

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 2024 CoC Program Competition Notice of Funding Opportunity (NOFO) for specific application and program requirements.
2. The FY 2024 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 2024 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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 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:

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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, 2023 to April 30, 2024:	
	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	Yes
4.	Disability Service Organizations	Yes	Yes	Yes
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	Yes	Yes
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	No	No	Yes
29.	State Domestic Violence Coalition	No	No	Yes
30.	State Sexual Assault Coalition	Yes	Yes	Yes
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

1B-1a.	Experience Promoting Racial Equity.	
	NOFO Section III.B.3.c.	

Describe in the field below your CoC's experience in effectively addressing the needs of underserved communities, particularly Black and Brown communities, who are substantially overrepresented in the homeless population.

(limit 2,500 characters)

The Pasadena CoC’s Homelessness Plan for 2024-2028 revealed that systemic inequities and discrimination often intersect and compound each other, leading to even greater disparities in homelessness among certain populations, including Black, Indigenous, and people of color (BIPOC), people with disabilities, people who identify as LGBTQ+, and survivors of domestic violence. The Pasadena CoC recognizes the importance of addressing these disparities and is committed to providing targeted support to marginalized communities. To achieve this goal, the CoC ensured that people who have experienced homelessness and representatives from marginalized groups were involved in all elements of the homelessness planning process, including program design. Strategies for addressing disparities in Pasadena were developed using ongoing disparity analyses and best practices. The CoC plans to contract with experienced trainers who represent diverse perspectives, including people of color and people with lived experience, for culturally relevant training. Training will foster empathy, understanding, critical thinking, and problem-solving and be provided in an environment that promotes honest and authentic conversations. Trainers will have qualifications and experience in the specific area they are covering, skills for productive conversations and group management, and a commitment to creating an inclusive and welcoming environment. In addition, the projects funded by the CoC strategically recruit staff who are representative of the population to be served using culturally appropriate curriculums and program design elements, and providing quality training on cultural competency to all staff. In addition the CoC’s projects utilize collaborative, client-driven, assessment, goal setting and service planning. Through methods such as motivational interviewing, the projects that the CoC funds guides participants to options in support of their goals while promoting participant decision-making. Finally, all subrecipient agencies work to ensure that the program participants they serve receive, and will continue to receive the mainstream benefits for which they are eligible, including but not limited to: General Relief (GR); CalWORKS/TANF; CalFRESH; CAPI; SSI; SSDI, and; VA benefits, and assist with linkage to employment opportunities. Some of the subrecipient agencies include SOAR certified staff members.

To further improve racial equity in our service delivery, the CoC funds

1B-2.	Open Invitation for New Members.	
	NOFO Section V.B.1.a.(2)	
	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 your CoC’s 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.

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.

1B-4.	Public Notification for Proposals from Organizations Not Previously Awarded CoC Program Funding.	
	NOFO Section V.B.1.a.(4)	
	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. The CoC announced via our website, email & online postings that our local competition for renewals would open on 8/21 & new projects on 9/4. Renewal projects were required to submit their intent to renew by 6/21 & applications were due 9/10. The CoC hosted mandatory workshops on 8/28 to review the renewal project application and submission process, and on 09/04 to review the new project application & submission process. 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:

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

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

In the chart below select yes or no to indicate whether your CoC:

1.	Consulted with ESG Program recipients in planning and allocating ESG Program funds?	Yes
2.	Provided Point-in-Time (PIT) count and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area?	Yes
3.	Ensured local homelessness information is communicated and addressed in the Consolidated Plan updates?	Yes
4.	Coordinated with ESG recipients in evaluating and reporting performance of ESG Program recipients and subrecipients?	Yes

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 family members are not separated?	Yes
3.	Worked with CoC and 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?	Yes

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 Who Have Recently Begun Experiencing Homelessness about Eligibility for Educational Services.	
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NOFO Section V.B.1.d.

Describe in the field below written policies and procedures your CoC uses to inform individuals and families who have recently begun experiencing homelessness 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	Yes	Yes
7.	Healthy Start	No	Yes
8.	Public Pre-K	Yes	Yes

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

1C-5.	Addressing Needs of Survivors of Domestic Violence, Dating Violence, Sexual Assault, and Stalking–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.	Anti-trafficking Service Providers	Yes
	Other Organizations that Help this Population (limit 500 characters)	
4.		

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

Describe in the field below how your CoC regularly collaborates with organizations that you selected yes to 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 EHV's 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 & EHV's 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.	Implemented Safety Planning, Confidentiality Protocols in Your CoC's Coordinated Entry to Address the Needs of Survivors of Domestic Violence, Dating Violence, Sexual Assault, and Stalking.	
	NOFO Section V.B.1.e.	
	Describe in the field below how your CoC's coordinated entry addresses the needs of DV survivors by including:	
1.	safety planning protocols; and	
2.	confidentiality protocols.	

(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 9/20/2 at a CES case conferencing meeting with attendees from multiple agencies across the CoC. 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 & choice. Topics included: screening for & DV dynamics, the cycle of abuse/power dynamics, types of abuse, signs/symptoms of trauma, common red flags/DV indicators, 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 a 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/ BIPOC, & legal remedies. CoC staff also share outside training opportunities w/ providers, including serving undocumented survivors & safety improvements for LGBTQ+ survivors. VSPs are state-mandated to complete a 40 hr DV training which addresses DV-related civil & criminal law, 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, & confiden

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

In the chart below, indicate how your CoC facilitates training for project staff and coordinated entry staff that addresses best practices on safety planning and confidentiality protocols:

		Project Staff	Coordinated Entry Staff
1.	Training Occurs at least annually?	Yes	Yes
2.	Incorporates Trauma Informed best practices?	Yes	Yes
3.	Incorporates Survivor-Centered best practices?	Yes	Yes
4.	Identifies and assesses survivors’ individual safety needs?	Yes	Yes
5.	Enhances and supports collaboration with DV organizations?	Yes	Yes

6.	Ensures survivors' rights, voices, and perspectives are incorporated?	Yes	Yes
Other? (limit 500 characters)			
7.	Training on the following topics: Harm Reduction Approach, Ensuring Internet, Cell Phone, and Social Media Safety (Electronic Communication Safety)	Yes	Yes

