the head of household (for statistical purposes only).

The order of admission from the waiting list may not be based on family size or on the family unit size for which the family qualifies under the CoPHD occupancy policy. If the CoPHD does not have sufficient funds to subsidize the family unit size of the family at the top of the waiting list, the CoPHD may not skip the top family to admit an applicant with a smaller family unit size.

When HUD awards the CoPHD funding for a specified category of families on the waiting list, the CoPHD must select applicant families in the specified category. The CoPHD must use a single waiting list for admission to its Section 8 Tenant-Based Assistance Program (TBAP).

**Special Admissions [24 CFR 982.203]**

The CoPHD may admit an applicant that is not on the CoPHD waiting list or without considering the family's waiting list position when HUD awards program funding that is targeted for families living in specified units. The CoPHD will maintain records showing that the family was admitted with HUD-targeted assistance.

The CoPHD must use the assistance for the families living in these units.

The following are examples of types of program funding that may be targeted for a family living in a specified unit:

1. A family displaced because of demolition or disposition of a public or Indian housing project.

2. A family residing in a HUD-owned multi-family rental housing project when HUD sells, forecloses or demolishes the project.

3. For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990.

    a. A non-purchasing family residing in a project subject to a homeownership program.

    b. A family displaced because the mortgage prepayment or voluntary termination of a mortgage insurance contract.

    c. A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the contract term; and

4. A non-purchasing family residing in a HOPE 1 or HOPE 2 Project.

Applicants who are admitted under targeted funding which are not identified as a Special Admission would be identified by codes in the automated system.

## B. WAITING LIST PREFERENCES [24 CFR 982.207]

The CoPHD has adopted a local preferences system for applicants' placement on the waiting list and selection of families from the waiting list. Preferences will only be verified at the time the family has been selected from the waiting list.

If an applicant makes a false statement in order to qualify for a preference, the CoPHD will deny the preference. If the applicant falsifies documents in order to qualify for a preference, the application will be disqualified.

## C. LOCAL PREFERENCES [24 CFR 982.207]

A notice adopting new local preferences will be publicized and distributed using the same guidelines as those for opening and closing the waiting list.

Persons placed on the waiting list in 2008 or 2014 will be assisted based on the preferences, points, and method of order that were in effect at the time of application, and as set forth in the 2018 and prior administrative plans.

The CoPHD will apply the following local preferences, and the associated preference points as assigned in Section G, to any applicants to a waiting list established in or after 2020:

1. **Residency preference** for applicants in which the family lives in the City of Pasadena, or the head of household or spouse is working or who has been notified that they are hired to work in the City of Pasadena, or the head or spouse is attending school in the City of Pasadena.

2. **Substandard housing preference** for applicants who are currently residing in substandard housing or experiencing homelessness (as described below).

3. **Disabled preference** for applicants in which the head of household or spouse is disabled.

4. **Veteran preference** for applicants in which the head of household or spouse is a current member of the U S Armed Forces, a U S Armed Forces veteran, or the surviving spouse of a U S Armed Forces veteran.

Preferences will be verified pursuant to the verification process outlined in Chapter 7 of this Plan, "Verification Procedures". Use of a residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.

**Residency Preference**

Applicants who live, work or go to school within the City of Pasadena will be eligible for the residency preference. Qualification for this preference must be verified through provision of proof of residency, or proof that the head of household or spouse works, has been hired to work, or attends school in the City of Pasadena. Applicants experiencing homelessness within the City of Pasadena will be provided the residency preference. Homelessness must be verified by a Pasadena-based homelessness services agency.

Employment means regularly scheduled work for at least 15 hours per week. The following are acceptable forms of proof of employment in the City:
· Letter or documentation from the employer stating the applicant (head, spouse, or co-head) is employed on an ongoing basis (or includes a start date) in the City of Pasadena
· Paycheck stub with the employer's address showing the business is located in the City of Pasadena.

The following are acceptable forms of documentation of attending school in the City of Pasadena:

- Verification of the head of household or spouse's current, and at least half time enrollment in an educational institute located in the City of Pasadena in the form of a class schedule or transcript.

**Substandard Housing**

Applicants that qualify for the substandard housing preference are those whose dwelling meets one or more of the following criteria, provided that the family did not cause the condition, or are experiencing homelessness as defined below:

1. Is dilapidated as cited by officials of a code enforcement office and does not provide safe, adequate shelter; has one or more critical defects or a combination of defects requiring considerable repair; endangers the health, safety, and well-being of the family.

2. Does not have operable indoor plumbing.

3. Does not have a usable flush toilet in the unit for the exclusive use of the family.

4. Does not have usable bathtub or shower in unit for exclusive family use.

5. Does not have adequate, safe electrical service.

6. Does not have an adequate, safe source of heat.

7. Does not have a kitchen. (Single Room Occupancy [SRO] Housing is not substandard solely because it does not contain sanitary and/or food preparation facilities in the unit.)

8. Has been declared unfit for habitation by a government agency.

9. Is overcrowded according to HQS. Note: Persons who reside as part of a family unit shall not be considered a separate family unit for substandard housing definition preference purposes.

   Applicants living in Public Housing or publicly assisted housing shall not be denied this preference if unit meets the criteria for the substandard preference.

10. An applicant who is a "homeless individual or family" will be provided the substandard housing preference. A "homeless individual or family" is one who:

    Lacks a fixed, regular, and adequate nighttime residence and has a primary nighttime residence that is:

    a. a public or private place not meant for human habitation;
    b. a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or

c. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Families who are residing with friends or relatives on a temporary basis are not considered homeless for the purposes of this preference.

**Veteran Preference**

The head of household or spouse is an active member of the U S Armed Forces, a U S Armed Forces veteran or surviving spouse of a U S Armed Forces veteran who has been honorably discharged.

Ex-spouses of veterans are not considered the surviving spouse.

## E. LIMITED PREFERENCES

The CoPHD, in accordance with Notice PIH 2013-15, offers the following limited preferences for households exiting specific homeless programs:

Households exiting Rapid Rehousing programs: 10 Tenant-Based HCV
Households exiting non-PBV Permanent Supportive Housing: 5 Tenant-Based HCV
Households experiencing homelessness who are connected to Continuum of Care funded supportive services: 20 Tenant-Based HCV

Referrals for these limited preference vouchers will be from Pasadena-based homeless programs utilizing the SPA 3 Coordinated Entry System.

Referred households for any limited preference must meet the eligibility requirements for admission to the HCV program as outlined in Chapter 2 of this document.

## F. PREFERENCE ELIGIBILITY

### Change in Circumstances

Changes in an applicant's circumstances while on the waiting list may affect the family's preference eligibility. Applicants are required to notify the CoPHD in writing when their circumstances change.

When an applicant claims an additional preference, s/he will be placed on the waiting list in the appropriate order determined by the newly claimed preference.

## G. ORDER OF SELECTION [24 CFR 982.207]

The order of selection is based on the CoPHD 's system for weighing preferences.

### Local Preferences

Local preferences will be used to select families from the waiting list. The CoPHD has selected the following system to apply ranking preferences. All local preferences will be weighed as follows:

| | | |
|---|---|---|
| a. | Residency Preference: | 20 pts. |
| b. | Disabled Preference: | 5 pts |
| c. | Substandard Housing: | 5 pts |
| d. | Veteran's Preference: | 5 pts |

### Among Applicants with Equal Preference Status

Among applicants with equal preference status, the waiting list will be organized by date and time that each application was submitted to the CoPHD.

## H. FINAL VERIFICATION OF PREFERENCES

Preference information on applications will be updated as applicants are selected from the waiting list. At that time, applicants will be required to submit the appropriate documentation to support their claim of preference. In order to qualify for a preference, the documentation submitted by the applicant must support the claim for the preference as defined by HUD and/or the CoPHD.

An applicant will be disqualified if the applicant submitted false information on any previous occasion when claiming preferences.

## I. PREFERENCE DENIAL

If the CoPHD denies a preference, the CoPHD will notify the applicant in writing of the reasons the preference was denied and offer the applicant an opportunity to request an informal review of the determination. If the preference denial is upheld as a result of the informal review, or the applicant does not request an informal review, the applicant will be placed on the waiting list without benefit of the preference. Applicants may exercise other rights if they believe they have been discriminated against.

## J. REMOVAL FROM WAITING LIST [24 CFR 982.204(c)]

If an applicant fails to respond to a mailing from the CoPHD, the applicant will be mailed a second and final written notification and given 15 days to respond. If they fail to respond within the 15 days to the second notice, they will be removed from the waiting list. An extension will be considered as a reasonable accommodation if requested by a person with a disability within 15 days of receipt of the letter.

The CoPHD may also send notifications to applicants via email. The above mentioned process will apply when notification is sent via email. The applicant will have 7 days to respond to an email notification.

If a letter is returned by the Post Office with or without a forwarding address, the applicant will be removed without further notice and the envelope and letter will be maintained in the file. In the event that any correspondence is mailed for any purpose and is returned by the Post Office, the applicant will be removed from the waiting list. This policy will apply to all applicants effective 2013. Applicants will not be entitled to the grace period for misdirected mail due to the applicant's failure to report a change of address to the CoPHD. This procedure also applies when an applicant fails to correctly list their address on the application and/or any updates.

If an email is returned undeliverable due to an invalid address, the applicant’s name will be removed from the waiting list without further notice. A copy of the email notifying CoPHD that the email was undeliverable will be maintained in the file. In the event any email is sent for any purpose and is returned undeliverable, the applicant’s name will be removed from the waiting list. Applicants will not be given a grace period for misdirected mail.

If an applicant fails to honor the first scheduled appointment to come into the office and/or to submit requested documents, the CoPHD will schedule a final appointment. If the applicant fails to honor the final appointment, the applicant will be removed from the waiting list. The CoPHD may accommodate the applicant if the applicant can provide documentation of a legitimate reason for failure to attend (i.e., emergency, medical, disability, etc.).

If an applicant fails to attend the briefing session appointment, the application for rental assistance will be disqualified. However, a final appointment may be scheduled if the applicant can demonstrate a valid reason (i.e., medical, etc.) why they were unable to keep the briefing session appointment.

An applicant will be removed from the waiting list if the sole member listed on the application has passed away or is permanently residing in a convalescent home. In the event that the head of household passes away or resides in a convalescent home, the application will only be re-assigned if the original application lists an adult family member (who has not been previously removed from the application) other than the head of household. If the application reflects more than two adult family members, the family must select a new head of household. In the event that the family cannot decide, the CoPHD will then disqualify the application. If the sole member of the household is the live-in aide, the application will be canceled and removed from the waiting list. The CoPHD must be notified within 15 days when the head of household has passed away or is permanently residing in a convalescent home.

If the head of household is no longer interested in rental assistance and has provided a written statement to that affect, the application will be canceled and the applicant will be removed from the waiting list.

If the head of household requests to place the application on “HOLD”, application will be cancelled and applicant will be removed from the waiting list.

## K. CHANGES IN FAMILY CIRCUMSTANCES

Applicants will be required to report all changes in family circumstances within 15 days from the date of the change. All changes must be reported online. Changes reported in writing will not be accepted and will be returned to the applicant. It is the responsibility of the applicants to update their application when changes occur.

## L. EXPIRATION OF THE WAITING LIST

The waiting list will be maintained until there are less than 200 Pasadena resident applicants or the current waiting list has been in place for more than 5 years. Applicants on the expiring waiting list will be notified that their application has expired and the CoPHD will re-open enrollment.

# Chapter 4:
# ADMISSION PROCESS

## 4.1 INTRODUCTION

The policies outlined in this chapter are intended to ensure that all families who express an interest in housing assistance are given an equal opportunity to apply. The primary purpose of the intake function is to gather information about the family so that an accurate, fair, and timely decision relative to the family's eligibility may be made. As such, applicants are placed on the waiting list in accordance with this plan.

## 4.2 APPLICATION PROCEDURES

**[24 CFR §982.204(c)]**

Once the applicant is transferred from the Preliminary Registration Waiting List to the Active Waiting List, an application will be mailed to the applicant. The application is due back within 21 calendar days from the date it was mailed. If the application is returned undeliverable, the applicant will be cancelled from the waiting list (see section 3.7 for examples of exceptions to this rule).

Once an application is returned, the information provided by the applicant will be used to determine if the applicant is eligible for the program and any admissions preferences claimed.

If an applicant is ineligible based on the information provided on the application, or because they fail to return the documents by the due date, the applicant will be provided written notice of the reason for their disqualification and of their right to appeal the decision by requesting an informal review.

The application may capture the following information:

- Name of adult members and age of all members;
- Sex and relationship of all members;
- Street address and phone number;
- Mailing address;
- Amount(s) and source(s) of income received by household members;
- Information regarding disabilities relating to program requirements;
- Information related to qualification for preference(s);
- Social Security numbers;
- Race/ethnicity;
- Citizenship/eligible immigration status;
- Convictions for drug-related or violent criminal activity;
- Request for specific reasonable accommodation(s) needed to fully utilize program and services;

- Previous address;
- Current and previous landlords' names and addresses;
- Emergency contact person and address; and
- Program integrity questions regarding previous participation in HUD programs.

Applicants are required to inform the LACDA in writing within 30 calendar days of effective date of any changes in family composition, income, and address, as well as any changes in their preference status. Applicants must also comply with requests from the LACDA to update information. However, exceptions to this requirement may be found in section 3.7.

### 4.2.1 Interview Sessions/Mailings

The LACDA may use both mailing and interview sessions to obtain income, asset and family composition information from applicants.

### 4.2.2 Request for Information via Mail

During times of high activity, the LACDA will mail income and asset forms or an application to applicants. Applicants will be given 21 calendar days to complete and return all required forms. If forms are not returned in a timely manner, the applicant will receive a final notice. The final notice will provide an additional 15-day grace period. If the required forms are not returned, as specified, the application will be cancelled. The LACDA will provide additional time as a reasonable accommodation and in special circumstances such as an illness and/or death in the family.

### 4.2.3 Application Interview Process

During times for regular activity (average volume), the LACDA utilizes a full application interview to discuss the family's circumstances in greater detail, to clarify information that has been provided by the applicant, and to ensure that the information is complete.

Applicants are given two opportunities to attend an interview session. If the applicant does not respond to the second invitation, the application is cancelled. The LACDA will allow for a third interview appointment as a reasonable accommodation and in special circumstances such as illness. An applicant may also request that the LACDA assign someone to conduct the interview at the applicant's home, as a reasonable accommodation.

All applicants must complete the following requirements [24 CFR §982.551(b)(1)].

1. At minimum, the head of household must attend the interview. The LACDA requests that all adult members of the applicant family attend when possible. This assures that all members receive information regarding their obligations and allows the LACDA to obtain signatures on critical documents quicker.

2. All adult members of the applicant family must sign the HUD-9886 Form (Authorization for the Release of Information), and all supplemental forms required by LACDA.
3. Citizen declaration forms must be completed for all applicant family members, regardless of age.
4. All adult members of the applicant family must complete and sign a Criminal Background Acknowledge and Consent Form.
5. Identification information for all members of the applicant family such as birth certificates, valid driver's licenses or State (Department of Motor Vehicles) ID cards, whichever is applicable based on the age of the family member, must be submitted for all members of the household regardless of age.

Information provided by the applicant will be verified, including citizenship status, full-time student status and other factors related to preferences, eligibility and rent calculation. Verifications must be received no more than 60 calendar days before the time of issuance.

If they are requested, exceptions for any of the above listed items will be reviewed on a case-by-case basis. Exceptions will be granted based upon hardship. Reasonable accommodations will be made for persons with disabilities. In these cases, a designee will be allowed to provide some information, but only with permission of the person with a disability.

Under both processes, all local preferences claimed on the application while the family is on the waiting list will be verified. Preference is based on current status, so the qualifications for preference must exist at the time the preference is verified, regardless of the length of time an applicant has been on the waiting list.

### 4.2.4 Secondary Reviews/Credit Reports

**[24 CFR §982.551(b)(1)]**

The LACDA may retrieve credit reports for applicants and participants on a case-by-case basis. The information contained in the credit report will be used to confirm the information provided by the family. Specifically, the credit report will be used to confirm:

- **Employment**: A credit report will list any employers that the applicant has listed in any recent credit applications. If the credit report reveals employment, for any adult household member, within the last 12 months that was not disclosed, the family will be asked to provide additional documents to clear up the discrepancy. Failure to disclose current employment may result in cancellation of the family's application.
- **Aliases**: A credit report can provide information on other names that have been used for the purposes of obtaining credit. Common reasons for use of other names include a recent marriage or a divorce. If an alias has not been disclosed to the LACDA, the family will be asked to provide additional evidence of the legal identity of adult family members.
- **Current and previous addresses**: A credit report can provide a history of where the family has lived. This is particularly important because the LACDA

provides a residency preference. If the family has provided one address to the LACDA and the credit report indicates a different address, the family will be asked to provide additional proof of residency. This may include a history of utility bills, bank statements, school enrollment records for children, credit card statements or other relevant documents. Failure to provide adequate proof will result in the denial of a residency preference.

- **Credit card and loan payments**: A credit report will usually include a list of the family's financial obligations. Examples of the items that may show up include car loans, mortgage loans, student loans and credit card payments. The LACDA will review this information to confirm the income and asset information provided by the family. If the family's current financial obligations (total amount of current monthly payments) exceed the amount of income reported by the family, the LACDA will ask the family to disclose how they are currently meeting their financial obligations. Accounts that have been charged off or significantly delinquent are not included in this calculation. Failure to provide adequate proof of income will result in termination of the application.
- **Multiple Social Security numbers**: A credit report may list multiple Social Security numbers if an adult family member has used different Social Security numbers to obtain credit. If the credit report information does not match the information provided by an adult member of the family, the family member will be required to obtain written confirmation of the Social Security number that was issued to him/her from the Social Security Administration.

A family will not be issued a voucher until all discrepancies between the information provided by the applicant family, and the information contained in the credit report have been cleared by the applicant family.

When discrepancies are found, the family will be contacted by telephone or by mail. The family will be provided 15 calendar days to provide the documentation necessary to clear discrepancy. At the family's request, and additional 15 calendar days may be granted.

The family may be granted additional time under a reasonable accommodation. If additional time is granted, the family will receive a letter confirming the new deadline.

When the credit report reveals multiple discrepancies that are not easily communicated over the telephone, the LACDA will set up a face-to-face interview with the applicant. The LACDA will schedule up to two interview appointments. An additional interview may be scheduled as a reasonable accommodation. Failure to appear at the interview session will result in cancellation of the application.

Additionally, failure to provide the necessary information will result in cancellation of the application.