** **

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

Describe in the field below:

- | | |
|----|------------------------------------------------------------------------------------------------------------------------------|
| 1. | whether your CoC's written policies and procedures include an emergency transfer plan; |
| 2. | how your CoC informs all households seeking or receiving CoC Program assistance about their rights to an emergency transfer; |
| 3. | what your CoC requires households to do to request emergency transfers; and |
| 4. | what your CoC does in response to households requesting emergency transfers. |

(limit 2,500 characters)

1. The CoC has policies/procedures to protect the safety of all who seek/receive CoC assistance, including an Emergency Transfer Plan (ETP). The CoC requires, contractually & through Written Standards, all CoC-funded agencies to adopt the Model ETP for Victims of DV, SA or Stalking (HUD Form 5381) or an equivalent plan meeting VAWA reqs. 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) at program entry & annually. The CoC confirms compliance w/ these reqs while monitoring. CoC staff attended the recent HUD Fair Housing Training on 01/30/2024, and the VAWA 2024 webinars to ensure compliance & ETP best practices.

2. Per the CoC's Written Standards, the CoC's subrecipient agencies inform all program participants served by CoC-funded projects of their rights to an emergency transfer under VAWA at program enrollment. Participants are provided with copies of Notice of Occupancy Rights under VAWA (HUD Form 5380) and the Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking, and Alternate Documentation (HUD Form 5382). In addition to receiving copies of HUD Form 5380 and 5382, program participants receive verbal explanation of the contents of HUD Form 5380, examples of situations of when such rights apply, and the process of seeking and implementing an emergency transfer via Emergency Transfer Request for Certain Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking (HUD Form 5383), and how to complete forms 5382 and 5383.

3 & 4. Tenants can request an ET regardless of sex/gender/sexual orientation if they fear imminent harm from DV/SA/stalking &/or if they were the victim of SA in their home in the last 90 days. While the CoC does not prescribe how ET requests must be made, agencies must establish their own protocols (written/oral) & relay them to participants. Per the CoC's Written Standards, agencies must also provide all participants, regardless of survivor status, a Cert. of DV, SA or Stalking, & Alt. Documentation (HUD Form 5382). The CES PH Transfer Policy outlines the types of transfers that are allowed within CES, including ETs. The policy facilitates rapid ETs by informing all CES & housing staff of their allowability & embedding them in existing transfer/matching protocols. Once the request is received, the CoC confirms eligibility, gathers info about those involved & any imme

1C-5e.	Facilitating Safe Access to Housing and Services 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 ensures households experiencing trauma or a lack of safety related to fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking have safe access to all of the housing and services available within your CoC's geographic area.

(limit 2,500 characters)

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 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 safely move through the system & access all services/housing resources. The CoC's DV Coordinator provides training to all CES/program staff to promote trauma-informed, survivor-centered care. Further, the CoC established 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.

1C-5f.	Identifying and Removing Barriers 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 ensures survivors receive safe housing and services by:		
1.	identifying barriers specific to survivors; and	
2.	working to remove those barriers.	

(limit 2,500 characters)

The CoC continues to cultivate collaborative partnerships w/ local DV providers/experts to stay informed about survivor challenges when accessing services. The CoC's new DV RRH program started in Dec 2022 & staff worked w/ the operator to ensure they were connected with all local DV & homeless services providers to facilitate timely referrals & rapid lease up. This included connections between the CoC's Coordinated Entry Supportive Services Only program called Pasadena Community Linkages and the DV RRH program to strengthen the collaborations between agencies and effectively serve households experiencing DV. The CoC also worked with the operator of the DV RRH program to ensure that they were connected to the Family Coordinated Entry System in the CoC to further advance ongoing collaboration, linkages, referrals, resources and supports to those families experiencing DV.

In addition, the CoC 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, strict rules around financial assistance). CoC staff utilized this information to adjust service provision policies accordingly, allowing for flexible financial assistance to support unique client needs (i.e. car repairs). The CoC also collects & analyzes de-identified data, including demographic info & patterns of service utilization, which is disaggregated to identify trends/disparities. The CoC regularly reviews our policies to assess whether they inadvertently create barriers for survivors (i.e. eligibility criteria, intake processes, retraumatization) & incorporate changes based on best practices & survivor/provider feedback.

1C-6.	Addressing the Needs of Lesbian, Gay, Bisexual, Transgender and Queer+–Anti-Discrimination Policy and Equal Access Trainings.	
	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. The CoC convened an Equity & Respect workgroup Jan- Mar 2023, to develop goals addressing systemic inequities, discrimination & disparities, which included LGBTQ+ orgs/advocates. The workgroup met for 4, two-hour sessions to discuss 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 creating an Equity Committee to oversee ongoing policy updates, enhancing accessibility of discrimination resources, developing a low-barrier survey for clients to share anonymous feedback & 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 (including 578.93(e), Prohibition against involuntary family separation), 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 policy postings, 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 to the CoC & document actions taken to resolve the issues.

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 or Housing Choice Voucher Program During FY 2023 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 (CoPHD)	85%	Yes-Both	Yes
Los Angeles County Development Authority (LACDA)	81%	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 has leased up 69 project-based units including 16 VASH units. CoPHD has also committed 65 project-based vouchers to Heritage Square South (PSH), which has leased up all 65 project-based units as of June 30, 2024. CoPHD maintains a preference for PSH in project-based voucher RFPs. The homeless admission rate is 89%, an increase from 61% in 2022. (89 % in 2023 - X in 2024)

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)	Yes
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	Yes
7.	Public Housing	No
8.	Other Units from PHAs:	

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)?	No
		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.	N/A

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?	No
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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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

1D-1.	Preventing People Transitioning from Public Systems from Experiencing Homelessness.	
	NOFO Section V.B.1.h.	

Select yes or no in the chart below to indicate whether your CoC actively coordinates with the public systems 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.	Prisons/Jails?	Yes
2.	Health Care Facilities?	Yes
3.	Residential Care Facilities?	Yes
4.	Foster Care?	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 2024 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 2024 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 2024 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;
3.	how your CoC regularly evaluates projects outside of your local CoC competition to ensure the projects are using a Housing First approach; and
4.	what your CoC has done to improve fidelity to Housing First.