## 4.3 SELECTION AND FUNDING SOURCES

### 4.3.1 Special Admission (24. CFR 982.203)

HUD may award funding for specifically-named families living in specified types of units. The following are examples of types of program funding that may be designated by HUD for families living in a specified unit:

1. A family displaced because of demolition or disposition of a public or Indian housing project;
2. A family residing in a multifamily rental housing project when HUD sells forecloses or demolishes the project;
3. For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990;
4. A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the contract term; and
5. A non-purchasing family residing in a HOPE 1 or HOPE 2 project.

In these cases, the LACDA may admit such families whether or not they are on the waiting list, and if they are on the waiting list, without considering the family's position on the waiting list. These families are considered non-waiting list selections. The LACDA must maintain records showing that families were admitted with special program funding.

### 4.3.2 Conversion of Multifamily Apartment Complex (OPT-OUT):

HUD may allocate funding to provide Housing Choice Voucher (HCV) tenant-based rental assistance for families residing in a HUD project-based subsidized multifamily apartment complex to coincide with the expiration of HUD's Subsidy Contract with the owner. Participants are admitted under targeted funding provisions and must meet applicable verification and eligibility requirements.

This may also include families residing in a project covered by a project-based Section 8 HAP contract at or near the end of the HAP contract term.

### 4.3.3 Targeted Funding (24 CFR 982.204(2))

HUD may award the LACDA funding for a specified category of families on the waiting list. The LACDA must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, the LACDA is permitted to skip families that do not qualify within the targeted category. Within this category of families, the order in which such families are assisted is determined according to the policies in Section 4.4 below.

The LACDA administers the following targeted funding programs:

- Veteran Affairs Supportive Housing (VASH) Program – VASH Program vouchers are awarded to eligible homeless veterans and their families in combination with case management and clinical services through the Department of Veterans Affairs Medical Center (VAMC) supportive services sites. The LACDA does not maintain a waiting list for the VASH Program.

- Non-Elderly Disabled (NED) Vouchers – NED vouchers are awarded to non-elderly disabled families on the HCV waiting list.

- Mainstream for Persons with a Disability- Mainstream vouchers are awarded to non-elderly disabled families on the HCV waiting list. The LACDA applies local preferences in determining the order in which Mainstream vouchers are awarded to eligible families.

- Family Unification Program (FUP) – FUP vouchers are awarded to families who are referred to the LACDA by the Los Angeles County Department of Children and Family Services. Once referred, the LACDA places FUP applicants on its HCV waiting list. See Chapter 18 Special Programs, Specifically Section 18.4.

  As provided by Section 8 Administrative Plan Section 1.3 Addition of Programs, the LACDA will implement any applicable policies and procedures as may be required by participation in the program (and as may be approved by the Board) into this plan as if they were originally set forth herein. Specifics on the program will be added to the Section 8 Administrative Plan at the next scheduled revision.

## 4.4 LOCAL PREFERENCES

**[24 CFR §982.207]**

The LACDA is permitted to establish local preferences and to give priority to applicants that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan and must be based on local housing needs and priorities that can be documented by generally accepted data sources. All preferences will be subject to the availability of funds and all applicants will be required to meet all eligibility requirements.

The LACDA will first assist families that were assisted under the Housing Choice Voucher Program but were terminated from the program due to insufficient funding. Further and in accordance with 983.261(b), the LACDA is required to give priority for continued tenant-based assistance to a project-based family that chooses to terminate their lease after the first year of occupancy, has given the owner advanced written notice of their intent to vacate, has notified the LACDA and requested to move with continued tenant-based assistance, prior to moving and only if in good standing with the Project-Based unit owner.

California State Required Priority: In accordance with California Health and Safety Code §34322.2, the LACDA will give priority to families of veterans and members of the armed forces in each of the categories below.

Therefore, in accordance with HUD requirements, the LACDA's discretionary policies for its local preferences are below. The local preferences are weighted highest to lowest, in the following order:

1. **Emergency Housing Voucher (EHV) Super One-Time Limited Preference:** LACDA will grant up to 1,500 vouchers for families and individuals referred through the Continuum of Care (CoC) Coordinated Entry System (CES) that were found eligible under the LACDA's EHV program. To qualify for local preference eligibility, families and individuals must be holding an active EHV and must have not secured housing under an EHV-funded Housing Assistance Payment Contract for the first time.

   On May 12, 2021, the LACDA accepted 1,964 EHVs as part of an allocation of 70,000 vouchers issued to public housing authorities nationwide by the U.S. Department of Housing and Urban Development (HUD). The EHVs were allocated as a part of the American Rescue Plan Act, intending to assist individuals and families most in need and for whom providing rental assistance will prevent the family's homelessness or having a high risk of housing instability. The LACDA was successful in utilizing its entire allocation of EHVs but has now found that a limited number of families and individuals are being adversely affected as a result of the LACDA's maximized allocation.

   Applicants must meet all Housing Choice Voucher eligibility requirements and will be granted portability rights. Admission will be on a first come, first served basis and is subject to voucher availability.

2. **Homeless Preference:** LACDA will commit 100% of expected annual voucher attrition to assist Los Angeles County-based homeless persons and families.

   Homeless persons and families must be referred for an application via the CoC, CES, and/or partner agencies under contract or Memorandum of Understanding with LACDA. Partner agencies must be participating in the homeless initiatives and may include those that assist homeless person's and families in a transitional or permanent supportive housing program supported by homeless initiatives. The referring agency must certify the homeless or housing status of those referred through the CoC CES.

   Additionally, families already on the waiting list who declare themselves homeless, but not referred by partner agencies, must provide certification from a CoC CES and/or partner agencies under contract or the Memorandum of Understanding with LACDA. The number of families who can qualify for this preference will be limited to a number as annually determined by the LACDA.

   Applicants must meet all eligibility requirements. Admission will be on a first come, first served basis and is subject to funding availability.

3. LACDA will commit up to 50 vouchers for victims of human trafficking referred via a partner agency under contract or Memorandum of Understanding with LACDA.

4. LACDA rental assistance program transfers approved by the Director for the following programs.

- Families that are currently served by the LACDA in a Continuum of Care funded, permanent supportive housing project and no longer need supportive services to maintain housing stability. To be eligible for consideration, the current participant must be in good standing in LACDA's Continuum of Care Permanent Supportive Housing Program projects. The sponsor agency providing services to the participant family must provide written certification that the family does not requires permanent supportive housing services to maintain housing stability.
- Youth that are currently served in the Family Unification Program (FUP) administered by the LACDA whose FUP voucher is expiring due to the 36- month statutory time limit. To be eligible for consideration, the youth must have been found eligible or exempted statutorily and have exhausted the 24-month extension under FUP. In addition, a written certification must be received from the Los Angeles County Department of Children and Family Services (DCFS) certifying that the youth will have a lack of adequate housing as a result of the expiration of FUP voucher and needs a tenant-based voucher to ensure uninterrupted housing assistance.
- Families that are currently served by the LACDA Housing Opportunities for Persons with AIDS (HOPWA) funding.

All program transfer preference applicants must meet eligibility requirements for the HCV program in accordance with HUD and this plan.

5. Families who live or work in the jurisdiction in the following categories that are subject to the approval by the Executive Director:
   - **Victims of Declared Disasters**: An admissions preference may be given to bona fide victims of declared disasters, whether due to natural calamity (e.g. earthquake), civil disturbance, or other causes recognized by the federal government. Victims must provide documentation to receive an admissions preference. Admissions preference may only be given within the allotted timeframe established by the federal government. If HUD provides specific funding, the LACDA will not exceed the allocated amount.
   - **Displacement Due to Government Actions:** Families or individuals who are certified as displaced due to the action of a federal government agency or local government agencies may be given an admissions preference.
6. Families that are homeless and are found eligible for a Violence Against Women Act, Emergency Transfer from the LACDA's Housing Assistance Division and Housing Operations Division rental assistance programs, subject to voucher and funding availability.

7. Elderly households who live and/or work in the LACDA's jurisdiction. Elderly households must meet the definition of an elderly family and the residency requirements of Section 4.4.1.
8. **Jurisdictional Preference**: Families who live and/or work in the LACDA's jurisdiction will be admitted before families outside of the LACDA's jurisdiction.

**Date and Time of Registration**: Families will be selected from the waiting list based on the preferences for which they qualify, and then by date and time.

### 4.4.1 Other Preferences

If HUD requires that the LACDA provide certain preferences or target certain populations as a condition of receiving funding, or if specific preferences or targeting is required to meet the conditions of a particular Annual Contributions Contract (ACC) or HUD grant, such preferences and targeting requirements are considered to be incorporated into this Administrative Plan effective with the signing of the ACC or upon formal acceptance of the terms of the grant or funding by the LACDA Board of Commissioners, or by the Executive Director if so empowered by the Board.

### 4.4.2 Verification of Preferences

**[24 CFR §982.207(e)]**

**EHV Super One-Time Limited Preference:** To verify eligibility for this preference, LACDA staff must confirm that internal files reflect that families and individuals were found program eligible under the LACDA's EHV program, have an active LACDA EHV (must not be expired), and that the family and/or individual has not secured housing under a LACDA EHV-funded Housing Assistance Payment Contract for the first time.

**Residency Preference**: Applicants who are residing in the LACDA's jurisdiction at the time of selection from the waiting list, or have at least one adult member who works or has been hired to work in the LACDA's jurisdiction.

- In order to verify that an applicant is a resident, the LACDA will require documentation of residency as shown by the following documents: current rent receipts, leases, utility bills, employer or agency records, school records, driver's licenses, state identification or credit reports.
- In cases where an adult member of the household works or has been hired to work in the LACDA's jurisdiction, a statement from the employer will be required.
- At the LACDA's discretion, verification of residency may also include other documents, certifications, or declarations as needed to verify that a family lives or works in the jurisdiction.

**Homeless Preference:** Verification for an applicant's homeless status eligibility for the Homeless Preference must be certified through the Coordinated Entry System via the Los Angeles Homeless Services Authority (LAHSA).

**Elderly Family Preference**: An elderly family is a family whose head (including co-head), spouse, or sole member is a person who is at least 62 years of age. It may include two or more persons who are at least 62 years of age living together, or one or more persons who are at least 62 years of age living with one or more live-in aides.

**Veteran's Preference**: Acceptable documentation regarding veteran's status will include a DD-214 (discharge documents), proof of receipt of veteran's benefits, or documentation from the Veteran's Administration.

### 4.4.3 Final Verification of Preferences

**[24 CFR §982.207(e)]**

Preference information on applications will be updated as applicants are selected from the waiting list. At that time, the LACDA will obtain necessary verifications of preference at the interview and by third-party verification.

### 4.4.4 Preference Denial

If the LACDA denies a preference, the LACDA will notify the applicant in writing of the reasons why the preference was denied and offer the applicant an opportunity for an informal review. The applicant must request for an informal review in writing within 15 calendar days from the date of the notification. The request should also provide all information and documents supporting the applicant's request. If the preference denial is upheld as a result of the informal review, the applicant will be placed on the waiting list without benefit of the preference. Applicants may exercise other rights if they believe they have been discriminated against.

If the applicant falsifies documents or makes false statements in order to qualify for any preference, or for any other reason, they will be removed from the waiting list.

## 4.5 DENIAL OF ASSISTANCE

**[24 CFR §982.204(c)(1) and §982.552]**

If an application is denied due to failure to attend the initial and final interviews, or for failure to provide eligibility related information, the applicant family will be notified in writing and offered an opportunity to request an informal review. If the applicant misses two scheduled meetings, the LACDA will cancel the application and remove the applicant's name from the waiting list.

The LACDA may at any time deny program assistance to an applicant family because of actions or failure to act by members of the family such as any member of the family to sign and submit consent forms for obtaining information.

The LACDA will not deny admission of an applicant who is or has been a victim of domestic violence, dating violence, sexual assault, stalking, as well as verbal, psychological, economic, or technological abuse if the applicant otherwise qualifies for admission.

## 4.6 FINAL DETERMINATION AND NOTIFICATION OF ELIGIBILITY

**[24 CFR §982.301]**

If the applicant family is determined to be eligible after all applicable paperwork has been reviewed, they will be invited to attend a briefing session at which time they will receive information regarding their rights and responsibilities and they will be issued a voucher. See Chapter 8 (Voucher Issuance and Briefings) for more detail information.

## Chapter 3

## APPLICATIONS AND MANAGEMENT OF THE SITE BASED WAITING LISTS

**[24 CFR 5.400, 5.600, 960.201 through 960.208]**

INTRODUCTION

The policy of the LACDA is to ensure that all families who express an interest in public housing assistance are given an equal opportunity to apply and are treated in a fair and consistent manner. This chapter describes the policies and procedures for entering new applications on up to thirteen site based waiting lists based on eligibility, opening and closing of the waiting lists, determining essential applicant information for waiting list placement, administering preferences, and removing applicants from a waiting list. The LACDA maintains thirteen separate waiting lists, with seven of those waiting lists designated as Elderly-Only housing developments.

A. ENTERING NEW APPLICANTS ON A WAITING LIST

Applicants interested in public housing may call the LACDA's application phone line to submit an application to be placed on up to thirteen waiting lists (contingent upon unit size required and other eligibility requirements as set forth below) or apply online at www.lacda.org. Upon a request from a person with a disability, the LACDA will make the waiting list application available in an accessible format. The LACDA provides a full listing of the locations of accessible units and their features on the LACDA website and a "Notice to Applicants and Residents with Disabilities of the LACDA's Policy Regarding Reasonable Accommodations and Reasonable Modifications". The Notice provides the applicants and residents with their rights to and procedures to request a reasonable accommodation and/or reasonable modification.

Current public housing residents are prohibited from reapplying and placing their name on any of the thirteen waiting lists.

**The LACDA maintains thirteen separate waiting lists:**

Carmelitos Family
East County Family
Quartz Hill Family
Harbor Hills Family
Santa Monica Family
South Scattered Sites Family

**Elderly-Only waiting lists**
South Bay Gardens Senior
Carmelitos Senior
East County Senior
West Knoll/Palm Senior
Marina Manor Senior
Orchard Arms Senior

Foothill Villa Senior

## B. PROCEDURES FOR INITIAL APPLICATION TO A WAITING LIST

The purpose of the initial application is to permit the LACDA to determine placement on the waiting lists. At the time of the application intake, whether through the application line or website, the LACDA will obtain the following information:

- Name, address and social security number of the head of household;
- Name and social security number of any co-head, spouse/marital-type partner;
- Name and social security number of each additional household member;
- Date and time of application;
- Amount and source of annual income;
- Information regarding request for reasonable accommodation or a need for an accessible unit with specific features.
- Employment address.

The LACDA requires that applicants inform the LACDA of changes in family composition and address within 30 calendar days of the occurrence. The LACDA also requires that applicants respond to requests from the LACDA to update information on their application, or to determine their continued interest for assistance.

### Initial application and placement on the waiting list

If the head of household/co-head and/or spouse/marital-type partner no longer need housing assistance, or are deceased, their application and placement on the waiting list will be immediately forfeited and cannot be transferred to any other family member or person.

### Multiple families in the same household

When families apply that consist of two families living together, (such as a mother and father, and a daughter with their own husband or children), if they apply as a family unit, they will be treated as a family unit and will only be provided one unit if offered housing.

## C. NOTIFICATION OF APPLICANT STATUS

Upon submission of the initial application, the LACDA will post on the online waiting list registration page the applicant's eligibility and waiting list(s) status.

Should the family be determined as ineligible, based on the information provided during the initial application, the LACDA will notify the family in writing (or in an accessible format upon request as a reasonable accommodation), state the reason(s), and inform them of their right to an informal hearing. Persons with disabilities may request to have an advocate attend the informal hearing as an accommodation. Refer to the chapter "Grievances and Appeals."

## D. OPENING AND CLOSING OF A WAITING LIST

The LACDA, at its discretion, may restrict application intake, suspend application intake, and close waiting lists in whole or in part. The decision to close any of the thirteen waiting lists will be based on the number of applications available for a particular size and type of unit, and the ability of the LACDA to house an applicant in an appropriate units within a reasonable period of time.

The LACDA will publicly announce the decision to close any of the thirteen waiting lists and/or restrict intake through public notice in local newspaper publications, media entities, and social service agencies. The public notice will contain the date and time when the LACDA will close a waiting list. Generally, the LACDA will give at least ten days' notice prior to closing any of the thirteen site based waiting lists. Furthermore, during the period when a waiting list is closed, the LACDA will not maintain a list of individuals who wish to be notified when a waiting list is open.

Upon a reasonable accommodation request from a person with a disability, an accommodation may be granted such as additional time for submission of an application after the closing deadline. An individual may request a reasonable accommodation at any time.

Opening of a waiting list will be announced in the same manner as closing of a waiting list. This notice will be made in an accessible format if requested. It will provide potential applicants with information that includes the LACDA address and telephone number, how to submit an application, and information on eligibility requirements.

Unless a waiting list is closed, the LACDA will accept an application, even if the LACDA believes that the applicant is probably not eligible. If an applicant would like to be removed from a waiting list they selected, the applicant must submit a request in writing and submit this request prior to being selected from a specific waiting list.

## E. REMOVAL FROM A WAITING LIST AND PURGING

### Purging of a waiting list

A waiting list may be purged at least once a year by a mailing to all applicants to ensure that the waiting list is current and accurate. The mailing will request for current information and confirmation of continued interest in the program. Notices will be made available in an accessible format upon the request of a person with a disability.

Should an applicant fail to respond within ten calendar days s/he will be removed from all applicant selected waiting lists. If a letter is returned by the Post Office with a forwarding address, it will be considered as 'returned undeliverable' and the applicant will be subject to removal from all selected waiting lists. An extension to reply to the purge notification will be considered as a reasonable accommodation if requested by a person with a disability. The LACDA will also consider as an accommodation the reinstatement of an applicant who did not respond in the timeframe described above because of a verified reason connected to a disability.

Granting a request for re-instatement by applicants removed from all selected waiting lists due to

their failure to respond will be at the discretion of the LACDA in consideration of factors such as:

- A verified family/health/work emergency;
- The applicant failed to respond to a request for information or updates because of a family member's disability;
- The applicant can provide verification or attest they were homeless at the time of the mailing;
- The applicant can verify a mail delivery problem;
- The applicant failed to respond to a request for information due to the applicant's status as a victim of domestic violence, dating violence, sexual assault or stalking.

Periodically, applicants will call to check their status on the waiting list and learn that they have been purged from the waiting list. In extenuating circumstances, such as those listed above, the applicant may be reinstated. However, the applicant must be able to provide documentation of the circumstances. Such requests will be reviewed and decided on a case-by-case basis by the LACDA.

In addition, the LACDA will remove applicants from all applicant selected public housing waiting lists once they have been housed, have requested in writing that their names be removed, have not responded to the LACDA's request for information, have not met the eligibility/suitability screening criteria, or they have refused an offer of housing without good cause (24 CFR 960.206).

Applicants who are denied (because the LACDA determined they were ineligible/unsuitable) are entitled to an informal hearing. Please refer to chapter 14 "Grievances and Appeals."

## F. WAITING LIST PREFERENCES

A preference is not an automatic guarantee of admission to the program. Preferences are used to establish the order of placement on the waiting lists. Every applicant must meet the LACDA's Selection Criteria as defined in this policy.

The LACDA's preference system will work in combination with requirements to match the characteristics of the family to the type of unit available, including units with targeted populations, and further de-concentration of poverty in public housing. When such matching is required or permitted by current law, the LACDA will give preference to qualified families.

Families who reach the top of a waiting list will be contacted by the LACDA to verify their preference and, if verified, the LACDA will complete a full application for occupancy. Applicants may not retain their preference status on a waiting list if upon verification of their preference, it is deemed invalid. Furthermore, applicants will be cancelled if they fail to complete the application process.

Among applicants with equal preference status, waiting lists will be organized according to date

and time of application.

Local Preferences

Local preferences will be used to select among applicants on a waiting list. A public notice with opportunity for public comment will be held before the LACDA adopts or changes any local preference.

The notice will be distributed following the same guidelines as those used for opening or closing a waiting list.

General Occupancy Housing Developments

The LACDA has established the following local admissions preferences for general occupancy housing developments:

In accordance with the State of California Health and Safety Code section 34322.2, the LACDA gives priority to families of veterans and servicepersons including the spouse/marital-type partner of a deceased veteran or serviceperson, within each of the admissions preference categories below.

First Preference: Homeless

**Homeless Families and Victims of Domestic Violence:**

The LACDA provides a countywide waiting list preference for homeless families. The preference is limited to 30% of the number of vacant general occupancy public housing units available on July 1 of each fiscal year. The family must consist of two (2) or more persons with one (1) member being under the age of 18 or be a single elderly and/or disabled person. Victims of domestic violence, dating violence, sexual assault or stalking receive the same admissions preference as homeless families.

For the family properties located specifically in the South Los Angeles County area, the LACDA provides an expanded waiting list homeless preference by first offering any unit that becomes available to a homeless family.

To qualify for this preference, homeless families must be referred by a Joint Powers Authority (JPA), County agencies or Community Based Organizations (CBOs) with a contract or Memorandum of Understanding (MOU) in place with the LACDA. Additionally, the LACDA will require partner agencies to use a Coordinated Access System for homeless referrals. The referring agency must provide a certification of the family's homeless status.

**Transitional Aged Youth (TAY):**

The LACDA provides a homeless preference to TAY. This preference is limited to 3 households per housing development at Carmelitos, Harbor Hills, and Nueva Maravilla, where on-site services are available to ensure that case management will

continue to be provided. In order to qualify for the TAY, the applicant must be referred to the LACDA by a JPA, County agencies or CBO with a contract or MOU in place with the LACDA. Additionally, the LACDA will require partner agencies to use a Coordinated Access System for homeless referrals.

Second Preference: Families that have been displaced by a natural disaster declared by the President of the United States or through a governmental action.

Third Preference: Families who live and/or work in unincorporated Los Angeles County.

Fourth Preference: Families that do not live or work in unincorporated Los Angeles County.

Elderly Families Housing Developments

The LACDA has established the following local admissions preferences for elderly-only housing developments:

In accordance with the State of California Health and Safety Code section 34322.2, the LACDA gives priority to families of veterans and servicepersons including the spouse/marital-type partner of a deceased veteran or serviceperson, within each of the admissions preference categories below.

First Preference: For the Carmelitos and Nueva Maravilla "Rosas" senior designated properties, 25% of anticipated annual vacancies will be offered to homeless elderly families. Elderly families must be referred by a partnering agency with a contract or MOU in place with the LACDA. The referring agency must provide a certification of the elderly family's homeless status. An elderly family is a household whose head, co-head, spouse, or sole member is a person who is at least 62 years of age. It may include two or more persons who are at least 62 years of age living together, or one or more persons who are at least 62 years of age living with one or more live-in aides.

Second Preference: Elderly Families that live and/or work in unincorporated Los Angeles County.

Third Preference: Elderly Families who do not live and/or work in unincorporated Los Angeles County.

The LACDA has an MOU with the Long Beach Housing Authority to permit residents of the City of Long Beach to be classified as in-jurisdiction applicants for housing at the Carmelitos Public Housing development only. Once the LACDA provides public housing assistance to a City of Long Beach resident at the Carmelitos Public Housing development, the resident must abide by and is governed by all policies in the LACDA's Admissions and Continued Occupancy Policy, Public Housing Lease Agreement ("Lease"), any Lease addendums and any other Public Housing rules and policies. Additionally, these residents are eligible to transfer to any other Public Housing development owned by the LACDA. Approval of a transfer request is delineated in Chapter 7 "Transfer Policy".

## G. FACTORS OTHER THAN PREFERENCES THAT AFFECT SELECTION OF APPLICANTS

Before applying its preference system, the LACDA will first match the characteristics of the available unit to the applicants available on a specific waiting list. Factors such as unit size, accessible features, de-concentration or income mixing, income targeting, or units in housing designated for the elderly and/or disabled limit the admission of families to those characteristics that match the characteristics and features of the vacant unit available.

By matching unit and family characteristics, it is possible that families who are lower on the waiting list may receive an offer of housing ahead of families with an earlier date and time of application

| A family that is disabled and requires specific accessible features, will be prioritized for vacant ADA units ahead of a family that is non-disabled. |
|---|

## H. INCOME TARGETING

The LACDA will monitor its admissions to ensure that at least 40% of families admitted to public housing in each fiscal year shall have incomes that do not exceed 30% of area median income of the LACDA's jurisdiction.

The LACDA shall, at its discretion, at least annually, exercise the "fungibility" provision of QHWRA by admitting less than 40% of "extremely low income families" to public housing in a fiscal year, to the extent that the LACDA has provided more than 75% of newly available Section 8 Housing Choice Vouchers to "extremely low income families." This fungibility provision discretion by the LACDA is also reflected in the LACDA's Section 8 Administrative Plan.

The fungibility credits will be used to drop the annual requirement below 40% of admissions to public housing for extremely low income families by the lowest of the following amounts:

> The number of units equal to 10% of the number of newly available vouchers in the fiscal year; or
>
> The number of public housing units that 1) are in public housing developments located in census tracts having a poverty rate of 30% or more, and 2) are made available for occupancy by and actually occupied in that year by, families other than extremely low-income families.

The Fungibility Floor: Regardless of the above two amounts, in a fiscal year, at least 30% of the LACDA's admissions to public housing will be for extremely low-income families. The fungibility floor is the number of units that cause the LACDA's overall requirement for housing extremely low-income families to drop to 30% of its newly available units.

## I. UNITS DESIGNATED FOR THE ELDERLY

The LACDA submitted an Allocation Plan as required by the 1992 Housing Act to designate specific units or sites for elderly applicants only. HUD approved the designation of twelve Public Housing developments as Elderly-Only (all household members must be 62 years of age or older). In accordance with the 1992 Housing Act, elderly families will receive a preference for admission to these twelve Elderly-Only housing developments. If there is a shortage of Elderly-Only applicants, the LACDA has the option to house near-elderly families (ages fifty to sixty-one years of age).

HUD approved the senior designation of the housing developments listed below on August 27, 2013. A non-elderly resident (61 years or younger) living at any of the Elderly-Only housing developments listed below prior to August 27, 2013, is "grandfathered" in and allowed to remain at the property. If a resident living at a Senior Only housing development requests to add a new household member to their Lease after August 27, 2013, the new household member must be 62 years or older.

**Elderly-Only Housing Developments**

Carmelitos

Nueva Maravilla "Rosas"

West Knoll

Palm

Marina Manor I

Marina Manor II

Orchard Arms

Foothill Villa

Francisquito Villa

Whittier Manor

Herbert Avenue

South Bay Gardens

## J. UNITS DESIGNATED FOR THE DISABLED

The LACDA may elect at some future time to submit an Allocation Plan as required by the 1992 Housing Act to designate specific units or sites for disabled applicants only. In accordance with the 1992 Housing Act, disabled families with a head of household/co-head and/or spouse/marital-type partner or sole member who qualifies as a person with disabilities as defined in 24 CFR

945.105 will receive a preference for admission to units that are covered by a HUD-approved Allocation Plan.

## K. GENERAL OCCUPANCY UNITS

General occupancy units are designed to house all populations of eligible families. In accordance with the LACDA's occupancy standards, eligible families will be admitted to the LACDA's general occupancy units.

The LACDA will use its local preference system as stated in this chapter for admission of eligible families to its general occupancy units.

## L. DECONCENTRATION OF POVERTY AND INCOME MIXING

The LACDA's admission policy is designed to provide for de-concentration of poverty and income-mixing by bringing higher income residents into lower income developments and lower income residents into higher income developments.

A resident's gross annual income is used to determine income limits at admission and for income-mixing purposes.

### De-concentration and Income-Mixing Goals

The LACDA's de-concentration and income-mixing goal, in conjunction with the requirement to target at least 40 percent of new admissions to public housing in each fiscal year to "extremely low-income families," will be to admit higher income families to lower income developments, and lower income families to higher income developments.

De-concentration will apply to transfer families as well as applicant families.

### Development Designation Methodology

The LACDA will determine on an annual basis the average income of all families residing in general occupancy developments.

The LACDA will then determine whether each general occupancy development falls above, within, or below the Established Income Range (EIR).

> The EIR is 85 percent to 115 percent (inclusive of 85 percent and 115 percent) of the LACDA-wide average income for general occupancy developments.

The LACDA will then determine whether or not developments outside the EIR are consistent with local goals and strategies in the LACDA Agency Plan.

> The LACDA may explain or justify the income profile for these developments as being consistent with and furthering two sets of goals:

1. Goals of de-concentration of poverty and income mixing (bringing higher income residents

into lower income developments and vice versa); and

2. Local goals and strategies contained in the LACDA's Agency Plan.

De-concentration Policy

If, at annual review, there are found to be development(s) with average income above or below the EIR, and where the income profile for a general occupancy development above or below the EIR is not explained or justified in the Agency Plan, the LACDA shall adhere to the following policy for de-concentration of poverty and income mixing in applicable developments.

Skipping a family on any of the thirteen waiting lists to reach another family in an effort to further the goals of the LACDA's de-concentration policy:

> If a unit becomes available at a development below the EIR, the first eligible family on a waiting list with income above the EIR will be offered the unit. If that family refuses the unit, the next eligible family on the waiting list with income above the EIR will be offered the unit. The process will continue in this order. For the available unit at the development below the EIR, if there is no family on the waiting list with income above the EIR, or no family with income above the EIR accepts the offer, then the unit will be offered to the next family regardless of income.
>
> If a unit becomes available at a development above the EIR, the first eligible family on the waiting list with income below the EIR will be offered the unit. If that family refuses the unit, the next eligible family on the waiting list with income below the EIR will be offered the unit. The process will continue in this order. For the available unit at the development above the EIR, if there is no family on the waiting list with income below the EIR, or no family with income below the EIR accepts the offer, then the unit will be offered to the next family regardless of income.

Skipping of families for de-concentration purposes will be applied uniformly to all families.

A family has the sole discretion whether to accept an offer of a unit made under the LACDA's de-concentration policy. The LACDA shall not take any adverse action toward any eligible family for choosing not to accept an offer of a unit under this de-concentration policy. However, the LACDA shall uniformly limit the number of offers received by applicants, described in this Chapter.

The LACDA provides a waiting list preference to homeless families referred by the agencies listed in this Chapter. Only the veteran/serviceperson and homeless preferences can override de-concentration and income mixing policies.

If the average incomes of all general occupancy developments are within the Established Income Range, the LACDA will be considered to be in compliance with the de-concentration agreement.

Nothing in the de-concentration policy relieves the LACDA of the obligation to meet the income targeting requirements.

LACDA Incentives for Higher Income Families

The LACDA may offer certain incentives to families with incomes above the EIR willing to move into a development with average income below the EIR.

## M. PROMOTION OF INTEGRATION

Beyond the basic requirement of nondiscrimination, LACDA shall affirmatively further fair housing to reduce racial and national origin concentrations.

The LACDA shall not require any specific income or racial quotas for any development or developments.

The LACDA shall not assign persons to a particular section of a community or to a development or building based on race, color, religion, sex, gender, gender identity and expression, family status (including children under the age of 18 living with parents or legal custodians; pregnant women and people securing custody of children under 18), national origin, marital status, ancestry, age, sexual orientation, disability, medical condition, source of income, genetic information, military and veteran status, arbitrary characteristics, or any other basis prohibited by law for purposes of segregating populations.

## N. VERIFICATION OF PREFERENCE QUALIFICATION

A family's placement on any one of the thirteen waiting lists is based upon whether the family qualifies for an admissions preference. When a family is selected from one of the waiting lists during the final determination of eligibility, the LACDA shall verify the preference.

If the preference verification indicates that the family did not qualify for an admissions preference at the time of selection, the family will be returned to the waiting list and ranked without regard for a local preference and given an opportunity for a review.

### Change in Circumstances

Changes in applicant's circumstances while on any of the thirteen waiting lists may affect the family's entitlement to a preference. Applicants are required to notify the LACDA in writing when their circumstances change within 30 calendar days of the occurrence. When an applicant claims an additional preference, s/he will be placed on a waiting list in the proper order of their newly claimed preference.

## O. PREFERENCE DENIAL

If the LACDA denies a preference, the LACDA will notify the applicant in writing of the reasons why the preference was denied and offer the applicant an opportunity for an informal hearing. The applicant will have ten calendar days to request the hearing in writing. If the preference denial is upheld as a result of the hearing, or the applicant does not request a hearing, the applicant will be placed on the waiting list without benefit of the preference. Applicants may exercise other rights if they believe they have been discriminated against by the LACDA.

## P. COMPLETION OF A FULL APPLICATION

The LACDA utilizes the full application form to obtain information related to applicant's eligibility, preferences, and tenant history. Applicants who fail to complete the full application will be cancelled from any of the thirteen waiting lists the applicant selected.

Reasonable accommodation(s) will be made for persons with a disability that may include: providing materials in formats requested by applicants, allowing applicants to be represented by a family member, advocate, or case worker designated by the applicant, completing paperwork at a site other than the LACDA administrative office for applicants who cannot come to the office for a reason connected to their disability, granting extended time for responses to persons who cannot respond within the established timeframes because of a disability and reinstating applicants who do not respond within established timeframes due to a verified reason connected to a disability.

Preferences are based on an applicant's current status and shall be verified during the eligibility review, regardless of the length of time an applicant may have been on a specific waiting list. The preference must exist at the time the LACDA initiates verification of applicant information. The LACDA shall conduct Third Party Verification (TPV) of eligibility and preference at the time the LACDA initiates the eligibility review.

Additionally, the LACDA shall provide the applicant with the opportunity to complete information on Form HUD-92006, "Supplement to Application for Federally Assisted Housing". The forms gives applicants the option to identify an individual or organization that the LACDA may contact and the reason(s) the individual may be contacted. The applicant must sign and date Form HUD-92006, if the applicant elects to provide the additional contact information. The LACDA shall not require any individual or family applying for occupancy to provide the contact information as providing contact information is optional on the part of the individual or family. The LACDA shall also provide applicants the opportunity at the time of admission to update, remove or change contact information provided at the time of application. An applicant may provide Form HUD-92006 for each contact, indicating the reason the LACDA may contact the individual or organization. Those applicants who choose not to provide the contact information must check the box indicating that they "choose not to provide the contact information" and sign and date the form.

## Q. PROCESSING FULL APPLICATIONS

The LACDA will verify for the following items to determine qualification for admission to the LACDA's public housing program:

- Preference(s)
- Family composition and type (elderly/non-elderly)
- Annual income
- Assets and Asset Income
- Deductions from Annual Income
- Social Security Numbers for all family members
- Information used in applicant screening
- Citizenship or eligible immigration status

- Criminal history
- Rental history
- School enrollment (for all household members attending school)

If the LACDA determines that additional information or document(s) are needed, the LACDA will request the document(s) or information in writing. The applicant will be given ten calendar days to supply the information. Should this information not be supplied within the timeframe, the LACDA will provide the applicant a notification of cancellation for assistance. Before the LACDA makes a final determination for qualification for admissions to the LACDA's Public Housing program, all adult family members must attend an interview conducted by the LACDA. Exceptions may be made for adult students attending school out of state or for members for whom attendance would be a hardship.

The LACDA only transfers Head of Household status to persons listed on the waiting list or application as Spouse or Co-Head under the following circumstances:

- In the event of the death of the Head of Household, a person already listed as the Spouse or Co-Head on the waiting list or application may request a change of the Head of Household status by submitting a signed, written request along with a copy of the death certificate of the original Head of Household.

- In all other cases (including, but not limited to divorce, separation, abandonment, medical incapacity), the Head of Household status will be changed only when the original Head of Household submits to the LACDA a written release of the application to the Spouse or Co-Head, or if the Spouse or Co-Head requesting the transfer of Head of Household status submits to the LACDA legal documentation of his/her right to the application.

## R. FINAL DETERMINATION AND NOTIFICATION OF ELIGIBILITY

After the verification process is completed, the LACDA shall make a final determination of eligibility based upon information provided by the family, the verification conducted by the LACDA, and determination of resident suitability (refer to chapter on Eligibility for Admission).

A final eligibility determination is needed since rules and regulations governing the housing program are subject to change by HUD and/or applicants may have experienced a change in circumstance(s) during the review process that may affect their eligibility.

The applicant is not actually eligible for a unit offer until this final determination has been made, even though they may have been preliminarily determined eligible and have been placed on the waiting list. Additionally, applicants have a continuing obligation to provide material information to the LACDA within 30 calendar days of the occurrence.

## S. PLAN FOR UNIT OFFERS

The LACDA plan for selection of applicants and assignment of dwelling units will assure equal opportunity and non-discrimination on grounds of race, color, religion, sex, gender, gender identity and expression, family status (including children under the age of 18 living with parents or legal custodians; pregnant women and people securing custody of children under 18), national origin,

marital status, ancestry, age, sexual orientation, disability, medical condition, source of income, genetic information, military and veteran status, arbitrary characteristics, or any other basis prohibited by law. The LACDA plan for selection is based on how many available units of suitable size and type within each of the thirteen waiting lists are available. This plan is also based on the distribution of vacancies within each of the thirteen waiting lists.