(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.
4. To improve fidelity to Ho

1D-3.	Street Outreach—Data—Reaching People Least Likely to Request Assistance.	
	NOFO Section V.B.1.j.	
	Describe in the field below how your CoC tailored its street outreach to people experiencing homelessness who are least likely to request assistance.	

(limit 2,500 characters)

The Pasadena Street Outreach Collaborative uses several strategies to effectively outreach and engage those least likely to request assistance. Teams make use of high-level collaboration, evidence based practices, and regular case conferencing to make contact with as many individuals as possible.

The Pasadena Outreach Response (PORT) Team works alongside the Pasadena Fire and the Public Health Departments to respond to individuals who are “experiencing chronic homelessness, severe mental illness, substance use disorders, physical disabilities and complex chronic health conditions.” The Homeless Outreach Psychiatric Evaluation (HOPE) Team collaborates with law enforcement to respond to “emergency mental health crisis calls, and are proactive by continuously seeking out contact with people who are in need of services prior to potentially volatile situations occurring.”

Furthermore, The Pasadena Street Outreach Collaborative implements several strategies and evidence based practices that are tailored to outreach and engage those who are least likely to request for assistance. Some engagement strategies implemented consist of working on building rapport and respecting the individual's autonomy. Teams recognize that every individual's homeless experience is different and the engagement may require a different approach. Teams conduct outreach services by incorporating a harm reduction and trauma informed approach while expressing empathy.

Finally, The Pasadena Street Outreach Collaborative gets together once a month at the Pasadena Housing Department for an in person meeting with all the services providers currently working in the area. We have service presentations and ongoing training and engage in case conferencing and collaboration in regards to our high acuity clients. This has been very helpful in keeping the relationships between service providers fresh and productive. Only the service providers that have access to HMIS (Homeless Management Information System) database participate in the case-conferencing portion of the meeting to make sure we adhere to HIPAA compliance and protect our client's confidentiality and PPI (personally protected information).

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

Select yes or no in the chart below to indicate your CoC's strategies to prevent the criminalization of homelessness in your CoC's geographic area:

	Your CoC's Strategies	Engaged/Educated Legislators and Policymakers	Implemented Laws/Policies/Practices that Prevent Criminalization of Homelessness
1.	Increase utilization of co-responder responses or social services-led responses over law enforcement responses to people experiencing homelessness?	Yes	Yes
2.	Minimize use of law enforcement to enforce bans on public sleeping, public camping, or carrying out basic life functions in public places?	Yes	Yes

3.	Avoid imposing criminal sanctions, including fines, fees, and incarceration for public sleeping, public camping, and carrying out basic life functions in public places?	Yes	Yes
4.	Other:(limit 500 characters)		
	The administration and implementation of 2 rounds of funding for 3 Encampment Resolution Funding projects, including a Street Outreach, Emergency Shelter and Housing Navigation programs, operated by two agencies with multidisciplinary street outreach teams, including the Pasadena Public Health Department's Pasadena Outreach and Response Team, and the lead homeless service provider for the Coordinated Entry System for Adults Experiencing Homelessness, Union Station Homeless Services.	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.i.	

		HIC Longitudinal HMIS Data	2023	2024
	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	101	31

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)	

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:

- works with projects to collaborate with healthcare organizations, including those that provide substance use disorder treatment and mental health treatment, to assist program participants with receiving healthcare services, including Medicaid; and
- promotes SSI/SSDI Outreach, Access, and Recovery (SOAR) certification of program staff.

(limit 2,500 characters)

1. 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.

2. 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 & training. The CoC partnered w/ DPSS to provide a CalFRESH Application CalWORKS program training on 8/28 & 9/19/24, and LA County DHS to provide a CBEST training on 09.23.24. CBEST provides advocacy, case management services, & linkages to health, mental health & substance abuse services. The CoC also shared pre-recorded trainings for the Foothill Workforce Development Board Employment program, and LA County DPS substance use treatment. 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. 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

ID-7.	Partnerships with Public Health Agencies—Collaborating to Respond to and Prevent the Spread of Infectious Diseases. NOFO Section V.B.1.n.	
Describe in the field below how your CoC effectively collaborates with state and local public health agencies to develop CoC-wide policies and procedures that:		
1.	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).

ID-7a.	Collaboration With Public Health Agencies on Infectious Diseases.	
	NOFO Section V.B.1.n.	

Describe in the field below how your CoC:	
1.	effectively 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)

The CoC in collaboration with our Public Health Department (PHD) worked closely with service providers and responded to evolving needs to ensure they had access to resources/up-to-date information related to public health measures. One-on-one meetings with providers are held as needed to provide guidance and promote access to personalized recommendations. Resources are available for distribution to clients in multiple languages and 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, and websites. Regular email blasts, a dedicated page on the CoC’s website, and CoC meetings are also key information sharing platforms. The CoC facilitated planning meetings and strategized opportunities to deploy resources to address unmet needs, including providing updated information on services such as non-congregate shelter and vaccines. The CoC’s bimonthly Healthcare Committee which includes the PHD, local FQHCs, and hospital staff served as a platform for coordination/resource sharing with new and existing partners. Outreach teams continued efforts around providing vaccine, COVID tests, HIV tests, and blood pressure and blood sugar screenings in the field. HMIS was also utilized to communicate 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.

The CoC in partnership with our local PHD maintained open lines of communication with street outreach, shelter and permanent housing providers. An epidemiologist from the CoC’s PHD provides real-time information to frontline providers on emerging/ongoing infectious diseases (e.g. COVID, MPOX, Flu, Hepatitis A, HIV, etc.) and provides tailored recommendations on how to protect people experiencing homelessness as well as themselves. The CoC’s PHD provided opportunities for homeless service providers to ask questions around risk/transmission/protocols for various infectious diseases. Additionally, PHD epidemiology and PHD homeless outreach teams coordinate together to track, locate, and link individuals to vaccines and infectious disease treatment when flagged in the community.

1D-8.	Coordinated Entry Standard Processes.	
	NOFO Section V.B.1.o.	

Describe in the field below how your CoC’s coordinated entry system:	
1.	can serve everybody regardless of where they are located within your CoC’s geographic area;
2.	uses a standardized assessment process to achieve fair, equitable, and equal access to housing and services within your CoC;
3.	collects personal information in a trauma-informed way; and
4.	is updated at least annually 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, and can therefore serve everybody regardless of where they are located in the CoC's geographic area.