The applicant will be offered a unit in the location with the oldest vacancy within the thirteen waiting lists selected by the applicant. If the offer is rejected, the LACDA will cancel the applicant. The LACDA will proceed to remove the applicant's name from all of the waiting lists selected. Removal from all selected waiting lists means the applicant must reapply.

If more than one unit of the appropriate type and size is available within a waiting list, the first unit to be offered will be the first unit that is ready for occupancy.

The LACDA will maintain a record of units offered, including location, date and circumstances of each offer, each acceptance or rejection, including the reason for the rejection.

## T. CHANGES PRIOR TO UNIT OFFER

Changes that occur during the period between removal from a waiting list and an offer of a suitable unit may affect the family's eligibility or Total Resident Payment. The family will be notified in writing of changes in their eligibility or level of benefits and offered their right to an informal hearing when applicable. (See chapter on Grievances and Appeals.)

## U. OFFER OF ACCESSIBLE UNITS

The LACDA has units designed for persons with mobility, sight and hearing impairments, referred to as accessible units.

No non-mobility impaired families will be offered these units until all eligible mobility-impaired applicants have been considered.

Before offering a vacant accessible unit to a non-disabled applicant, the LACDA will offer such units:

> First, to a current occupant of another unit of the same development, or other public housing developments under the LACDA's control, who has a disability that requires the special features of the vacant unit.
>
> Second, to an eligible qualified applicant on a specific waiting list having a disability that requires the special features of the vacant unit.

**Public Housing Lease Agreement Addendum Requirement**

When offering an accessible/adaptable unit to a non-disabled applicant, the LACDA will require the applicant to sign a Public Housing Lease Agreement Addendum that certifies that the applicant will relocate after receiving a thirty (30) day written notice to the first available vacant unit of appropriate size, at the same or comparable housing development site, should the modified unit be

required for an eligible disabled family. Residents must return the keys to their old unit within five calendar days of the date the transfer offer was made. If the transfer is to another housing development, and the resident does not return the keys to their old unit, the sending development, in addition to billing the resident, will also notify the receiving development of the resident's outstanding balance. Failure to pay outstanding charges to the LACDA is a material breach of the Lease Agreement and the resident will be subject to termination of their tenancy.

## V. TIME LIMIT FOR ACCEPTANCE OF UNIT

Applicants must accept any unit offer made within three calendar days of the date the offer is made. At the LACDA's discretion or for ADA accommodations, the LACDA may extend the timeframe to accept or reject a unit offer. Offers made over the telephone will be confirmed in writing by the LACDA. If the LACDA is unable to contact an applicant by telephone, the LACDA will write to the applicant to inform him/her of the unit offer.

## W. APPLICANT STATUS AFTER FINAL UNIT OFFER

When an applicant rejects the one unit offer, the LACDA will remove the applicants name from all selected waiting list(s).

## X. REQUIREMENT TO ATTEND INTERVIEW

The LACDA utilizes the interview session to discuss the family's circumstances in greater detail, to clarify information which has been provided by the family, and to ensure such information is complete. Families are also given information on LACDA services or programs that may be available.

All adult family members must attend the interview. Exceptions may be made for adult students attending school out of state or for members for whom attendance would be a hardship.

It is the applicant's responsibility to reschedule the interview and call the LACDA within 5 business days if s/he misses the appointment. If the applicant does not reschedule or misses two scheduled meeting(s), the LACDA will not provide housing.

Reasonable accommodation will be made for persons with a disability that requires an advocate or accessible offices. A designee will be allowed to provide some information, but only with permission of the person with a disability.

At the time of the interview, all adult members will be required to sign the House Rules, Lease Agreement and other documents required by the LACDA. Failure to sign any required documents will be cause for denial of housing.

If the LACDA determines at or after the interview that additional information or document(s) are needed, the LACDA will request the document(s) or information in a legible written format. An applicant may request to submit the required requested document(s) or information in an alternative format. The family will be given ten calendar days to supply the information.

If the information is not supplied in this time period, the LACDA will provide the family a notification of denial for assistance. (See Chapter on Grievances and Appeals.)

## Y. APPLICANTS UNABLE TO TAKE OCCUPANCY

If an applicant is willing to accept the unit offered, but is unable to take occupancy at the time of the offer for "good cause," the applicant will not be removed from the waiting list.

Examples of "good cause" reasons for the refusal to take occupancy of a housing unit include, but are not limited to:

Applicant needs to provide adequate notice to their current landlord of the termination of their lease;

Unit is not of the proper size and type, and the applicant would be able to reside there only temporarily;

Unit contains lead-based paint, and accepting the offer could result in subjecting the applicant's children under seven (7) years of age to lead-based paint poisoning;

An elderly or disabled family makes the decision not to occupy or accept occupancy in designated housing; [24 CFR 945.303(d)];

A qualified, knowledgeable, health professional verifies the temporary hospitalization or recovery from illness of the principal household member, other household members, or a live-in aide necessary to care for the principal household member;

The unit is inappropriate for the applicant's disabilities.

# CHAPTER 4

## ESTABLISHING PREFERENCES AND MAINTAINING THE WAITING LIST
## [24 CFR Part 5, Subpart D; 982.203; 982.204; 982.205; 982.207]

### INTRODUCTION

This Chapter defines the eligibility criteria for local preferences which the CoPHD has adopted to meet local housing needs and explains the CoPHD's system of applying them. It is the CoPHD's objective to ensure that applicants are placed in the proper order on the waiting list so that an offer of assistance is not delayed to any applicant or made to any applicant prematurely.

By maintaining a waiting list, the CoPHD will be able to perform the activities which will ensure that an adequate pool of qualified applicants will be available so that program funds are used in a timely manner.

### A. APPLICATION POOL

The waiting list will be maintained in accordance with the following guidelines:

1. The applications will be maintained in a database file.
2. All applicants in the pool will be maintained in the order of preference and date and time of the application.

The waiting list will contain the following information for each applicant:

1. Applicant name.
2. Family unit size (number of bedrooms for which family qualifies based on the occupancy standards).
3. Date and time of application.
4. Qualification of any local preferences.
5. Racial or ethnic designation of the head of household (for statistical purposes only).

The order of admission from the waiting list may not be based on family size or on the family unit size for which the family qualifies under the CoPHD occupancy policy. If the CoPHD does not have sufficient funds to subsidize the family unit size of the family at the top of the waiting list, the CoPHD may not skip the top family to admit an applicant with a smaller family unit size.

When HUD awards the CoPHD funding for a specified category of families on the waiting list, the CoPHD must select applicant families in the specified category. The CoPHD must use a single waiting list for admission to its Section 8 Tenant-Based Assistance Program (TBAP).

**Special Admissions [24 CFR 982.203]**

The CoPHD may admit an applicant that is not on the CoPHD waiting list or without considering the family's waiting list position when HUD awards program funding that is targeted for families living in specified units. The CoPHD will maintain records showing that the family was admitted with HUD-targeted assistance.

The CoPHD must use the assistance for the families living in these units.

The following are examples of types of program funding that may be targeted for a family living in a specified unit:

1. A family displaced because of demolition or disposition of a public or Indian housing project.

2. A family residing in a HUD-owned multi-family rental housing project when HUD sells, forecloses or demolishes the project.

3. For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990.

    a. A non-purchasing family residing in a project subject to a homeownership program.

    b. A family displaced because the mortgage prepayment or voluntary termination of a mortgage insurance contract.

    c. A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the contract term; and

4. A non-purchasing family residing in a HOPE 1 or HOPE 2 Project.

Applicants who are admitted under targeted funding which are not identified as a Special Admission would be identified by codes in the automated system.

## B. WAITING LIST PREFERENCES [24 CFR 982.207]

The CoPHD has adopted a local preferences system for applicants' placement on the waiting list and selection of families from the waiting list. Preferences will only be verified at the time the family has been selected from the waiting list.

If an applicant makes a false statement in order to qualify for a preference, the CoPHD will deny the preference. If the applicant falsifies documents in order to qualify for a preference, the application will be disqualified.

## C. LOCAL PREFERENCES [24 CFR 982.207]

A notice adopting new local preferences will be publicized and distributed using the same guidelines as those for opening and closing the waiting list.

Persons placed on the waiting list in 2008 or 2014 will be assisted based on the preferences, points, and method of order that were in effect at the time of application, and as set forth in the 2018 and prior administrative plans.

The CoPHD will apply the following local preferences, and the associated preference points as assigned in Section G, to any applicants to a waiting list established in or after 2020:

1. **Residency preference** for applicants in which the family lives in the City of Pasadena, or the head of household or spouse is working or who has been notified that they are hired to work in the City of Pasadena, or the head or spouse is attending school in the City of Pasadena.

2. **Substandard housing preference** for applicants who are currently residing in substandard housing or experiencing homelessness (as described below).

3. **Disabled preference** for applicants in which the head of household or spouse is disabled.

4. **Veteran preference** for applicants in which the head of household or spouse is a current member of the U S Armed Forces, a U S Armed Forces veteran, or the surviving spouse of a U S Armed Forces veteran.

Preferences will be verified pursuant to the verification process outlined in Chapter 7 of this Plan, "Verification Procedures". Use of a residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.

**Residency Preference**

Applicants who live, work or go to school within the City of Pasadena will be eligible for the residency preference. Qualification for this preference must be verified through provision of proof of residency, or proof that the head of household or spouse works, has been hired to work, or attends school in the City of Pasadena. Applicants experiencing homelessness within the City of Pasadena will be provided the residency preference. Homelessness must be verified by a Pasadena-based homelessness services agency.

Employment means regularly scheduled work for at least 15 hours per week. The following are acceptable forms of proof of employment in the City:
· Letter or documentation from the employer stating the applicant (head, spouse, or co-head) is employed on an ongoing basis (or includes a start date) in the City of Pasadena
· Paycheck stub with the employer's address showing the business is located in the City of Pasadena.

The following are acceptable forms of documentation of attending school in the City of Pasadena:

- Verification of the head of household or spouse's current, and at least half time enrollment in an educational institute located in the City of Pasadena in the form of a class schedule or transcript.

**Substandard Housing**

Applicants that qualify for the substandard housing preference are those whose dwelling meets one or more of the following criteria, provided that the family did not cause the condition, or are experiencing homelessness as defined below:

1. Is dilapidated as cited by officials of a code enforcement office and does not provide safe, adequate shelter; has one or more critical defects or a combination of defects requiring considerable repair; endangers the health, safety, and well-being of the family.

2. Does not have operable indoor plumbing.

3. Does not have a usable flush toilet in the unit for the exclusive use of the family.

4. Does not have usable bathtub or shower in unit for exclusive family use.

5. Does not have adequate, safe electrical service.

6. Does not have an adequate, safe source of heat.

7. Does not have a kitchen. (Single Room Occupancy [SRO] Housing is not substandard solely because it does not contain sanitary and/or food preparation facilities in the unit.)

8. Has been declared unfit for habitation by a government agency.

9. Is overcrowded according to HQS. Note: Persons who reside as part of a family unit shall not be considered a separate family unit for substandard housing definition preference purposes.

   Applicants living in Public Housing or publicly assisted housing shall not be denied this preference if unit meets the criteria for the substandard preference.

10. An applicant who is a "homeless individual or family" will be provided the substandard housing preference. A "homeless individual or family" is one who:

    Lacks a fixed, regular, and adequate nighttime residence and has a primary nighttime residence that is:

    a. a public or private place not meant for human habitation;
    b. a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or

c. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Families who are residing with friends or relatives on a temporary basis are not considered homeless for the purposes of this preference.

**Veteran Preference**

The head of household or spouse is an active member of the U S Armed Forces, a U S Armed Forces veteran or surviving spouse of a U S Armed Forces veteran who has been honorably discharged.

Ex-spouses of veterans are not considered the surviving spouse.

## E. LIMITED PREFERENCES

The CoPHD, in accordance with Notice PIH 2013-15, offers the following limited preferences for households exiting specific homeless programs:

Households exiting Rapid Rehousing programs: 10 Tenant-Based HCV
Households exiting non-PBV Permanent Supportive Housing: 5 Tenant-Based HCV
Households experiencing homelessness who are connected to Continuum of Care funded supportive services: 20 Tenant-Based HCV

Referrals for these limited preference vouchers will be from Pasadena-based homeless programs utilizing the SPA 3 Coordinated Entry System.

Referred households for any limited preference must meet the eligibility requirements for admission to the HCV program as outlined in Chapter 2 of this document.

## F. PREFERENCE ELIGIBILITY

### Change in Circumstances

Changes in an applicant's circumstances while on the waiting list may affect the family's preference eligibility. Applicants are required to notify the CoPHD in writing when their circumstances change.

When an applicant claims an additional preference, s/he will be placed on the waiting list in the appropriate order determined by the newly claimed preference.

## G. ORDER OF SELECTION [24 CFR 982.207]

The order of selection is based on the CoPHD 's system for weighing preferences.

### Local Preferences

Local preferences will be used to select families from the waiting list. The CoPHD has selected the following system to apply ranking preferences. All local preferences will be weighed as follows:

| | | |
|---|---|---|
| a. | Residency Preference: | 20 pts. |
| b. | Disabled Preference: | 5 pts |
| c. | Substandard Housing: | 5 pts |
| d. | Veteran's Preference: | 5 pts |

### Among Applicants with Equal Preference Status

Among applicants with equal preference status, the waiting list will be organized by date and time that each application was submitted to the CoPHD.

## H. FINAL VERIFICATION OF PREFERENCES

Preference information on applications will be updated as applicants are selected from the waiting list. At that time, applicants will be required to submit the appropriate documentation to support their claim of preference. In order to qualify for a preference, the documentation submitted by the applicant must support the claim for the preference as defined by HUD and/or the CoPHD.

An applicant will be disqualified if the applicant submitted false information on any previous occasion when claiming preferences.

## I. PREFERENCE DENIAL

If the CoPHD denies a preference, the CoPHD will notify the applicant in writing of the reasons the preference was denied and offer the applicant an opportunity to request an informal review of the determination. If the preference denial is upheld as a result of the informal review, or the applicant does not request an informal review, the applicant will be placed on the waiting list without benefit of the preference. Applicants may exercise other rights if they believe they have been discriminated against.

## J. REMOVAL FROM WAITING LIST [24 CFR 982.204(c)]

If an applicant fails to respond to a mailing from the CoPHD, the applicant will be mailed a second and final written notification and given 15 days to respond. If they fail to respond within the 15 days to the second notice, they will be removed from the waiting list. An extension will be considered as a reasonable accommodation if requested by a person with a disability within 15 days of receipt of the letter.

The CoPHD may also send notifications to applicants via email. The above mentioned process will apply when notification is sent via email. The applicant will have 7 days to respond to an email notification.

If a letter is returned by the Post Office with or without a forwarding address, the applicant will be removed without further notice and the envelope and letter will be maintained in the file. In the event that any correspondence is mailed for any purpose and is returned by the Post Office, the applicant will be removed from the waiting list. This policy will apply to all applicants effective 2013. Applicants will not be entitled to the grace period for misdirected mail due to the applicant's failure to report a change of address to the CoPHD. This procedure also applies when an applicant fails to correctly list their address on the application and/or any updates.

If an email is returned undeliverable due to an invalid address, the applicant’s name will be removed from the waiting list without further notice. A copy of the email notifying CoPHD that the email was undeliverable will be maintained in the file. In the event any email is sent for any purpose and is returned undeliverable, the applicant’s name will be removed from the waiting list. Applicants will not be given a grace period for misdirected mail.

If an applicant fails to honor the first scheduled appointment to come into the office and/or to submit requested documents, the CoPHD will schedule a final appointment. If the applicant fails to honor the final appointment, the applicant will be removed from the waiting list. The CoPHD may accommodate the applicant if the applicant can provide documentation of a legitimate reason for failure to attend (i.e., emergency, medical, disability, etc.).

If an applicant fails to attend the briefing session appointment, the application for rental assistance will be disqualified. However, a final appointment may be scheduled if the applicant can demonstrate a valid reason (i.e., medical, etc.) why they were unable to keep the briefing session appointment.

An applicant will be removed from the waiting list if the sole member listed on the application has passed away or is permanently residing in a convalescent home. In the event that the head of household passes away or resides in a convalescent home, the application will only be re-assigned if the original application lists an adult family member (who has not been previously removed from the application) other than the head of household. If the application reflects more than two adult family members, the family must select a new head of household. In the event that the family cannot decide, the CoPHD will then disqualify the application. If the sole member of the household is the live-in aide, the application will be canceled and removed from the waiting list. The CoPHD must be notified within 15 days when the head of household has passed away or is permanently residing in a convalescent home.

If the head of household is no longer interested in rental assistance and has provided a written statement to that affect, the application will be canceled and the applicant will be removed from the waiting list.

If the head of household requests to place the application on “HOLD”, application will be cancelled and applicant will be removed from the waiting list.

## K. CHANGES IN FAMILY CIRCUMSTANCES

Applicants will be required to report all changes in family circumstances within 15 days from the date of the change. All changes must be reported online. Changes reported in writing will not be accepted and will be returned to the applicant. It is the responsibility of the applicants to update their application when changes occur.

## L. EXPIRATION OF THE WAITING LIST

The waiting list will be maintained until there are less than 200 Pasadena resident applicants or the current waiting list has been in place for more than 5 years. Applicants on the expiring waiting list will be notified that their application has expired and the CoPHD will re-open enrollment.

# Chapter 4:
# ADMISSION PROCESS

## 4.1 INTRODUCTION

The policies outlined in this chapter are intended to ensure that all families who express an interest in housing assistance are given an equal opportunity to apply. The primary purpose of the intake function is to gather information about the family so that an accurate, fair, and timely decision relative to the family's eligibility may be made. As such, applicants are placed on the waiting list in accordance with this plan.

## 4.2 APPLICATION PROCEDURES

**[24 CFR §982.204(c)]**

Once the applicant is transferred from the Preliminary Registration Waiting List to the Active Waiting List, an application will be mailed to the applicant. The application is due back within 21 calendar days from the date it was mailed. If the application is returned undeliverable, the applicant will be cancelled from the waiting list (see section 3.7 for examples of exceptions to this rule).

Once an application is returned, the information provided by the applicant will be used to determine if the applicant is eligible for the program and any admissions preferences claimed.

If an applicant is ineligible based on the information provided on the application, or because they fail to return the documents by the due date, the applicant will be provided written notice of the reason for their disqualification and of their right to appeal the decision by requesting an informal review.