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. Per the CoC's Policies and Written Standards, the various program staff that assist participants within the CoC receive Trauma Informed Care Training and adhere to Trauma Informed Care guidelines and procedures in collecting personal information and documentation for the participants experiencing homelessness that are assisted with program services and resources.

4. All participants are encouraged to provide feedback to staff & organizational leadership. At intake & throughout participation, participants are informed of various informal & formal methods for provid

1D-8a.	Coordinated Entry–Program Participant-Centered Approach.	
	NOFO Section V.B.1.o.	

	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 needs and preferences; and
4.	takes steps to reduce burdens on people seeking assistance.

(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.

1D-8b.	Coordinated Entry–Informing Program Participants about Their Rights and Remedies–Reporting Violations.	
	NOFO Section V.B.1.o.	
	Describe in the field below how your CoC through its 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 reach to all people experiencing homelessness (PEH). Outreach workers provide information to those 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, make announcements during CoC & other related meetings (CES regional case conferencing), & educate CES partner agencies/mainstream service providers. Digital platforms, social media & dedicated hotlines (including local 311) are leveraged to reach all PEH. Resources are provided in multiple languages commonly spoken in the community & language lines are available. 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/intakes to CES.

2. The CoC provides mandatory annual training for all funded agencies that covers Fair Housing (FH) practices & civil rights laws. CoC-funded agencies are contractually required to provide participants w/ information that details their FH rights/remedies/grievance procedures which are available in multiple languages & accessible formats. The CoC’s local FH advocacy org 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 & 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, which records 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 identify FH violations.

1D-9.	Advancing Racial Equity in Homelessness—Conducting Assessment.	
	NOFO Section V.B.1.p.	

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.	09/04/2024

1D-9a.	Using Data to Determine if Racial Disparities Exist in Your CoC’s Provision or Outcomes of CoC Program-Funded Homeless Assistance.	
	NOFO Section V.B.1.p.	

Describe in the field below:

1.	the data your CoC used to analyze whether any racial disparities are present in your CoC's provision or outcomes of CoC Program-funded homeless assistance; and
2.	how your CoC analyzed the data to determine whether any racial disparities are present in your CoC's provision or outcomes of CoC Program-funded homeless assistance.

(limit 2,500 characters)

The CoC uses both quantitative and qualitative data to analyze racial disparities. The quantitative analysis follows an approach similar to HUD's Racial Equity Analysis Tool, comparing ACS data with data on people experiencing homelessness to identify disparities in CoC Program-funded services and outcomes. To provide a more comprehensive view, in addition to comparing 2022 5-Year ACS data with the 2024 PIT count, we used our 2023 annual count, which includes an unduplicated total of individuals experiencing homelessness across all program types (CE, ES, TH, SO, RRH, PSH) throughout the year. Our analysis compared the demographics of individuals served by each program type with the broader homeless population and the city's general population, including those living in poverty. We also examined outcomes, such as success rates across racial groups. Stella P was employed to identify disparities in system performance, focusing on destination types, lengths of time homeless, and returns to homelessness.

Qualitative analysis, conducted as part of the CoC's 2023-2028 Homelessness Plan, incorporated input from focus groups with marginalized groups such as Black, Indigenous, and people of color, as well as Hispanic/Latino individuals. These groups provided valuable insights into the challenges they faced in accessing services and achieving positive outcomes.

Key findings included:

[1] Black people made up 27% of the 2024 PIT but 40% of the homeless population annually in 2023. Black people most commonly accessed services through street outreach teams (51%) and emergency shelters (39%), but were less represented in coordinated entry (22%) and transitional housing (33%). In permanent housing programs, Black people were well-represented in RRH entries (47%) and PSH entries (38%). However, they made up only 31% of exits to permanent housing, with 14% of Black people exiting to permanent destinations, compared to 18% overall, signaling disparities in exits through other avenues. Additionally, while no households returned to homelessness after exiting to permanent destinations, 46% of Black people who exited to temporary destinations returned to homelessness, compared to 38% overall.

[2] Latinos continued to access services at lower rates, though their share increased from 32% to 42% in ES and from 29% to 30% in PH between 2022 and 2023. However, their overall representation in the 2024 PIT count rose from 38% to 46%, suggesting growing homelessness

1D-9b.	Implemented Strategies to Prevent or Eliminate Racial Disparities.	
	NOFO Section V.B.1.p	

Select yes or no in the chart below to indicate the strategies your CoC is using to prevent or eliminate racial disparities.

1.	Are your CoC's board and decisionmaking bodies representative of the population served in the CoC?	Yes
2.	Did your CoC identify steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC?	Yes
3.	Is your CoC expanding outreach in your CoC's geographic areas with higher concentrations of underrepresented groups?	Yes
4.	Does your CoC have communication, such as flyers, websites, or other materials, inclusive of underrepresented groups?	Yes
5.	Is your CoC training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness?	Yes
6.	Is your CoC establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector?	Yes
7.	Does your CoC have staff, committees, or other resources charged with analyzing and addressing racial disparities related to homelessness?	Yes
8.	Is your CoC 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.	Did your CoC review its coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness?	Yes
10.	Is your CoC collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system?	Yes
11.	Is your CoC 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-9c.	Plan for Ongoing Evaluation of System-level Processes, Policies, and Procedures for Racial Equity.	
	NOFO Section V.B.1.p.	

Describe in the field below your CoC's plan for ongoing evaluation of system-level processes, policies, and procedures for racial equity.

(limit 2,500 characters)

Our CoC has developed a comprehensive, data-driven plan to continuously evaluate system-level processes, policies, and procedures to ensure racial equity. This plan is led by the Equity Committee, which includes people with lived experience of homelessness, ensuring that equity strategies are grounded in real-world insights. The committee plays a central role in monitoring racial disparities and adapting our system to eliminate inequities in both service provision and outcomes, fully aligning with HUD’s commitment to advancing racial equity across the homelessness response system.