The application may capture the following information:

- Name of adult members and age of all members;
- Sex and relationship of all members;
- Street address and phone number;
- Mailing address;
- Amount(s) and source(s) of income received by household members;
- Information regarding disabilities relating to program requirements;
- Information related to qualification for preference(s);
- Social Security numbers;
- Race/ethnicity;
- Citizenship/eligible immigration status;
- Convictions for drug-related or violent criminal activity;
- Request for specific reasonable accommodation(s) needed to fully utilize program and services;

- Previous address;
- Current and previous landlords' names and addresses;
- Emergency contact person and address; and
- Program integrity questions regarding previous participation in HUD programs.

Applicants are required to inform the LACDA in writing within 30 calendar days of effective date of any changes in family composition, income, and address, as well as any changes in their preference status. Applicants must also comply with requests from the LACDA to update information. However, exceptions to this requirement may be found in section 3.7.

### 4.2.1 Interview Sessions/Mailings

The LACDA may use both mailing and interview sessions to obtain income, asset and family composition information from applicants.

### 4.2.2 Request for Information via Mail

During times of high activity, the LACDA will mail income and asset forms or an application to applicants. Applicants will be given 21 calendar days to complete and return all required forms. If forms are not returned in a timely manner, the applicant will receive a final notice. The final notice will provide an additional 15-day grace period. If the required forms are not returned, as specified, the application will be cancelled. The LACDA will provide additional time as a reasonable accommodation and in special circumstances such as an illness and/or death in the family.

### 4.2.3 Application Interview Process

During times for regular activity (average volume), the LACDA utilizes a full application interview to discuss the family's circumstances in greater detail, to clarify information that has been provided by the applicant, and to ensure that the information is complete.

Applicants are given two opportunities to attend an interview session. If the applicant does not respond to the second invitation, the application is cancelled. The LACDA will allow for a third interview appointment as a reasonable accommodation and in special circumstances such as illness. An applicant may also request that the LACDA assign someone to conduct the interview at the applicant's home, as a reasonable accommodation.

All applicants must complete the following requirements [24 CFR §982.551(b)(1)].

1. At minimum, the head of household must attend the interview. The LACDA requests that all adult members of the applicant family attend when possible. This assures that all members receive information regarding their obligations and allows the LACDA to obtain signatures on critical documents quicker.

2. All adult members of the applicant family must sign the HUD-9886 Form (Authorization for the Release of Information), and all supplemental forms required by LACDA.
3. Citizen declaration forms must be completed for all applicant family members, regardless of age.
4. All adult members of the applicant family must complete and sign a Criminal Background Acknowledge and Consent Form.
5. Identification information for all members of the applicant family such as birth certificates, valid driver's licenses or State (Department of Motor Vehicles) ID cards, whichever is applicable based on the age of the family member, must be submitted for all members of the household regardless of age.

Information provided by the applicant will be verified, including citizenship status, full-time student status and other factors related to preferences, eligibility and rent calculation. Verifications must be received no more than 60 calendar days before the time of issuance.

If they are requested, exceptions for any of the above listed items will be reviewed on a case-by-case basis. Exceptions will be granted based upon hardship. Reasonable accommodations will be made for persons with disabilities. In these cases, a designee will be allowed to provide some information, but only with permission of the person with a disability.

Under both processes, all local preferences claimed on the application while the family is on the waiting list will be verified. Preference is based on current status, so the qualifications for preference must exist at the time the preference is verified, regardless of the length of time an applicant has been on the waiting list.

### 4.2.4 Secondary Reviews/Credit Reports

**[24 CFR §982.551(b)(1)]**

The LACDA may retrieve credit reports for applicants and participants on a case-by-case basis. The information contained in the credit report will be used to confirm the information provided by the family. Specifically, the credit report will be used to confirm:

- **Employment**: A credit report will list any employers that the applicant has listed in any recent credit applications. If the credit report reveals employment, for any adult household member, within the last 12 months that was not disclosed, the family will be asked to provide additional documents to clear up the discrepancy. Failure to disclose current employment may result in cancellation of the family's application.
- **Aliases**: A credit report can provide information on other names that have been used for the purposes of obtaining credit. Common reasons for use of other names include a recent marriage or a divorce. If an alias has not been disclosed to the LACDA, the family will be asked to provide additional evidence of the legal identity of adult family members.
- **Current and previous addresses**: A credit report can provide a history of where the family has lived. This is particularly important because the LACDA

provides a residency preference. If the family has provided one address to the LACDA and the credit report indicates a different address, the family will be asked to provide additional proof of residency. This may include a history of utility bills, bank statements, school enrollment records for children, credit card statements or other relevant documents. Failure to provide adequate proof will result in the denial of a residency preference.

- **Credit card and loan payments**: A credit report will usually include a list of the family's financial obligations. Examples of the items that may show up include car loans, mortgage loans, student loans and credit card payments. The LACDA will review this information to confirm the income and asset information provided by the family. If the family's current financial obligations (total amount of current monthly payments) exceed the amount of income reported by the family, the LACDA will ask the family to disclose how they are currently meeting their financial obligations. Accounts that have been charged off or significantly delinquent are not included in this calculation. Failure to provide adequate proof of income will result in termination of the application.
- **Multiple Social Security numbers**: A credit report may list multiple Social Security numbers if an adult family member has used different Social Security numbers to obtain credit. If the credit report information does not match the information provided by an adult member of the family, the family member will be required to obtain written confirmation of the Social Security number that was issued to him/her from the Social Security Administration.

A family will not be issued a voucher until all discrepancies between the information provided by the applicant family, and the information contained in the credit report have been cleared by the applicant family.

When discrepancies are found, the family will be contacted by telephone or by mail. The family will be provided 15 calendar days to provide the documentation necessary to clear discrepancy. At the family's request, and additional 15 calendar days may be granted.

The family may be granted additional time under a reasonable accommodation. If additional time is granted, the family will receive a letter confirming the new deadline.

When the credit report reveals multiple discrepancies that are not easily communicated over the telephone, the LACDA will set up a face-to-face interview with the applicant. The LACDA will schedule up to two interview appointments. An additional interview may be scheduled as a reasonable accommodation. Failure to appear at the interview session will result in cancellation of the application.

Additionally, failure to provide the necessary information will result in cancellation of the application.

## 4.3 SELECTION AND FUNDING SOURCES

### 4.3.1 Special Admission (24. CFR 982.203)

HUD may award funding for specifically-named families living in specified types of units. The following are examples of types of program funding that may be designated by HUD for families living in a specified unit:

1. A family displaced because of demolition or disposition of a public or Indian housing project;
2. A family residing in a multifamily rental housing project when HUD sells forecloses or demolishes the project;
3. For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990;
4. A family residing in a project covered by a project-based Section 8 HAP contract at or near the end of the contract term; and
5. A non-purchasing family residing in a HOPE 1 or HOPE 2 project.

In these cases, the LACDA may admit such families whether or not they are on the waiting list, and if they are on the waiting list, without considering the family's position on the waiting list. These families are considered non-waiting list selections. The LACDA must maintain records showing that families were admitted with special program funding.

### 4.3.2 Conversion of Multifamily Apartment Complex (OPT-OUT):

HUD may allocate funding to provide Housing Choice Voucher (HCV) tenant-based rental assistance for families residing in a HUD project-based subsidized multifamily apartment complex to coincide with the expiration of HUD's Subsidy Contract with the owner. Participants are admitted under targeted funding provisions and must meet applicable verification and eligibility requirements.

This may also include families residing in a project covered by a project-based Section 8 HAP contract at or near the end of the HAP contract term.

### 4.3.3 Targeted Funding (24 CFR 982.204(2))

HUD may award the LACDA funding for a specified category of families on the waiting list. The LACDA must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, the LACDA is permitted to skip families that do not qualify within the targeted category. Within this category of families, the order in which such families are assisted is determined according to the policies in Section 4.4 below.

The LACDA administers the following targeted funding programs:

- Veteran Affairs Supportive Housing (VASH) Program – VASH Program vouchers are awarded to eligible homeless veterans and their families in combination with case management and clinical services through the Department of Veterans Affairs Medical Center (VAMC) supportive services sites. The LACDA does not maintain a waiting list for the VASH Program.

- Non-Elderly Disabled (NED) Vouchers – NED vouchers are awarded to non-elderly disabled families on the HCV waiting list.

- Mainstream for Persons with a Disability- Mainstream vouchers are awarded to non-elderly disabled families on the HCV waiting list. The LACDA applies local preferences in determining the order in which Mainstream vouchers are awarded to eligible families.

- Family Unification Program (FUP) – FUP vouchers are awarded to families who are referred to the LACDA by the Los Angeles County Department of Children and Family Services. Once referred, the LACDA places FUP applicants on its HCV waiting list. See Chapter 18 Special Programs, Specifically Section 18.4.

  As provided by Section 8 Administrative Plan Section 1.3 Addition of Programs, the LACDA will implement any applicable policies and procedures as may be required by participation in the program (and as may be approved by the Board) into this plan as if they were originally set forth herein. Specifics on the program will be added to the Section 8 Administrative Plan at the next scheduled revision.

## 4.4 LOCAL PREFERENCES

**[24 CFR §982.207]**

The LACDA is permitted to establish local preferences and to give priority to applicants that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan and must be based on local housing needs and priorities that can be documented by generally accepted data sources. All preferences will be subject to the availability of funds and all applicants will be required to meet all eligibility requirements.

The LACDA will first assist families that were assisted under the Housing Choice Voucher Program but were terminated from the program due to insufficient funding. Further and in accordance with 983.261(b), the LACDA is required to give priority for continued tenant-based assistance to a project-based family that chooses to terminate their lease after the first year of occupancy, has given the owner advanced written notice of their intent to vacate, has notified the LACDA and requested to move with continued tenant-based assistance, prior to moving and only if in good standing with the Project-Based unit owner.

California State Required Priority: In accordance with California Health and Safety Code §34322.2, the LACDA will give priority to families of veterans and members of the armed forces in each of the categories below.

Therefore, in accordance with HUD requirements, the LACDA's discretionary policies for its local preferences are below. The local preferences are weighted highest to lowest, in the following order:

1. **Emergency Housing Voucher (EHV) Super One-Time Limited Preference:** LACDA will grant up to 1,500 vouchers for families and individuals referred through the Continuum of Care (CoC) Coordinated Entry System (CES) that were found eligible under the LACDA's EHV program. To qualify for local preference eligibility, families and individuals must be holding an active EHV and must have not secured housing under an EHV-funded Housing Assistance Payment Contract for the first time.

   On May 12, 2021, the LACDA accepted 1,964 EHVs as part of an allocation of 70,000 vouchers issued to public housing authorities nationwide by the U.S. Department of Housing and Urban Development (HUD). The EHVs were allocated as a part of the American Rescue Plan Act, intending to assist individuals and families most in need and for whom providing rental assistance will prevent the family's homelessness or having a high risk of housing instability. The LACDA was successful in utilizing its entire allocation of EHVs but has now found that a limited number of families and individuals are being adversely affected as a result of the LACDA's maximized allocation.

   Applicants must meet all Housing Choice Voucher eligibility requirements and will be granted portability rights. Admission will be on a first come, first served basis and is subject to voucher availability.

2. **Homeless Preference:** LACDA will commit 100% of expected annual voucher attrition to assist Los Angeles County-based homeless persons and families.

   Homeless persons and families must be referred for an application via the CoC, CES, and/or partner agencies under contract or Memorandum of Understanding with LACDA. Partner agencies must be participating in the homeless initiatives and may include those that assist homeless person's and families in a transitional or permanent supportive housing program supported by homeless initiatives. The referring agency must certify the homeless or housing status of those referred through the CoC CES.

   Additionally, families already on the waiting list who declare themselves homeless, but not referred by partner agencies, must provide certification from a CoC CES and/or partner agencies under contract or the Memorandum of Understanding with LACDA. The number of families who can qualify for this preference will be limited to a number as annually determined by the LACDA.

   Applicants must meet all eligibility requirements. Admission will be on a first come, first served basis and is subject to funding availability.

3. LACDA will commit up to 50 vouchers for victims of human trafficking referred via a partner agency under contract or Memorandum of Understanding with LACDA.

4. LACDA rental assistance program transfers approved by the Director for the following programs.

- Families that are currently served by the LACDA in a Continuum of Care funded, permanent supportive housing project and no longer need supportive services to maintain housing stability. To be eligible for consideration, the current participant must be in good standing in LACDA's Continuum of Care Permanent Supportive Housing Program projects. The sponsor agency providing services to the participant family must provide written certification that the family does not requires permanent supportive housing services to maintain housing stability.
- Youth that are currently served in the Family Unification Program (FUP) administered by the LACDA whose FUP voucher is expiring due to the 36- month statutory time limit. To be eligible for consideration, the youth must have been found eligible or exempted statutorily and have exhausted the 24-month extension under FUP. In addition, a written certification must be received from the Los Angeles County Department of Children and Family Services (DCFS) certifying that the youth will have a lack of adequate housing as a result of the expiration of FUP voucher and needs a tenant-based voucher to ensure uninterrupted housing assistance.
- Families that are currently served by the LACDA Housing Opportunities for Persons with AIDS (HOPWA) funding.

All program transfer preference applicants must meet eligibility requirements for the HCV program in accordance with HUD and this plan.

5. Families who live or work in the jurisdiction in the following categories that are subject to the approval by the Executive Director:
   - **Victims of Declared Disasters**: An admissions preference may be given to bona fide victims of declared disasters, whether due to natural calamity (e.g. earthquake), civil disturbance, or other causes recognized by the federal government. Victims must provide documentation to receive an admissions preference. Admissions preference may only be given within the allotted timeframe established by the federal government. If HUD provides specific funding, the LACDA will not exceed the allocated amount.
   - **Displacement Due to Government Actions:** Families or individuals who are certified as displaced due to the action of a federal government agency or local government agencies may be given an admissions preference.
6. Families that are homeless and are found eligible for a Violence Against Women Act, Emergency Transfer from the LACDA's Housing Assistance Division and Housing Operations Division rental assistance programs, subject to voucher and funding availability.

7. Elderly households who live and/or work in the LACDA's jurisdiction. Elderly households must meet the definition of an elderly family and the residency requirements of Section 4.4.1.
8. **Jurisdictional Preference**: Families who live and/or work in the LACDA's jurisdiction will be admitted before families outside of the LACDA's jurisdiction.

**Date and Time of Registration**: Families will be selected from the waiting list based on the preferences for which they qualify, and then by date and time.

### 4.4.1 Other Preferences

If HUD requires that the LACDA provide certain preferences or target certain populations as a condition of receiving funding, or if specific preferences or targeting is required to meet the conditions of a particular Annual Contributions Contract (ACC) or HUD grant, such preferences and targeting requirements are considered to be incorporated into this Administrative Plan effective with the signing of the ACC or upon formal acceptance of the terms of the grant or funding by the LACDA Board of Commissioners, or by the Executive Director if so empowered by the Board.

### 4.4.2 Verification of Preferences

**[24 CFR §982.207(e)]**

**EHV Super One-Time Limited Preference:** To verify eligibility for this preference, LACDA staff must confirm that internal files reflect that families and individuals were found program eligible under the LACDA's EHV program, have an active LACDA EHV (must not be expired), and that the family and/or individual has not secured housing under a LACDA EHV-funded Housing Assistance Payment Contract for the first time.

**Residency Preference**: Applicants who are residing in the LACDA's jurisdiction at the time of selection from the waiting list, or have at least one adult member who works or has been hired to work in the LACDA's jurisdiction.

- In order to verify that an applicant is a resident, the LACDA will require documentation of residency as shown by the following documents: current rent receipts, leases, utility bills, employer or agency records, school records, driver's licenses, state identification or credit reports.
- In cases where an adult member of the household works or has been hired to work in the LACDA's jurisdiction, a statement from the employer will be required.
- At the LACDA's discretion, verification of residency may also include other documents, certifications, or declarations as needed to verify that a family lives or works in the jurisdiction.

**Homeless Preference:** Verification for an applicant's homeless status eligibility for the Homeless Preference must be certified through the Coordinated Entry System via the Los Angeles Homeless Services Authority (LAHSA).

**Elderly Family Preference**: An elderly family is a family whose head (including co-head), spouse, or sole member is a person who is at least 62 years of age. It may include two or more persons who are at least 62 years of age living together, or one or more persons who are at least 62 years of age living with one or more live-in aides.

**Veteran's Preference**: Acceptable documentation regarding veteran's status will include a DD-214 (discharge documents), proof of receipt of veteran's benefits, or documentation from the Veteran's Administration.

### 4.4.3 Final Verification of Preferences

**[24 CFR §982.207(e)]**

Preference information on applications will be updated as applicants are selected from the waiting list. At that time, the LACDA will obtain necessary verifications of preference at the interview and by third-party verification.

### 4.4.4 Preference Denial

If the LACDA denies a preference, the LACDA will notify the applicant in writing of the reasons why the preference was denied and offer the applicant an opportunity for an informal review. The applicant must request for an informal review in writing within 15 calendar days from the date of the notification. The request should also provide all information and documents supporting the applicant's request. If the preference denial is upheld as a result of the informal review, the applicant will be placed on the waiting list without benefit of the preference. Applicants may exercise other rights if they believe they have been discriminated against.

If the applicant falsifies documents or makes false statements in order to qualify for any preference, or for any other reason, they will be removed from the waiting list.

## 4.5 DENIAL OF ASSISTANCE

**[24 CFR §982.204(c)(1) and §982.552]**

If an application is denied due to failure to attend the initial and final interviews, or for failure to provide eligibility related information, the applicant family will be notified in writing and offered an opportunity to request an informal review. If the applicant misses two scheduled meetings, the LACDA will cancel the application and remove the applicant's name from the waiting list.

The LACDA may at any time deny program assistance to an applicant family because of actions or failure to act by members of the family such as any member of the family to sign and submit consent forms for obtaining information.

The LACDA will not deny admission of an applicant who is or has been a victim of domestic violence, dating violence, sexual assault, stalking, as well as verbal, psychological, economic, or technological abuse if the applicant otherwise qualifies for admission.

## 4.6 FINAL DETERMINATION AND NOTIFICATION OF ELIGIBILITY

**[24 CFR §982.301]**

If the applicant family is determined to be eligible after all applicable paperwork has been reviewed, they will be invited to attend a briefing session at which time they will receive information regarding their rights and responsibilities and they will be issued a voucher. See Chapter 8 (Voucher Issuance and Briefings) for more detail information.

HOUSING DEPARTMENT

September 20, 2023

To Whom It May Concern,

We are writing to you as representatives of the Lived Expertise Advisory Panel (LEAP), a group of individuals who have experienced homelessness, actively participate in the Pasadena CoC, and are deeply committed to advocating for the well-being and dignity of those who are unhoused. We express our wholehearted endorsement of the Pasadena Continuum of Care's 2023 CoC Program Competition application and steadfast commitment to addressing homelessness in our community.

The Pasadena CoC's dedication to the fundamental goal of making homelessness rare, brief, and non-recurring is essential. We endorse the Pasadena CoC's objectives of shortening the duration of homelessness, expanding shelter availability, increasing the availability of permanent housing resources, and collaborating with an extensive network of providers to ensure that those experiencing homelessness can receive the comprehensive support and services they need. These goals closely align with LEAP's mission and principles.

Furthermore, we greatly appreciate the intention of this process to develop clear goals and strategies firmly rooted in evidence-based best practices, including a Housing First approach and a harm reduction framework. Embracing these principles underscores the commitment of the Pasadena CoC to not only provide essential services but to ensure that they are based on sound, evidence-based best practices. This thoughtful approach is vital in our collective efforts to reduce homelessness effectively and sustainably.

We commend the Pasadena CoC for its inclusive approach, which serves individuals, youth, and families with the most acute service needs in Pasadena, including:

1. People identified as high acuity through a population-specific needs assessment and triage tool.
2. People experiencing chronic homelessness.
3. People with multiple disabilities.
4. People with a history of DV/trauma.
5. People transitioning directly from the streets.
6. People with limited or no income.
7. People with criminal histories.
8. People with current or past histories of substance use.
9. People who are at high risk of victimization or illness.
10. People who rely on crisis or emergency services to meet basic needs, including hospitals and jails.

649 North Fair Oaks Avenue, Suite 202 · P.O. Box 7115 · Pasadena, CA 91109-7215
(626) 744-8300 Fax (626) 744-8340
www.cityofpasadena.net

11. People with significant challenges or functional impairments, including physical, mental, developmental, or behavioral health disabilities that necessitate substantial support to maintain permanent housing.

This commitment to serving those with the most complex needs is a testament to the Pasadena CoC's compassion and dedication to the well-being of all community members. The CoC's tireless efforts to reduce the time individuals spend homeless and to enhance vital resources such as shelter availability and permanent housing are creating a lasting impact on the lives of those who are most vulnerable in our community.

In conclusion, the Lived Expertise Advisory Panel stands firmly behind the Pasadena CoC's mission and its endeavors to combat homelessness in our community. We believe that the CoC's is instrumental in making Pasadena a more inclusive and compassionate place for all residents, and we are eager to offer our support, insights, and collaboration as partners on this meaningful journey.

Sincerely,

Cynthia Kirby, Chair
Lived Expertise Advisory Panel

Keith Crenshaw

Scott DeJardins

Matthew Morfin

Margarita Holloman

649 North Fair Oaks Avenue, Suite 202 · P.O. Box 7115 · Pasadena, CA 91109-7215
(626) 744-8300 Fax (626) 744-8340
www.cityofpasadena.net

## 2023 CoC NOFO

HUD released the Notice of Funding Opportunity (NOFO) for the 2023 CoC Program Competition, FR-6700-N-25, on July 5, 2023, making available approximately $3.13 billion to serve people experiencing homelessness nationwide. The information in the NOFO sets forth the competition rules and processes for the 2023 competition. Before the final application is submitted to HUD, the Pasadena CoC is required to hold a local competition to determine which projects will be included in the consolidated application, along with their ranked priority. The results of the local competition dictate which projects the CoC will include in the final application for funding.

Renewal projects are required to submit a renewal application by **5:00 p.m. PST on August 9, 2023** and all new projects must submit applications no later than **5:00 p.m. PST on August 25, 2023** to be considered for inclusion in the CoC application. Applications submitted after the corresponding deadline will not be considered for funding.

All applicants will be notified if their project was either accepted for inclusion in the CoC application or rejected in writing no later than September 12, 2023. All projects that are recommended for funding will be required to work with City staff to ensure all information is accurate and submitted in HUD's grant management system (eSnaps) before the competition deadline of September 28, 2023.

### Renewal Projects

CoC-funded projects that have been notified they are eligible for renewal in CoC competition can find more information about the process here.

Learn More

### New Projects

New projects are created through both CoC Bonus and Reallocation funding during the program competition. Applicants interested in applying for eligible program types can find more information here.

Learn More

### CoC Application

The CoC Application contains information on the CoC planning body, governance structure, overall performance, and strategic planning process. The CoC Consolidated Application is made up on the following three parts:

1. CoC Application
2. Project Applications
3. Priority Listing

Learn More

# Renewal CoC Projects

Projects that were awarded Pasadena Continuum of Care (CoC) funding in the most recent competition are required to submit a renewal application to be included in the Pasadena CoC's Consolidated Application to HUD no later than **5:00 PST on August 9, 2023**. Recently awarded renewal projects that have not yet received a grant agreement from HUD or a contract from the City are exempt from this process and will be required to participate in the subsequent competition once the project has started operating.

Renewal projects are evaluated annually using standardized evaluation criteria to determine how well they are performing and their ability to enhance the CoC's system performance.

## 2023 Renewal Application

### Renewal Project Application

Available now.

Posted July 18, 2023
Due August 9, 2023 by 5:00 p.m.

Download

### Permanent Housing Renewal Projects Evaluation Criteria

Available now.

Posted July 18, 2023

Download

### PDF of Renewal Application

View the full PDF of the renewal application prior to submitting online.

Posted July 18, 2023

Download

### CES Renewal Project Evaluation Criteria

Available now.

Posted July 18, 2023

Download

### Renewal Applications Workshop Presentation

Available now.

### HMIS Evaluation Criteria

Available now.

Posted July 18, 2023

## Timeline

### Renewal Projects Workshop

All renewal projects that are currently in operation will be required to attend the Renewal Projects Application Workshop on **July 24, 2023** to review the application, evaluation criteria, and submission process.

### Renewal Applications Due

All renewal applications are due **by 5:00 PST August 9, 2023**. Renewal projects are required to submit a completed online application with all required attachments and requested information.

### Evaluation Panel Review

An evaluation panel comprised of at least three (3) people will meet to review and score all renewal projects on **August 16, 2023**.

### Preliminary Scores and Appeals

All renewal projects will be notified of their preliminary scores by **5:00 PST on August 16, 2023**. Renewal projects will be given the opportunity to appeal the renewal application process in writing via email **by 2:00 PST on August 21, 2023**.

### CoC Board Approval, Project Scores

The CoC Board will meet to approve

CoC Renewal Projects – Pasaden... | 2023 CoC Renewal Projects Appl...
cognitoforms.com/CityOfPasadena1/_2023CoCRenewalProjectsApplication
City Links | Tyler Munis | City of Pasadena -... | Adobe Sign, an Ad... | Login | Ending Homelessne... | Zoom | Mywork | Search | California S... | ESG Regulations | Housing and Urban... | CoC Interim Rule | Grantium™ | Council Agenda Cal... | 24 CFR Part 578 - C...

Pasadena Partnership

# 2023 CoC Renewal Projects Application

Submission Deadline: August 9, 2023 at 5:00 p.m.

Overview | Agency Information | Attachments | Review | Certification and Submit

## Pasadena Continuum of Care

## Renewal Projects Application

### FY2023 CoC Application

**City of Pasadena Department of Housing**

649 N Fair Oaks Ave, Pasadena, CA 91103

**Diana Trejo**

**Homeless Programs Coordinator**

dtrejo@cityofpasadena.net

### Notice Regarding Disclosure of Contents of Document

All responses to this renewal projects application accepted by the City of Pasadena (City) shall become the exclusive property of the City. At such time as the City Manager recommends a contractor to the City Council, and such recommendation, with any recommended contract appears on the City Council agenda, all renewal project applications accepted by the City shall become a matter of public record and shall be regarded as public, with the exception of those elements of the application which are defined by the contractor as business or trade secrets and plainly marked as "Trade Secret", "Confidential", or "Proprietary". Each element of an application which a contractor desires not to be considered a public

3:11 PM 7/25/2023

# New CoC Projects

The Pasadena CoC actively encourages new and existing providers to apply for new or expansion projects through available Reallocation and/or Bonus funding during the CoC competition. All new projects must submit applications no later than **5:00 p.m. PST on August 25, 2023** to be considered for inclusion in the CoC application.

The U.S. Department of Housing and Urban Development (HUD) scores the annual CoC Program Consolidated Application that is submitted by the City of Pasadena Department of Housing (as the Collaborative Applicant for the CoC) and solely determines which projects (if any) are selected for funding. Projects that are selected for inclusion in the annual CoC application during the local competition are not guaranteed a contract award.

## Request For New Project Applications (RFA)

On July 27, 2023 the Pasadena CoC will host a new projects application workshop at 1:30 p.m. PST via Zoom. All interested applicants are strongly encouraged to attend the workshop to understand eligible project types and submit any questions. Important materials and resources for agencies interested in submitting an application can be found below.

### Request for Applications for CoC Bonus and Reallocation

Available now.

Posted July 21, 2023

Download

### Request for Applications for DV Bonus Funding

Available now.

Posted July 21, 2023

Download

### Declaration of Intent to Apply

Available now.

Due August 3, 2023

### New CoC Projects Application

Available now.

Posted July 21, 2023

## Timeline

### New Project Workshop

All interested applicants are encouraged to attend the New Project workshop via Zoom to review available funding opportunities **on July 27, 2023 at 1:30 p.m. PST**.

Zoom meeting information:

https://us02web.zoom.us/j/83271262678?pwd=SXNMZlZ4ZkdEbWRSaHRIbk5WMkJyZz09

Meeting ID: 832 7126 2678
Passcode: 643272

### Intent to Apply Submission Deadline

All applicants interested in applying for available bonus and/or reallocation funding should submit their intent to apply **by August 3, 2023**.

### New Project Applications Due

All new project applications are due by **5:00 PST on August 25, 2023**. Applicants are required to submit an online application with all required attachments and requested information.

### Evaluation Panel Review

Members of an evaluation panel will meet on **September 5, 2023** to review and score all new project applications.

CoC New Projects – Pasadena Pa
2023 CoC New Projects Applicati
cognitoforms.com/CityOfPasadena1/_2023CoCNewProjectsApplication
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Pasadena Partnership

Overview | Applicant Information | Applicant Experience | Project Detail | Attachments | Review | Certification | Submit

# Continuum of Care

# New Projects Application

## 2023 CoC Program Competition

Submission Deadline: August 25, 2023 at 5:00 p.m. PST

**City of Pasadena Department of Housing**

649 N Fair Oaks Ave, Pasadena, CA 91103

**Diana Trejo**

**Homeless Programs Coordinator**

dtrejo@cityofpasadena.net

### Notice Regarding Disclosure of Contents of Document

All responses to this application accepted by the City of Pasadena (City) shall become the exclusive property of the City. At such time as the City Manager recommends a contractor to the City Council, and such recommendation, with any recommended contract appears on the City Council agenda, all applications accepted by the City shall become a matter of public record and shall be regarded as public, with the exception of those elements of the application which are defined by the contractor as business or trade secrets and plainly marked as "Trade Secret", "Confidential", or "Proprietary". Each element of an application which a contractor desires not to be considered a public record must be clearly marked as set forth above, and any blanket statement (i.e. regarding entire pages, documents, or other non-specific designations) shall not be sufficient and shall not bind the City in any way whatsoever. If disclosure is required or permitted under the California Public Records Act or otherwise by law, the City shall not in any way be liable or responsible for the disclosure of any such records or part thereof.

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## Trejo, Diana

**From:** Pasadena Partnership to End Homelessness <dtrejo+cityofpasadena.net@ccsend.com>
**Sent:** Friday, July 21, 2023 10:11 AM
**To:** Trejo, Diana
**Subject:** NOW OPEN- 2023 Pasadena Continuum of Care Competition

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Pasadena Partnership

# NOW OPEN
## PASADENA'S 2023 CONTINUUM OF CARE COMPETITION

### Official Opening of the Pasadena Continuum of Care Local Competition

---

Important Deadlines: ***All renewal project applications are due by 5:00 p.m. PST on August 9, 2023 and all new project applications will be due by 5:00 p.m. PST on August 25, 2023.***

**PASADENA CONTINUUM OF CARE, 2023 COC COMPETITION:** HUD released the Notice of Funding Opportunity (NOFO) for the 2023 CoC Program Competition on July 5, 2023, making available approximately $3.13 billion to serve people experiencing homelessness nationwide. The information in the NOFO sets forth the competition rules and processes for 2023. Before the final application is submitted to HUD, the Pasadena CoC is required to hold a local competition to determine which projects will be included in the consolidated application, along with their ranked priority. The results of the local competition dictate which projects the CoC will include in the final application for funding. This is an opportunity to apply for funding that, if awarded, will be renewed annually by HUD if they continue to be high performing and positively contribute to the CoC's overall system performance.

**RENEWAL PROJECTS**
All renewal project application materials are now posted and available at https://pasadenapartnership.org/coc-renewal-projects/. All renewal projects are required to submit a renewal application by **5:00 p.m. PST on August 9, 2023.** A mandatory renewal projects workshop will be taking place on July 24 at 1:30 p.m. via Zoom. All renewal project applications should have received a calendar invite

containing the zoom information. Renewal projects will be notified of their project acceptance/rejection and final ranking no later than September 12, 2023.

**NEW PROJECTS**
All new project application materials are now posted and available at https://pasadenapartnership.org/coc-new-projects/. New projects should submit their intent to apply by August 3 and applications are due no later than **5:00 p.m. PST on August 25, 2023.** Applications submitted after the corresponding deadlines may not be considered for funding. There will be a new projects workshop taking place on **July 27 at 1:30 p.m. via Zoom** that all interested applicants are encouraged to attend. Please RSVP below to receive a calendar invite. All applicants will be notified in writing if their project was either accepted for inclusion in the CoC application or rejected no later than September 12, 2023. .

**ESTIMATED AVAILABLE FUNDING FOR NEW PROJECTS** (subject to change)

**Combined Reallocation and CoC Bonus (PSH/RRH)**:

- There is an estimated **$100,000 available** for new projects created through combined Reallocation and CoC Bonus funding during the 2023 competition. Permanent housing programs, including permanent supportive housing (PSH) and/or rapid rehousing (RRH), are the only eligible project types for this pot of funding.

**CoC Bonus (PSH/RRH):**

- There is an estimated **$262,411 available** for new projects created through CoC Bonus funding during the 2023 competition. Permanent housing programs (PSH/RRH), are the only eligible project types for this pot of funding.

**Domestic Violence Bonus (RRH):**

- There is an estimated **$203,752 available** for new projects created through DV Bonus funding that serve survivors of domestic violence, dating violence and stalking experiencing homelessness. Rapid rehousing (RRH) is the only eligible project type for this pot of funding.

**All questions should be directed in writing via email to dtrejo@cityofpasadena.net.**

**Download Reallocation/CoC Bonus RFA**

**Download DV Bonus RFA**

## CoC New Projects Workshop

**LOCATION**
Zoom

**DATE AND TIME**
07/27/23 1:30pm - 07/27/23 2:30pm US/Pacific

Join Zoom Meeting
https://us02web.zoom.us/j/83271262678?pwd=SXNMZlZ4ZkdEbWRSaHRIbk5WMkJyZz09
Meeting ID: 832 7126 2678 Passcode: 643272

I'll Be There!

## Pasadena Partnership Website

Please visit the Pasadena Partnership website for up-to-date information on the CoC's local competition and related materials. All updates related to the competition will be posted to this website: **https://pasadenapartnership.org/coc-nofo/**

City of Pasadena | 649 N. Fair Oaks Ave, Suite 202, Pasadena, CA 91103

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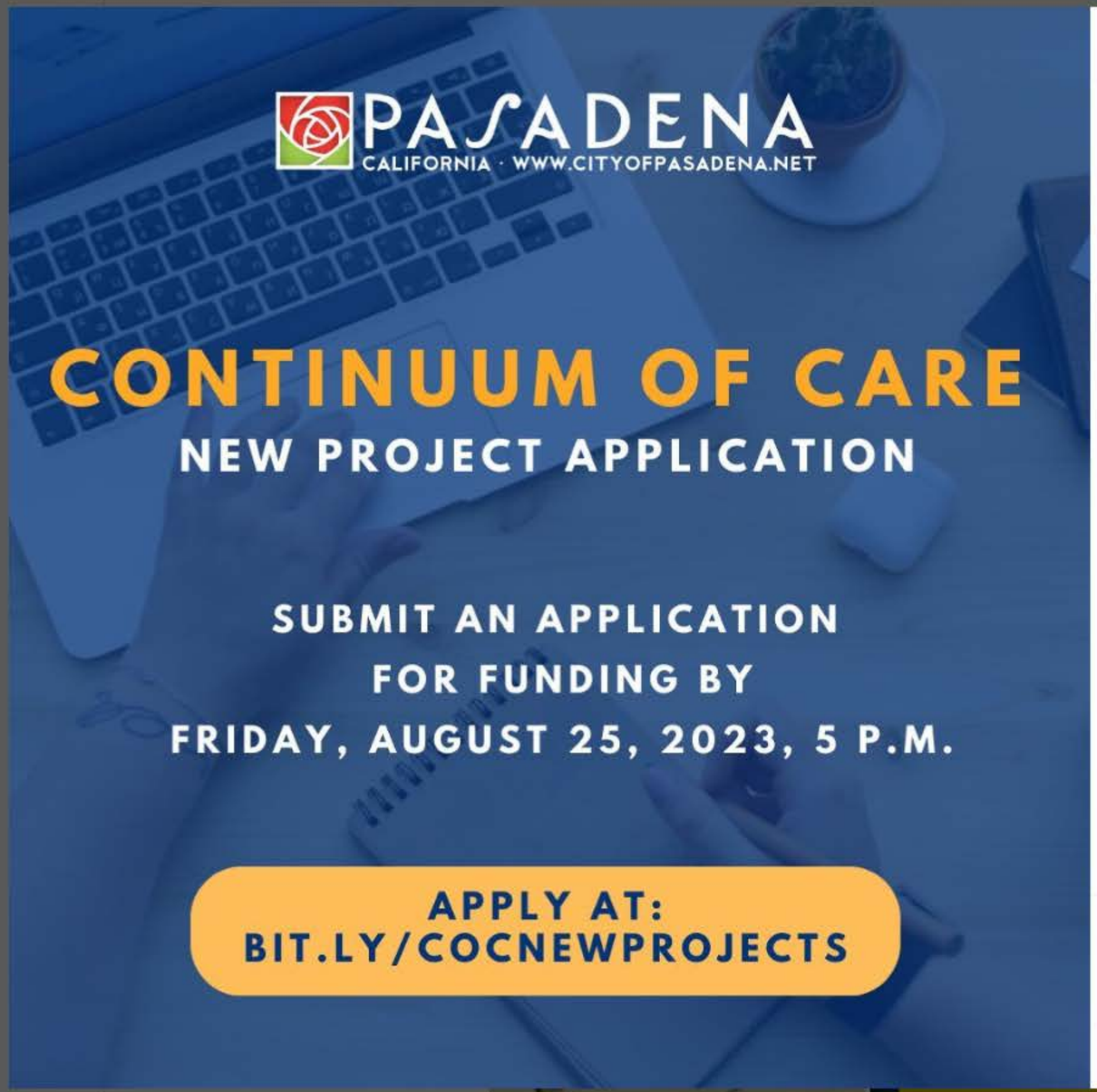


cityofpasadena

cityofpasadena The City of Pasadena is seeking qualified non-profit agencies to apply for available bonus funding to administer permanent housing programs as part of the 2023 Continuum of Care (CoC) program competition.