The CoC’s approach emphasizes ongoing evaluation through the following key actions:

[1] Ongoing disparity analyses: The CoC conducts annual disparity analyses using HMIS, PIT, Stella P, and census data to identify racial and ethnic disparities in service provision and outcomes. These analyses assess access to services, referrals to permanent housing, successful lease-ups, and returns to homelessness. The findings inform strategic decision-making, allowing the CoC to adjust response strategies and ensure equitable access and outcomes for all racial groups.

[2] Language access disparities: Recognizing the critical role of language in service accessibility, the CoC is implementing a preferred language field in HMIS to better assess the language needs of clients. This data will guide staffing and service adjustments, ensuring that non-English speakers receive equitable access to services and support.

[3] Measuring progress toward eliminating disparities: The CoC has established clear equity-related goals, and the Equity Committee tracks progress through regular reviews. The committee monitors key metrics such as racial disparities in service provision, housing outcomes, and recidivism rates. When trends emerge, the committee adapts targets to respond to changing needs, ensuring the CoC makes meaningful progress in addressing disparities.

[4] Fostering community education and accountability: The CoC fosters a shared understanding of racial disparities by regularly sharing disparity analysis results and progress updates with CoC leaders, service providers, and stakeholders. Additionally, trainings are provided to build capacity and understanding of the root causes of racial disparities and the urgent need to address them.

Our evaluation framework leverages both quantitative and qualitative feedback to track progress. Annual reviews of demographic data (fro

1D-9d.	Plan for Using Data to Track Progress on Preventing or Eliminating Racial Disparities. NOFO Section V.B.1.p.	
Describe in the field below:		
1.	the measures your CoC plans to use to continuously track progress on preventing or eliminating racial disparities in the provision or outcomes of homeless assistance; and	
2.	the tools your CoC plans to use to continuously track progress on preventing or eliminating racial disparities in the provision or outcomes of homeless assistance.	

(limit 2,500 characters)

As part of the Homelessness Plan, our CoC uses both quantitative and qualitative data to continuously track progress on eliminating racial disparities in service provision and outcomes. This data-driven approach ensures that we can adjust strategies based on real-time insights and emerging trends. Key measures include:

[1] Tracking racial and ethnic composition of individuals accessing services across all program types (ES, SO, RRH, PSH).

[2] Outcomes such as lease-up rates, exits to permanent housing, and recidivism rates are also analyzed to ensure equitable progress across racial groups.

We cross-reference this data with ACS estimates and compare trends year-over-year to track improvement. Stella P and HMIS are the primary tools used to analyze disparities in system performance, housing outcomes, and returns to homelessness.

Year 1 (2023) results highlight some progress but indicate areas where further efforts are needed:

[1] Lease-up rates for Black participants improved from 25% in 2022 to 58% in 2023, but they remain below the 71% success rate for other participants.

[2] Access for Hispanic and Latino individuals to emergency shelter increased from 32% to 42% between 2022 and 2023, and access to permanent housing rose from 29% to 30%. Despite these improvements, their overall service access increased from 38% to 46%, signaling that full parity has not yet been reached.

Our Equity Committee monitors these disparities annually, using tools like Stella P and HMIS to ensure progress is being made. We also track recidivism rates, lease-up rates, and other key performance indicators across racial groups, layering demographic data to identify and address disparities. As progress is monitored year-over-year, the CoC continuously refines its strategies to ensure sustained improvements in racial equity, consistent with federal nondiscrimination requirements.

1D-10.	Involving Individuals with Lived Experience of Homelessness in Service Delivery and Decisionmaking—CoC’s Outreach Efforts.	
	NOFO Section V.B.1.q.	

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 decisionmaking 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-10a.	Active CoC Participation of Individuals with Lived Experience of Homelessness.	
	NOFO Section V.B.1.q.	

You must upload the Lived Experience Support Letter 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.	Routinely included in the decisionmaking processes related to addressing homelessness.	13	9
2.	Participate on CoC committees, subcommittees, or workgroups.	9	5
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-10b. Professional Development and Employment Opportunities for Individuals with Lived Experience of Homelessness.	
NOFO Section V.B.1.q.	

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 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 2023, X% 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

1D-10c. Routinely Gathering Feedback and Addressing Challenges of Individuals with Lived Experience of Homelessness.	
NOFO Section V.B.1.q.	

Describe in the field below:	
1.	how your CoC gathers feedback from people experiencing homelessness;
2.	how often your CoC gathers feedback from people experiencing homelessness;
3.	how your CoC gathers feedback from people who received assistance through the CoC Program or ESG Program;
4.	how often your CoC gathers feedback from people who have received assistance through the CoC Program or ESG Program; and
5.	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. In terms of frequency, the CoC gathers feedback from people experiencing homelessness, the CoC gathers such feedback both internally and through the CoC's funded subrecipients regularly as well.

3. 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.

4 .In terms of frequency, the CoC gathers feedback from people experiencing homelessness, the CoC gathers such feedback for people receiving assistance through the CoC program and ESG program both internally and through our CoC funded subrecipients

5. 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 &

1D-11.	Increasing Affordable Housing Supply.	
	NOFO Section V.B.1.s.	
	Describe in the field below at least two 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 w/ Pasadena’s Housing Production Division, 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 w/ City Council members. In July 2023, the FCC hosted an Affordable Housing Bus Tour attended by 35 mayors & other elected officials of 11 local cities including Pasadena. The bus tour highlighted the CoC’s successes in PSH/affordable housing development & provided information on the value of affordable housing development & pathways for overcoming funding/zoning challenges.

2. In Mar 2023 the state certified Pasadena’s Housing Element, which includes various commitments to remove housing development constraints within the CoC’s jurisdiction, such as: 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 Dept. staff worked w/ the Planning Dept. to provide feedback on all of these initiatives, including reviewing/providing comment on the approved Housing Element (est. 2 months of staff time) & attending monthly affordable housing task force meetings w/ 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 & move projects through the development pipeline. Pasadena’s Mayor Victor Gordo was appointed to the BGPRHT Board of Directors to represent the CoC. With Mayor Gordo as Chair, the BGPRHT Board is in the process of establishing the organizational framework & operating procedures of the joint powers authority. In Aug 2023, the BGPRHT submitted a grant application to the Southern CA Association of Governments (SCAG) for \$5 million in predevelopment funding for affordable housing projects, which would directly benefit the CoC. Finally, the City is implementing CA bills in consultation w/ the CoC that streamline & facilitate housing projects, including AB 2097 (eliminates parking reqs. for housing projects in transit areas) & AB 1763 (updates state density bonus law for 100% affordable projects).