The Pasadena Department of Housing will submit an application to the U.S. Department of Housing and Urban Development (HUD), which will include up to three applications for new or expanded permanent housing programs, including permanent supportive housing and/or rapid rehousing.

Interested applicants are encouraged to attend the New Project workshop via Zoom to review available funding opportunities on Thursday, July 27 at 1:30 p.m.

Agencies interested in submitting an application for CoC funding are required to do so by 5 p.m. on Friday, August 25, 2023.

Additional information regarding this funding opportunity is available on the Pasadena Partnership website at Bit.ly/COCNewProjects.

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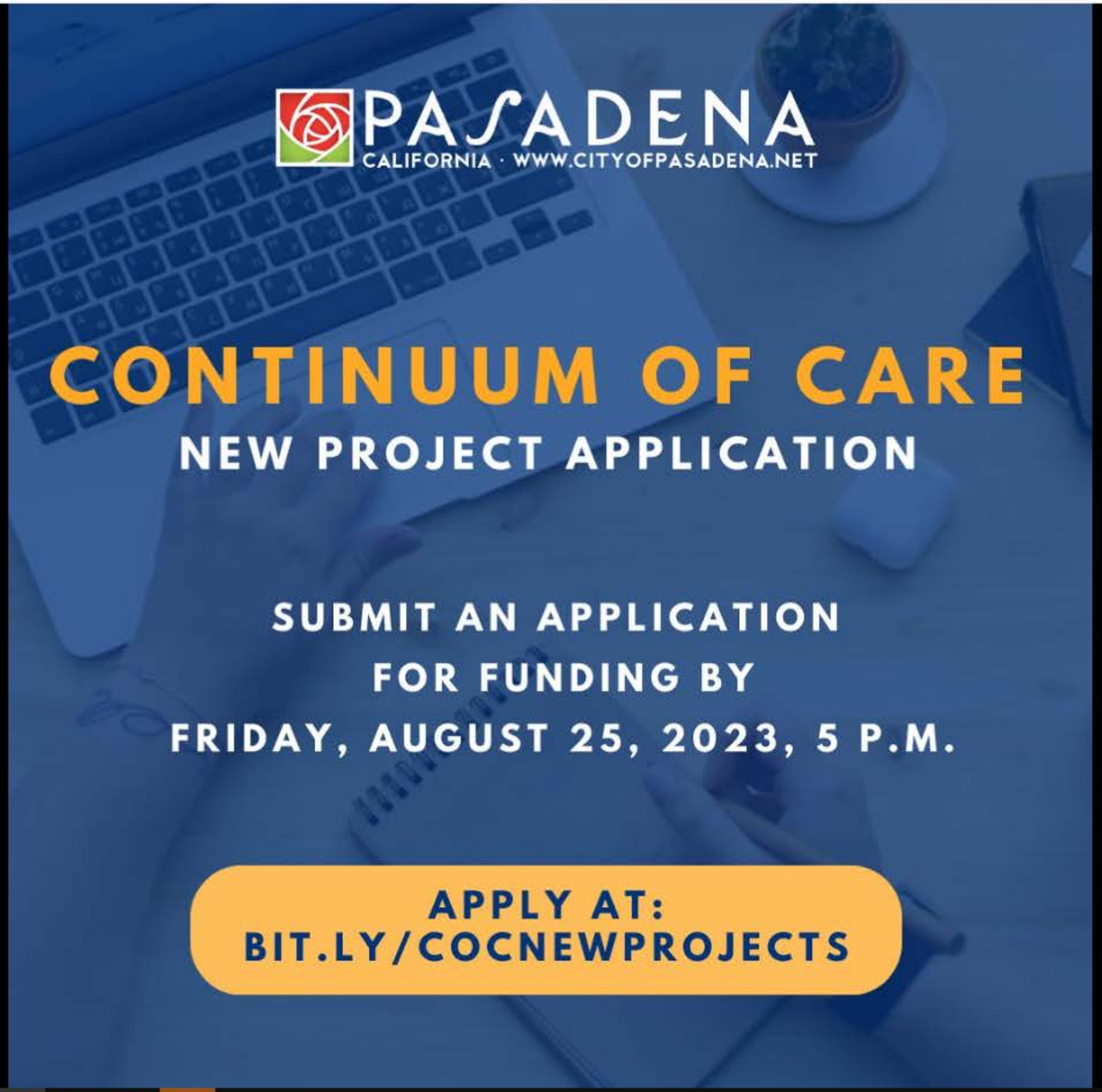


City of Pasadena - Public Agency
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See less

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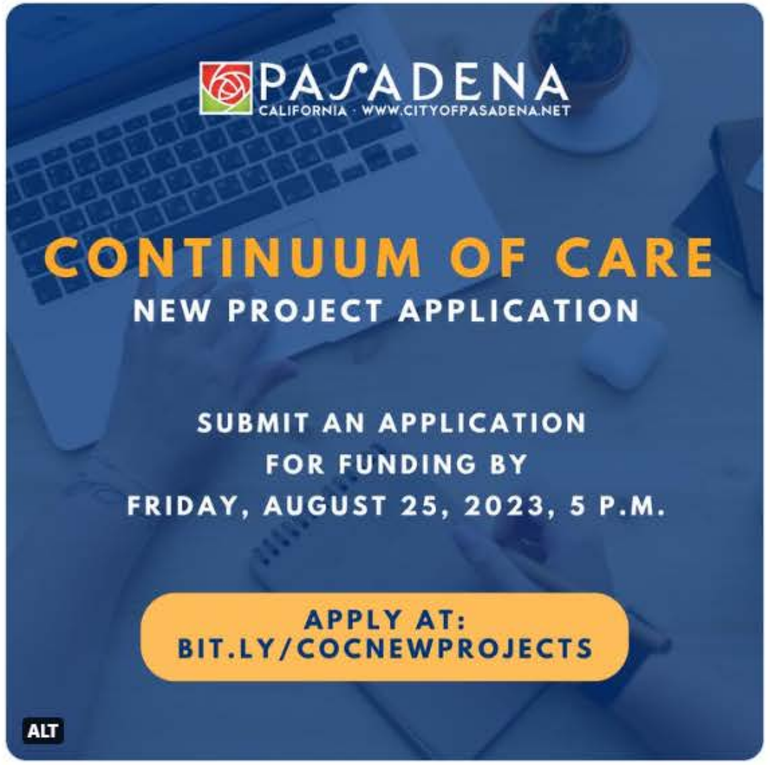
**City of Pasadena**
@PasadenaGov

The City of Pasadena is seeking qualified non-profit agencies to apply for available bonus funding to administer permanent housing programs as part of the 2023 Continuum of Care (CoC) program competition.

Apply by 8/25 at Bit.ly/COCNewProjects

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2023 Continuum of Care All Project List – Pasadena CoC

| Project Name | Project Category | Project Score | Requested Funding Amount | Applicant | Project Rank | Reallocated Funds |
|---|---|---|---|---|---|---|
| **PROJECTS ACCEPTED** | | | | | | |
| Centennial Place Supportive Services | Renewal | N/A | $204,697 | Union Station Homeless Services | 1 | $0 |
| HMIS | Renewal | 49/50 | $225,378 | City of Pasadena | 2 | $0 |
| Euclid Villa | Renewal | 93.5/97 | $206,617 | Union Station Homeless Services | 3 | $0 |
| Coordinated Entry System (CES) | Renewal | 95.17/100 | $124,423 | Union Station Homeless Services | 4 | $0 |
| DV Rapid Rehousing | Renewal | 46.83/50 | $474,569 | Volunteers of America Los Angeles | 5 | $0 |
| Hestia House | Renewal | 90.33/101 | $297,175 | Pacific Clinics | 6 | $0 |
| Community Linkages DV-SSO | Renewal | 88.67/100 | $144,511 | Union Station Homeless Services | 7 | $0 |
| Home First Pasadena | Renewal | 41.5/50 | $150,000 | Housing Works | 8 | $0 |
| Holly Street Housing | Renewal | 74.5/91 | $900,958 | Union Station Homeless Services | 9 | ($200,000) |
| Step Up PSH | Renewal | 69.83/90 | $392,065 | Step Up on Second Street, Inc. | 10 | $0 |
| CoC Rental Assistance Consolidated | Renewal | 77.17/101 | $301,812 | City of Pasadena | 11 | $0 |
| Rapid Rehousing Reallocation | New | 111.7/145 | $200,000 | Union Station Homeless Services | 12 | ($200,000) |
| CoC Rental Assistance | Renewal | 81.5/101 | $848,503 | City of Pasadena | 13 | $0 |
| Hope Center Supportive Services | New | 109.7/145 | $100,000 | The Salvation Army | 14 | ($46,226) |
| Rapid Rehousing CoC Bonus | New | 111.3/145 | $262,411 | Union Station Homeless Services | 15 | $0 |
| Volunteers of America DV Bonus Expansion | New | 122.7/140 | $219,354 | Volunteers of America Los Angeles | 16 | $0 |
| CoC Planning Project Application | New | N/A | $225,847 | City of Pasadena | N/A | $0 |
| **PROJECTS REJECTED** | | | | | | |
| Shepherds Door Domestic Violence Rapid Rehousing | New | 99.7/140 | N/A | Shepherds Door | Rejected | N/A |
| **PROJECTS ELIMINATED** | | | | | | |
| Navarro House | Renewal | N/A | N/A | Affordable Housing Services | Fully Reallocated | ($46,226) |

# CoC Application

The City of Pasadena, as the Pasadena CoC's Collaborative Applicant, is responsible for submitting the CoC Application to HUD. The CoC Application contains information on the CoC planning body, governance structure, overall performance, and strategic planning process and determines the CoCs are funded in.

Below is the CoC's Consolidated Application and Priority Listing that was submitted to HUD, as well as a list of all projects received during the local competition.

## 2023 Application

**2023 CoC Approved Application**
Coming Soon

**2023 Priority Listing**
Coming Soon

**2023 All Projects List**
Posted September 15, 2023

## 2022 Application

**2022 CoC Approved Application**
Posted on September 28, 2022.
Final Version

**2022 Priority Listing**
Posted on September 28, 2022

**2022 All Projects List**
Posted September 27, 2022



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9/15/2023

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pasadenapartnership.org/wp-content/uploads/2023/09/FY2023-CoC-Application-All-Projects-List.pdf
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2023 Continuum of Care All Project List – Pasadena CoC

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| Navarro House | Renewal | N/A | N/A | Affordable Housing Services | Fully Reallocated | ($46,226) |

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9/15/2023

# 2023 HDX Competition Report

## PIT Count Data for CA-607 - Pasadena CoC

### Total Population PIT Count Data

| | 2020 PIT | 2021 PIT * | 2022 PIT | 2023 PIT |
|---|---|---|---|---|
| Total Sheltered and Unsheltered Count | **527** | **465** | **512** | **556** |
| Emergency Shelter Total | 194 | 133 | 192 | 211 |
| Safe Haven Total | 0 | 0 | 0 | 0 |
| Transitional Housing Total | 39 | 38 | 40 | 42 |
| Total Sheltered Count | **233** | **171** | **232** | **253** |
| Total Unsheltered Count | **294** | **294** | **280** | **303** |

### Chronically Homeless PIT Counts

| | 2020 PIT | 2021 PIT * | 2022 PIT | 2023 PIT |
|---|---|---|---|---|
| Total Sheltered and Unsheltered Count of Chronically Homeless Persons | **275** | **262** | **270** | **299** |
| Sheltered Count of Chronically Homeless Persons | 119 | 106 | 106 | 111 |
| Unsheltered Count of Chronically Homeless Persons | 156 | 156 | 164 | 188 |

# 2023 HDX Competition Report

## PIT Count Data for CA-607 - Pasadena CoC

### Homeless Households with Children PIT Counts

| | 2020 PIT | 2021 PIT * | 2022 PIT | 2023 PIT |
|---|---|---|---|---|
| Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children | **24** | **18** | **25** | **23** |
| Sheltered Count of Homeless Households with Children | 24 | 18 | 23 | 23 |
| Unsheltered Count of Homeless Households with Children | 0 | 0 | 2 | 0 |

### Homeless Veteran PIT Counts

| | 2011 PIT | 2020 PIT | 2021 PIT * | 2022 PIT | 2023 PIT |
|---|---|---|---|---|---|
| Total Sheltered and Unsheltered Count of the Number of Homeless Veterans | **89** | **38** | **33** | **28** | **40** |
| Sheltered Count of Homeless Veterans | 13 | 8 | 3 | 3 | 3 |
| Unsheltered Count of Homeless Veterans | 76 | 30 | 30 | 25 | 37 |

*For CoCs that did not conduct an unsheltered count in 2021, 2020 data were used.

# 2023 HDX Competition Report

## HIC Data for CA-607 - Pasadena CoC

### HMIS Bed Coverage Rates

| Project Type | Total Year-Round, Current Beds | Total Current, Year-Round, HMIS Beds | Total Year-Round, Current, Non-VSP Beds* | HMIS Bed Coverage Rate for Year-Round Beds | Total Year-Round, Current VSP Beds in an HMIS Comparable Database | Total Year-Round, Current, VSP Beds** | HMIS Comparable Bed Coverage Rate for VSP Beds | Total Current, Year-Round, HMIS Beds and VSP Beds in an HMIS Comparable Database | HMIS and Comparable Database Coverage Rate |
|---|---|---|---|---|---|---|---|---|---|
| ES Beds | 145 | 139 | 145 | 95.86% | 0 | 0 | NA | 139 | 95.86% |
| SH Beds | 0 | 0 | 0 | NA | 0 | 0 | NA | 0 | NA |
| TH Beds | 56 | 38 | 56 | 67.86% | 0 | 0 | NA | 38 | 67.86% |
| RRH Beds | 101 | 101 | 101 | 100.00% | 0 | 0 | NA | 101 | 100.00% |
| PSH Beds | 447 | 418 | 447 | 93.51% | 0 | 0 | NA | 418 | 93.51% |
| OPH Beds | 109 | 0 | 109 | 0.00% | 0 | 0 | NA | 0 | 0.00% |
| Total Beds | 858 | 696 | 858 | 81.12% | 0 | 0 | NA | 696 | 81.12% |

# 2023 HDX Competition Report

**HIC Data for CA-607 - Pasadena CoC**

# 2023 HDX Competition Report

## HIC Data for CA-607 - Pasadena CoC

**Notes**
***For OPH Beds, this does NOT include any beds that are Current, Non-VSP, Non-HMIS, and EHV-funded.**
****For OPH Beds, this does NOT include any beds that are Current, VSP, Non-HMIS, and EHV-funded.**
**In the HIC, "Year-Round Beds" is the sum of "Beds HH w/o Children", "Beds HH w/ Children", and "Beds HH w/ only Children". This does not include Overflow ("O/V Beds") or Seasonal Beds ("Total Seasonal Beds").**
**In the HIC, Current beds are beds with an "Inventory Type" of "C" and not beds that are Under Development ("Inventory Type" of "U").**

### PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

| Chronically Homeless Bed Counts | 2020 HIC | 2021 HIC | 2022 HIC | 2023 HIC |
|---|---|---|---|---|
| Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC | 119 | 3 | 103 | 94 |

### Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

| Households with Children | 2020 HIC | 2021 HIC | 2022 HIC | 2023 HIC |
|---|---|---|---|---|
| RRH units available to serve families on the HIC | 0 | 0 | 7 | 8 |

### Rapid Rehousing Beds Dedicated to All Persons

| All Household Types | 2020 HIC | 2021 HIC | 2022 HIC | 2023 HIC |
|---|---|---|---|---|
| RRH beds available to serve all populations on the HIC | 25 | 19 | 66 | 101 |

# 2023 HDX Competition Report

**HIC Data for CA-607 - Pasadena CoC**

# 2023 HDX Competition Report

# FY2022 - Performance Measurement Module (Sys PM)

## Summary Report for CA-607 - Pasadena CoC

## Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

***Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.***
***Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.***

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

| | Universe (Persons) | | Average LOT Homeless (bed nights) | | | | Median LOT Homeless (bed nights) | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Revised FY 2021 | FY 2022 | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
| 1.1 Persons in ES and SH | 381 | 504 | 177 | 172 | 109 | -63 | 71 | 67 | 34 | -33 |
| 1.2 Persons in ES, SH, and TH | 442 | 561 | 177 | 172 | 120 | -52 | 90 | 85 | 41 | -44 |

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

# 2023 HDX Competition Report

## FY2022 - Performance Measurement Module (Sys PM)

| | Universe (Persons) | | Average LOT Homeless (bed nights) | | | | Median LOT Homeless (bed nights) | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Revised FY 2021 | FY 2022 | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
| 1.1 Persons in ES, SH, and PH (prior to "housing move in") | 404 | 572 | 1313 | 1291 | 1224 | -67 | 962 | 907 | 849 | -58 |
| 1.2 Persons in ES, SH, TH, and PH (prior to "housing move in") | 468 | 630 | 1185 | 1158 | 1142 | -16 | 767 | 759 | 781 | 22 |

## Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range.Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

| | Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior) | | Returns to Homelessness in Less than 6 Months | | | Returns to Homelessness from 6 to 12 Months | | | Returns to Homelessness from 13 to 24 Months | | | Number of Returns in 2 Years | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Revised FY 2021 | FY 2022 | Revised FY 2021 | FY 2022 | % of Returns | Revised FY 2021 | FY 2022 | % of Returns | Revised FY 2021 | FY 2022 | % of Returns | FY 2022 | % of Returns |
| Exit was from SO | 9 | 8 | 0 | 1 | 13% | 0 | 0 | 0% | 1 | 0 | 0% | 1 | 13% |
| Exit was from ES | 94 | 108 | 2 | 1 | 1% | 1 | 1 | 1% | 4 | 1 | 1% | 3 | 3% |
| Exit was from TH | 33 | 50 | 0 | 0 | 0% | 0 | 1 | 2% | 0 | 1 | 2% | 2 | 4% |
| Exit was from SH | 0 | 0 | 0 | 0 | | 0 | 0 | | 0 | 0 | | 0 | |
| Exit was from PH | 59 | 38 | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 1 | 3% | 1 | 3% |
| TOTAL Returns to Homelessness | 195 | 204 | 2 | 2 | 1% | 1 | 2 | 1% | 5 | 3 | 1% | 7 | 3% |

## Measure 3: Number of Homeless Persons

### Metric 3.1 – Change in PIT Counts

# 2023 HDX Competition Report
## FY2022 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

| | January 2021 PIT Count | January 2022 PIT Count | Difference |
|---|---|---|---|
| Universe: Total PIT Count of sheltered and unsheltered persons | | 512 | |
| Emergency Shelter Total | 133 | 192 | 59 |
| Safe Haven Total | 0 | 0 | 0 |
| Transitional Housing Total | 38 | 40 | 2 |
| Total Sheltered Count | 171 | 232 | 61 |
| Unsheltered Count | | 280 | |

### Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Unduplicated Total sheltered homeless persons | 438 | 448 | 569 | 121 |
| Emergency Shelter Total | 380 | 387 | 512 | 125 |
| Safe Haven Total | 0 | 0 | 0 | 0 |
| Transitional Housing Total | 59 | 65 | 58 | -7 |

## Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Number of adults (system stayers) | 157 | 161 | 136 | -25 |
| Number of adults with increased earned income | 8 | 11 | 10 | -1 |
| Percentage of adults who increased earned income | 5% | 7% | 7% | 0% |

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Number of adults (system stayers) | 157 | 161 | 136 | -25 |
| Number of adults with increased non-employment cash income | 88 | 91 | 61 | -30 |
| Percentage of adults who increased non-employment cash income | 56% | 57% | 45% | -12% |

Metric 4.3 – Change in total income for adult system stayers during the reporting period

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Number of adults (system stayers) | 157 | 161 | 136 | -25 |
| Number of adults with increased total income | 94 | 99 | 66 | -33 |
| Percentage of adults who increased total income | 60% | 61% | 49% | -12% |

# 2023 HDX Competition Report

## FY2022 - Performance Measurement Module (Sys PM)

### Metric 4.4 – Change in earned income for adult system leavers

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Number of adults who exited (system leavers) | 9 | 9 | 18 | 9 |
| Number of adults who exited with increased earned income | 1 | 1 | 4 | 3 |
| Percentage of adults who increased earned income | 11% | 11% | 22% | 11% |

### Metric 4.5 – Change in non-employment cash income for adult system leavers

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Number of adults who exited (system leavers) | 9 | 9 | 18 | 9 |
| Number of adults who exited with increased non-employment cash income | 6 | 6 | 12 | 6 |
| Percentage of adults who increased non-employment cash income | 67% | 67% | 67% | 0% |

### Metric 4.6 – Change in total income for adult system leavers

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Number of adults who exited (system leavers) | 9 | 9 | 18 | 9 |
| Number of adults who exited with increased total income | 7 | 7 | 15 | 8 |
| Percentage of adults who increased total income | 78% | 78% | 83% | 5% |

# 2023 HDX Competition Report
# FY2022 - Performance Measurement Module (Sys PM)

## Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Person with entries into ES, SH or TH during the reporting period. | 316 | 325 | 471 | 146 |
| Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year. | 84 | 88 | 82 | -6 |
| Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time) | 232 | 237 | 389 | 152 |

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Person with entries into ES, SH, TH or PH during the reporting period. | 368 | 389 | 558 | 169 |
| Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year. | 109 | 113 | 108 | -5 |
| Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.) | 259 | 276 | 450 | 174 |

## Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2022 (Oct 1, 2021 - Sept 30, 2022) reporting period.

## Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Persons who exit Street Outreach | 162 | 164 | 135 | -29 |
| Of persons above, those who exited to temporary & some institutional destinations | 43 | 44 | 38 | -6 |
| Of the persons above, those who exited to permanent housing destinations | 14 | 20 | 32 | 12 |
| % Successful exits | 35% | 39% | 52% | 13% |

Metric 7b.1 – Change in exits to permanent housing destinations

# 2023 HDX Competition Report

## FY2022 - Performance Measurement Module (Sys PM)

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing | 296 | 293 | 401 | 108 |
| Of the persons above, those who exited to permanent housing destinations | 59 | 61 | 73 | 12 |
| % Successful exits | 20% | 21% | 18% | -3% |

Metric 7b.2 – Change in exit to or retention of permanent housing

| | Submitted FY 2021 | Revised FY 2021 | FY 2022 | Difference |
|---|---|---|---|---|
| Universe: Persons in all PH projects except PH-RRH | 415 | 420 | 405 | -15 |
| Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations | 409 | 413 | 395 | -18 |
| % Successful exits/retention | 99% | 98% | 98% | 0% |

# 2023 HDX Competition Report

## FY2022 - SysPM Data Quality

### CA-607 - Pasadena CoC

| | All ES, SH | | | All TH | | | All PSH, OPH | | | All RRH | | | All Street Outreach | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Submitted FY2020 | Submitted FY2021 | FY2022 | Submitted FY2020 | Submitted FY2021 | FY2022 | Submitted FY2020 | Submitted FY2021 | FY2022 | Submitted FY2020 | Submitted FY2021 | FY2022 | Submitted FY2020 | Submitted FY2021 | FY2022 |
| 1. Number of non-DV Beds on HIC | 132 | 91 | 114 | 51 | 44 | 22 | 434 | 433 | 556 | 25 | 19 | 66 | | | |
| 2. Number of HMIS Beds | 132 | 91 | 114 | 51 | 44 | 22 | 418 | 417 | 418 | 25 | 19 | 66 | | | |
| 3. HMIS Participation Rate from HIC ( % ) | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 96.31 | 96.30 | 75.18 | 100.00 | 100.00 | 100.00 | | | |
| 4. Unduplicated Persons Served (HMIS) | 664 | 387 | 512 | 105 | 65 | 58 | 433 | 435 | 431 | 42 | 91 | 166 | 222 | 245 | 352 |
| 5. Total Leavers (HMIS) | 537 | 309 | 402 | 81 | 37 | 38 | 37 | 35 | 46 | 23 | 6 | 33 | 175 | 164 | 137 |
| 6. Destination of Don't Know, Refused, or Missing (HMIS) | 216 | 18 | 21 | 7 | 17 | 3 | 0 | 1 | 1 | 0 | 0 | 0 | 27 | 25 | 10 |
| 7. Destination Error Rate (%) | 40.22 | 5.83 | 5.22 | 8.64 | 45.95 | 7.89 | 0.00 | 2.86 | 2.17 | 0.00 | 0.00 | 0.00 | 15.43 | 15.24 | 7.30 |

2023 HDX Competition Report

**FY2022 - SysPM Data Quality**

# 2023 HDX Competition Report

## Submission and Count Dates for CA-607 - Pasadena CoC

### Date of PIT Count

| | Date | Received HUD Waiver |
|---|---|---|
| Date CoC Conducted 2023 PIT Count | 1/24/2023 | |

### Report Submission Date in HDX

| | Submitted On | Met Deadline |
|---|---|---|
| 2023 PIT Count Submittal Date | 4/25/2023 | Yes |
| 2023 HIC Count Submittal Date | 4/25/2023 | Yes |
| 2022 System PM Submittal Date | 2/28/2023 | Yes |

HOUSING DEPARTMENT

Jennifer O'Reilly-Jones
City of Pasadena Housing Department
649 N. Fair Oaks Ave., Suite 202
Pasadena, CA 91103

RE: 2023 Continuum of Care Application-The Salvation Army HOPE Center
Commitment of 65 Housing Choice Vouchers for Permanent Supportive Housing

Dear Ms. O'Reilly-Jones:

The City of Pasadena Housing Department (CoPHD) is pleased to support the Pasadena Continuum of Care's 2023 application to the U.S. Department of Housing and Urban Development (HUD) for the new The Salvation Army Hope Center project. I understand that this program will provide supportive services to formerly homeless tenants living at a new, recently opened permanent supportive housing site (Hope Center) at 1000 E. Walnut Street in Pasadena operated by The Salvation Army.

The CoPHD serves as the Public Housing Agency (PHA) for the City of Pasadena and has committed 55 project-based Section 8 vouchers and 10 Mainstream vouchers to provide permanent supportive housing to veterans and people experiencing chronic homelessness living at the Hope Center. These vouchers will be leveraged to support 100% of the total units included in the new CoC project application. These vouchers are currently in use and supporting the project and will continue to support the project ongoingly.

If you have any questions, please contact Anne Lansing, Housing Assistance Officer, at alansing@cityofpasadena.net or by phone at (626) 744-6701.

Sincerely,

William K. Huang
Housing Director

649 North Fair Oaks Avenue, Suite 202 · P.O. Box 7115 · Pasadena, CA 91109-7215
(626) 744-8300 Fax (626) 744-8340
www.cityofpasadena.net

**Contract No. 23,289-2**

**SECTION 8 HOUSING CHOICE VOUCHER PROGRAM**
**PROJECT-BASED VOUCHER ASSISTANCE**
**SALVATION ARMY HOPE CENTER PROJECT**

**Amendment to Exhibit C Description of Housing**

This Amendment to the Agreement to Enter into a Housing Assistance Payment Contract ("Amendment") is entered into as of September 1, 2022 between the City of Pasadena, a California municipal corporation ("City") and The Salvation Army Hope Center, L.P., a California limited partnership (the "Owner"). Owner and City also are each individually referred to as a "Party", and collectively as the "Parties".

WHEREAS, the City of Pasadena ("City") and Owner were parties to that certain Agreement to Enter into a Housing Assistance Payments Contract dated October 21, 2021 (the "AHAP Contract") in connection with the Salvation Army Hope Center rental housing project under development at 1000 E. Walnut St, Pasadena, CA (the "Salvation Army Hope Center Project"); and

WHEREAS, the AHAP Contract committed to project-base 65 zero bedroom vouchers for the purpose of providing affordable permanent supportive housing for persons experiencing homelessness at the project to be developed by the Owner as Salvation Army Hope Center; and

WHEREAS, Exhibit C of the AHAP Contract provides a description of the project-based units and identifies specific contract units and funding sources; and

WHEREAS, the Parties have agreed to replace 10 of the project–based Section 8 vouchers with 10 project-based Mainstream vouchers; and

WHEREAS, the City believes that amending the AHAP contract to substitute project-based Section 8 Vouchers with project-based Mainstream vouchers serves the best interests of the community by enabling the Salvation Army Hope Center to provide safe and sanitary permanent supportive housing at affordable rents to persons experiencing homelessness in Pasadena.

NOW, THEREFORE, in consideration of the provisions contained herein, the City and Owner agree as follows:

Exhibit C of the AHAP Contract (Description of Housing) is hereby deleted in its entirety and replaced with the revised document in Exhibit C, attached hereto and incorporated by this reference.

This Amendment, the agreements specifically referred to herein, and all exhibits incorporated herein and attached hereto, integrate all of the terms and conditions mentioned herein, and represents the entire and integrated agreement between the City and the Owner with respect to the subject matter hereof. The Amendment supersedes all prior oral or written negotiations, representations or agreements with respect to the subject matter hereof. This Amendment amends, as set forth herein, the AHAP Contract and, except as specifically amended hereby, the AHAP Contract shall remain in full force and effect. To the extent that there is any conflict or inconsistency between the terms and provisions of this Amendment and the terms and

provisions of the AHAP Contract and any previous amendment or extension thereto, the terms and provisions of this Amendment shall control and govern the rights and obligations of the Parties.

This Amendment and the AHAP Contract may not be amended, nor any provision or breach hereof waived, except in a written instrument signed by the parties, which expressly refers to the AHAP Contract. Except where otherwise required by federal law or HUD requirements, no changes in the Amendment or the AHAP Contract may be made except in a written instrument signed by both the Owner and the City.

"CITY"

**City of Pasadena**, a California municipal corporation

By: Nicholas Rodriquez (Jan 30, 2023 18:59 PST)

Miguel Márquez, City Manager

Date: 01/30/2023

Attested:

Mark Jomsky (Jan 31, 2023 14:00 PST)

Mark Jomsky
City Clerk

Approved as to form:

Dion O'Connell (Jan 30, 2023 10:57 PST)

Dion O'Connell
Deputy City Attorney

"OWNER"

**The Salvation Army Hope Center Apartments , L.P.,** a California limited partnership
By: The Salvation Army Westwood Village, Inc, a California corporation
Its: General Partner

By: _____
Kelly Pontsler, Treasurer

Date: NOV 17 2022

**EXHIBIT "C"**

## DESCRIPTION OF HOUSING

The Hope Center is a proposed new construction Permanent Supportive Housing (PSH) project that will be located at 1000 E. Walnut St., Pasadena CA 91106. When completed, the project will provide 65 zero bedroom (studio), 1-bath units for individuals experiencing homelessness, and one 1-bedroom manager's unit. Sixteen of the units will be project-based VASH, which are designated for veterans experiencing homelessness, and 10 of the units will be project-based Mainstream vouchers, which are designated for persons under age 62 with disabilities. The remaining 39 units are regular Section 8 project-based vouchers. The unit numbers and square footage of the project-based units are as follows:

| 2nd Floor Units | Bdrm Size | Square footage | 3rd Floor Units | Bdrm Size | Square footage | 4th Floor Units | Bdrm Size | Square footage |
|---|---|---|---|---|---|---|---|---|
| 201 | 0 | 317 | 301 | 0 | 317 | 401 | 0 | 316 |
| 202 | 0 | 273 | 302 | 0 | 273 | 402 | 0 | 273 |
| 203 | 0 | 293 | 303 | 0 | 289 | 403 | 0 | 289 |
| 204 | 0 | 289 | 304 | 0 | 289 | 404 | 0 | 288 |
| 205 | 0 | 273 | 305 | 0 | 273 | 405 | 0 | 273 |
| 206 | 0 | 289 | 306 | 0 | 289 | 406 | 0 | 289 |
| 207 | 0 | 273 | 307 | 0 | 273 | 407 | 0 | 273 |
| 208 | 0 | 289 | 308 | 0 | 289 | 408 | 0 | 289 |
| 209 | 0 | 273 | 309 | 0 | 273 | 409 | 0 | 273 |
| 210 | 0 | 363 | 310 | 0 | 364 | 410 | 0 | 364 |
| 211 | 0 | 364 | 311 | 0 | 364 | 411 | 0 | 363 |
| 212 | 0 | 272 | 312 | 0 | 272 | 412 | 0 | 272 |
| 213 | 0 | 289 | 313 | 0 | 289 | 413 | 0 | 289 |
| 214 | 0 | 273 | 314 | 0 | 273 | 414 | 0 | 273 |
| 215 | 0 | 289 | 316 | 0 | 273 | 415 | 0 | 282 |
| 216 | 0 | 273 | 317 | 0 | 289 | 416 | 0 | 273 |
| 217 | 0 | 289 | 318 | 0 | 291 | 417 | 0 | 289 |
| 218 | 0 | 289 | 319 | 0 | 274 | 419 | 0 | 273 |
| 219 | 0 | 272 | 320 | 0 | 273 | 420 | 0 | 273 |
| 220 | 0 | 273 | 321 | 0 | 316 | 421 | 0 | 316 |
| 221 | 0 | 317 | 322 | 0 | 318 | | | |
| 222 | 0 | 318 | 323 | 0 | 333 | | | |
| 223 | 0 | 334 | | | | | | |

The estimated initial rent schedule, which is subject to change based on changes in FMR and utility allowance, is as follows:

| Bedroom Size | Gross Rent | Utility Allowance | Contract Rent |
|---|---|---|---|
| Studio/0 (39 units) | $1384 | $48 | $1336 |
| Studio/0 Mainstream (10 units) | $1384 | $48 | $1336 |
| Studio/0 VASH (16 units) | $1661 | $48 | $1613 |

Residents will be responsible for electric bills. The property owner will pay for gas, water and trash service.

Units will have a combination heat/AC unit. Cable TV connection will be provided, and WiFi will be available in the common areas. Each unit will be supplied with a stove/range; refrigerator;

and basic furnishings including a bed, 1-2 chairs, and a small table for dining/work. There will additionally be a hanging closet and open shelves for personal items. There will be an onsite shared laundry room, and a gym and yoga room.

Supportive services will be provided on-site, including case management, and life skills training; linkage to health, mental health, and substance abuse treatment services; and referral to legal assistance.

Health Services
LOS ANGELES COUNTY

**Los Angeles County Board of Supervisors**

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Second District

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Chief Deputy Director, Clinical Affairs

**Nina J. Park, M.D.**
Chief Deputy Director, Population Health

**Elizabeth M. Jacobi, J.D.**
Administrative Deputy

313 N. Figueroa Street, Suite 912
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September 15, 2023

Mayra Chaidez
The Salvation Army
Southern California Division
16941 Keegan Avenue
Carson, CA 90746

**Re: Healthcare Leverage for Pasadena Hope Center – CoC Project Application**

Dear Ms. Chaidez:

The County of Los Angeles Department of Health Services (DHS) issues this letter in support of The Salvation Army's application for funding through the HUD Continuum of Care (CoC) Program for the Hope Center project, located at 185 N. Catalina Avenue, Pasadena, CA 91106. The Hope Center will provide 65 units of Permanent Supportive Housing (PSH) for homeless clients with chronic illnesses, complex health and behavior conditions, as well as physical disabilities.

**Healthcare Leveraging Commitment**

The County of Los Angeles, under a DHS Work Order for Supportive Housing – Intensive Case Management Services (ICMS) Program with The Salvation Army, commits to providing healthcare services through the ICMS Program for 49 of the 65 households participating in the Pasadena Hope Center CoC project. (The remaining 16 households will consist of Veterans served by VA case managers under the HUD-VASH program.)

The annual value of these services is estimated to be $25,000. The commitment to this project is approved for the period of July 1, 2024, through June 30, 2025, or for the duration of the grant period. DHS commits sufficient funding to meet HUD's healthcare leverage minimum requirement value of 25% ($25,000) of The Salvation Army's CoC funding request of $100,000 for this project.

Project eligibility for the Pasadena Hope Center program participants will be based on CoC Program fair housing requirements and will not be restricted by the health care service provider.

Sincerely,

Sarah Mahin
Director, Housing for Health
Department of Health Services
County of Los Angeles