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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

1E-1.	Web Posting of Advance Public Notice of Your CoC's Local Competition Deadline, Scoring and Rating Criteria.	
	NOFO Section V.B.2.a. and 2.g.	

1.	Enter the date your CoC published its submission deadline and scoring and rating criteria for New Project applicants to submit their project applications for your CoC's local competition.	09/13/2024
2.	Enter the date your CoC published its submission deadline and scoring and rating criteria for Renewal Project applicants to submit their project applications for your CoC's local competition.	08/28/2024

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.	

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:

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
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.	<p>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.</p> <p>NOFO Section V.B.2.a., 2.b., 2.c., and 2.d.</p>	
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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)?	102
2.	How many renewal projects did your CoC submit?	13
3.	What renewal project type did most applicants use?	PH-PSH

1E-2b.	<p>Addressing Severe Barriers in the Local Project Review and Ranking Process.</p> <p>NOFO Section V.B.2.d.</p>	
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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.	the severe barriers your CoC considered.

(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 serve populations with the most severe barriers and service needs 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 t

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.		
Describe in the field below:		
1.	how your CoC used 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 that proposed 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 steps the projects took or will take 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 2023 competition, including wording of questions, evaluation criteria, & points available by section, was incorporated to strengthen the process in 2024. 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.

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.
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(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 X low-performing/less-needed projects in 2024. 0 renewal projects were identified for reallocation prior to the local competition. X 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 X low-performing/less-needed projects during the local competition.

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

1E-4a.	Reallocation Between FY 2019 and FY 2024.	
	NOFO Section V.B.2.f.	

	Did your CoC cumulatively reallocate at least 20 percent of its ARD between FY 2019 and FY 2024?	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?	No
2.	Did your CoC reduce funding for any project application(s) submitted for funding during its local competition?	No
3.	Did your CoC inform applicants why your CoC rejected or reduced their project application(s) submitted for funding during its local competition?	No
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 06/26/2024, 06/27/2024, and 06/28/2024, then you must enter 06/28/2024.	

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.	

	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 06/26/2024, 06/27/2024, and 06/28/2024, then you must enter 06/28/2024.	10/14/2024
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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.	

	Does your attachment include: 1. Project Names; 2. Project Scores; 3. Project Status–Accepted, Rejected, Reduced Reallocated, Fully Reallocated; 4. Project Rank; 5. Amount Requested from HUD; and 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.	

	Enter the date your CoC posted the CoC-approved Consolidated Application on the CoC’s website or partner’s website—which included: 1. the CoC Application; and 2. Priority Listings for Reallocation forms and all New, Renewal, and Replacement Project Listings.	10/25/2024
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1E-5d.	Notification to Community Members and Key Stakeholders by Email 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.	10/25/2024
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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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 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
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2A-2.	HMIS Implementation Coverage Area.	
	Not Scored—For Information Only	

	Select from dropdown menu your CoC's HMIS coverage area.	Multiple CoCs
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2A-3.	HIC Data Submission in HDX.	
	NOFO Section V.B.3.a.	

	Enter the date your CoC submitted its 2024 HIC data into HDX.	05/09/2024
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2A-4.	Comparable Databases 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; and	
2.	state whether DV housing and service providers in your CoC are using a HUD-compliant comparable database—compliant with the FY 2024 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 2024 HMIS Data Standards. Currently, the CoC has two active programs. 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 2024 HUD 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.	

Using the 2024 HDX Competition Report we issued your CoC, enter data in the chart below by project type:

Project Type	Adjusted Total Year-Round, Current Non-VSP Beds [Column F of HDX Report]	Adjusted Total Year-Round, Current VSP Beds [Column K of HDX Report]	Total Year-Round, Current, HMIS Beds and VSP Beds in an HMIS Comparable Database [Column M of HDX Report]	HMIS and Comparable Database Coverage Rate [Column O of HDX Report]
1. Emergency Shelter (ES) beds	167	0	166	99.40%
2. Safe Haven (SH) beds	0	0	0	0.00%
3. Transitional Housing (TH) beds	56	0	56	100.00%
4. Rapid Re-Housing (RRH) beds	31	0	31	94.61%
5. Permanent Supportive Housing (PSH) beds	538	0	509	94.61%

6. Other Permanent Housing (OPH) beds	75	0	75	100.00%
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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 2024 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 January 24, 2024, 11:59 p.m. EST?	Yes
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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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 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 2024 PIT count.	01/23/2024
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2B-2.	PIT Count Data–HDX Submission Date.	
	NOFO Section V.B.4.a	

	Enter the date your CoC submitted its 2024 PIT count data in HDX.	05/09/2024
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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 YEH 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 2023 and 2024, if applicable;	
2.	describe any changes your CoC made to your unsheltered PIT count implementation, including methodology or data quality changes between 2023 and 2024, if applicable;	
3.	describe whether your CoC's PIT count was affected by people displaced either from a natural disaster or seeking short-term shelter or housing assistance who recently arrived in your CoCs' geographic; and	
4.	describe how the changes affected your CoC's PIT count results; or	
5.	state "Not Applicable" if there were no changes or if you did not conduct an unsheltered PIT count in 2024.	

(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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

2C-1.	Reducing 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). The CoC engages subject matter experts to leverage the growing understanding of drivers/predictors linked to FTH to inform prevention strategies. CoC staff/consultants analyze reports from the CA Policy Lab, emerging HP research & interview PLEH/current program participants to inform risk factors, best practices for service provision & innovative strategies. The CoC's 2024 PIT data revealed that FTH disproportionately impacts Hispanic/Latino families (54%), DV survivors (26%) compared to the general unhoused population (11%).

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, & increase 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 July of 2024, the CoC received a second round of Family Homelessness Grant Challenge (FHC) funding following the initial award in December 2022, further expanding the CoC's 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

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 CoC's geographic area?	No

2C-2.	Reducing Length of Time Homeless—CoC’s Strategy.	
	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. The CoC also 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 works closely 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 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 w/ longest LOTH 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 (i.e. BIPOC communities). The CoC utilizes a By Name List (BNL) of people 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. The CoC was awarded \$2M in competitive state Encampment Resolution Funding to collab. w/ law enforcement & public health systems to identify people w/ the longest LOTH living in freeway encampments & 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.	Successful Permanent Housing Placement or Retention –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’s RRH program that paired w/75 Mainstream HCVs to promote exits to PH & housing stability ended on September 30, 2023, however, existing and future participants continue to receive assistance from the 75 Mainstream HCVs following the end of the RRH program. 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 & m

2C-4.	Reducing Returns to Homelessness—CoC’s Strategy.	
	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 that individuals and families return 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 RRRH 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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 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
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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
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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
CoC Rental Assist...	PH-PSH	16	Both

3A-3. List of Projects.

1. What is the name of the new project? CoC Rental Assistance Expansion

2. Enter the Unique Entity Identifier (UEI): JK7YAK6HPFM6

3. Select the new project type: PH-PSH

4. Enter the rank number of the project on your CoC's Priority Listing: 16

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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 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.r.	

Is your CoC requesting funding for any new project application requesting \$200,000 or more in funding for housing rehabilitation or new construction?	No
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3B-2.	Rehabilitation/New Construction Costs–New Projects.	
	NOFO Section V.B.1.r.	

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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 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 Serve 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
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3C-2.	Cost Effectiveness of 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) Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants;
- 24 CFR part 578;
- FY 2024 CoC Application Navigational Guide;
- Section 3 Resources;
- PHA Crosswalk; and
- Frequently Asked Questions

4A-1.	New DV Bonus Project Applicants.	
	NOFO Section I.B.3.j.	

	Did your CoC submit one or more new project applications for DV Bonus Funding?		Yes
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4A-1a.	DV Bonus Project Types.	
	NOFO Section I.B.3.j.	

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 2024 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.	Data Assessing Need for New DV Bonus Housing Projects in Your CoC's Geographic Area.	
	NOFO Section I.B.3.j.(1)(c) and I.B.3.j.(3)(c)	

1.	Enter the number of survivors that need housing or services:	225
2.	Enter the number of survivors your CoC is currently serving:	68
3.	Unmet Need:	157

4A-3a.	How Your CoC Calculated Local Need for New DV Bonus Housing Projects.	
	NOFO Section I.B.3.j.(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 or services in 2023 was calculated by totaling the unduplicated number of Pasadena CoC DV survivors over age 18 in CE, ES, SO, SSO, and TH during the 2023 calendar year as well as those that entered RRH and PSH during the year. The number of survivors our CoC is currently serving was determined by totaling the unduplicated number of DV survivors who entered RRH or PSH in 2023 as well as those who exited other program types to permanent housing destinations.

Of the 1,097 people included in the annual count, 1,015 people were adults over age 18. Of the adults experiencing homelessness, 225 indicated they were DV survivors, 562 indicated they were not DV survivors, and 228 people over age 18 did not a response to this question. This approach ensures we are only counting people who are actively seeking housing or services, in line with HUD’s guidance, rather than just reporting the number of DV experiences or incidents.

[2] The data used for this calculation was collected from HMIS for all non-DV programs, and comparable databases for programs that specifically serve DV clients. We included anyone who self-identified as a DV survivor (using data element 4.11.2 in HMIS) in our results.

4A-3b.	Information About Unique Project Applicant Requesting New DV Bonus Housing Project(s).	
	NOFO Section I.B.3.j.(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
Door of Hope

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

4A-3b.	Information About Unique Project Applicant Requesting New DV Bonus Housing Project(s).	
	NOFO Section I.B.3.j.(1)	

Enter information in the chart below on the project applicant that applied for one or more New DV Bonus housing projects included on your CoC's FY 2024 Priority Listing for New Projects:

1.	Applicant Name	Door of Hope
2.	Rate of Housing Placement of DV Survivors–Percentage	75%
3.	Rate of Housing Retention of DV Survivors–Percentage	100%

4A-3b.1.	Applicant's Housing Placement and Retention Data Explanation.	
	NOFO Section I.B.3.j.(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 the rate of housing placement;
2.	whether the rate for housing placement accounts for exits to safe housing destinations;
3.	how the project applicant calculated the rate of housing retention; and
4.	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 was calculated by dividing the total number of DV survivors who successfully exited Door of Hope's programs to permanent housing between 1/1/23 and 12/31/23, by the total number of DV survivors served by the agency during the same period.

[2] The housing placement rate does account for exits to safe housing destinations, in alignment with HUD's definitions for safe and stable housing.

[3] The housing retention rate was determined by dividing the number of DV survivors who exited to permanent housing in 2023 and did not return to homelessness by the total number of DV survivors who exited to permanent housing during the same timeframe.

[4] Data for this calculation was gathered from HMIS for non-DV programs and a comparable database for programs serving DV survivors.

4A-3c.	Applicant's Experience Housing DV Survivors.	
	NOFO Section I.B.3.j.(1)(d)	
	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;	
3.	determined survivors' supportive services needs;	
4.	connected survivors to supportive services; and	
5.	moved survivors from assisted housing to housing they could sustain—address housing stability after the housing subsidy ends.	

(limit 2,500 characters)

To ensure a swift transition to safe and affordable permanent housing, our case managers and housing navigator work with participants on their housing search, based on their geographic preferences, family size, and other specific preferences of each family. This client-centered approach helps us identify safe, confidential housing options located away from their abuser, while also considering proximity to work, school, public transit, and essential services for long-term stability.

To prioritize survivors effectively, we engage with the Coordinated Entry and Continuum of Care systems. Door of Hope's two undisclosed domestic violence shelters serve families actively fleeing DV. We prioritize families who are close to their exit date at emergency shelters to reduce the risk of unsheltered homelessness and unsafe situations.

With affordability and long-term housing retention as our top priority, we aim to connect families to rental assistance programs like Emergency Housing Vouchers (EHVs), Rapid Rehousing assistance, or other subsidized housing options. If these aren't available, we assist participants in finding affordable housing based on their income, including market-rate options or privately subsidized affordable housing units. When necessary, we explore creative solutions like shared housing or relocation to more affordable areas, ensuring each family finds safe and sustainable housing.

Determining survivors' supportive service needs begins with an HMIS-comparable, trauma-informed intake assessment, guiding us in connecting families with essential services through Door of Hope or trusted community partners. This comprehensive assessment covers housing needs, financial stability, psychological and emotional health, and the need for legal assistance including divorce, restraining order, custody and immigration issues that are common in DV cases. These complex needs form the foundation for individualized action plans based on client priorities.

Our case management team regularly assists families in accessing crucial public benefits such as SSI, CalWORKs, CalFresh (EBT), Unemployment Insurance, and WIC, as well as housing vouchers or rental assistance subsidies for which they are eligible. Additionally, we offer scholarships for academic and vocational education, help clients access more robust scholarship programs at local institutions, and facilitate connections to legal services through community partners.

Case management and therapy services ar

4A-3d.	Applicant's Experience in Ensuring DV Survivors' Safety.	
	NOFO Section I.B.3.j.(1)(d)	
	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 survivors' information and locations confidential;	
	4. training staff on safety and confidentiality 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)

At Door of Hope, we prioritize the safety and confidentiality of individuals and families experiencing trauma, especially those fleeing or attempting to escape domestic violence, dating violence, sexual assault, and stalking. Our approach encompasses several key strategies:

Interview Process: We conduct interviews at our central office instead of shelter sites to protect the privacy of current residents and minimize potential coercion of applicants. All information shared during this process is accessible only to the intake team and is maintained in a private setting, upholding participants' dignity and confidentiality. We provide applicants with a resident agreement to review, allowing them time to reflect on their decision. Participation in the program is entirely voluntary, enabling individuals to leave at any time.

Safe Housing Placement: To ensure a swift transition to safe and affordable permanent housing, our case managers and housing navigator work with participants on their housing search, considering their geographic preferences, family size, and other specific needs.

Keeping Survivors' information and locations Confidential: Door of Hope's client-centered approach helps us identify safe, confidential housing options located away from their abuser while also considering proximity to work, school, public transit, and essential services for long-term stability. If a family's safety is compromised and they need to relocate quickly, funding can be allocated to cover costs such as emergency moving expenses, short-term rental assistance, and security deposits, ensuring that families can access secure housing without delay.

Confidential Information Management and Staff Training: Sensitive information is securely stored in locked filing cabinets within a locked office, ensuring personal details are protected from unauthorized access. Additionally, families with a history of domestic violence are recorded in an internal, comparable database rather than in HMIS to maintain confidentiality. In addition, all program staff are required to complete a comprehensive 40-hour domestic violence advocate training program. This training equips staff with the knowledge and skills necessary to handle sensitive situations effectively and maintain confidentiality.

Security Measures for Housing Units: Door of Hope operates two undisclosed DV shelters, where the address is kept strictly confidential. Across all sites, only essential service providers, therapists, an

4A-3d.1.	Applicant's Experience in Evaluating Its Ability to Ensure DV Survivors' Safety.	
	NOFO Section I.B.3.j.(1)(d)	

Describe in the field below how the project evaluated its ability to ensure the safety of DV survivors the project served in the project, including any areas identified for improvement throughout the project's operation.

(limit 2,500 characters)

Through ongoing program evaluation, including participant feedback and internal assessments, we aim to continuously improve services toward a more client-centered, trauma-informed approach to ensure the safety and improve the experience of DV survivors. This feedback is solicited formally from program participants through surveys including an annual survey, an exit survey and interview, and when registering online for bi-annual events, when both current residents and alumni complete an online survey with program evaluation questions, featuring both pointed inquiries and open-ended spaces for additional feedback. More informally, feedback is sought through case management sessions, where case managers are trained to seek and hear feedback from clients and then share the feedback with program managers and directors. In-person house meetings also provide a supportive environment for families to voice their concerns and suggestions. Finally, feedback is also solicited during weekly case conferences where program managers and directors solicit input from case managers to identify areas for improvement and assessment.

These regular evaluations have helped us identify and pursue a number of improvements with safety in mind. For example, we recognized that the repetitive nature of our intake process was unintentionally re-traumatizing for families. This insight prompted us to reassess our intake questions, focusing on those essential for immediate safety while postponing others until stronger relationships had been established. Additionally, we prioritize minimizing the presence of children during these sensitive discussions to protect their emotional well-being. This proactive approach reflects our commitment to improving our processes based on the needs of those we serve. To further enhance safety, every individual is required to complete a non-disclosure form, establishing confidentiality, and setting clear expectations. Our staff are trained to identify and respond to potential threats by maintaining accurate records of protective orders and routinely reviewing photographs of known batterers. This vigilance ensures that staff are prepared to take prompt action to protect participants.

When a participant's safety is at risk, we have established a safety transfer protocol for swift and secure relocations. Regular check-ins with case managers and therapists help assess participants' feelings of safety, allowing us to collaboratively address any areas of conc

4A-3e.	Applicant's Experience in Placing and Stabilizing Survivors in Permanent Housing Using Trauma-Informed, Survivor-Centered Approaches.	
	NOFO Section I.B.3.j.(1)(d)	

Describe in the field below the project applicant's experience in:

1.	prioritizing placement and stabilization of survivors;
2.	placing survivors in permanent housing;
3.	placing and stabilizing survivors consistent with their preferences; and
4.	placing and stabilizing survivors consistent with their stated needs.

(limit 2,500 characters)

Door of Hope is a leading provider of holistic services for DV survivors and families facing homelessness in the San Gabriel Valley, having helped over 1,900 families in the past 39 years. In 2019, Door of Hope launched our Homelessness Prevention Program, focusing on delivering essential support to families at risk of homelessness. A key component of this initiative is rental assistance, paid directly to landlords, typically covering two full months of rent. This financial support is essential in preventing evictions and ensuring that those who have lived DV and homelessness experience can maintain stable housing, free from the threat of homelessness and further abuse. In addition to rental assistance, we focus on landlord mediation, negotiation, and relationship-building to promote long-term housing success for survivors. By fostering positive relationships with landlords, we create environments where survivors can rebuild their lives without the constant fear of displacement, which is crucial for their safety, stability, and overall well-being.

Through our HPP, we have gained valuable experience with programs like the Homelessness Prevention Initiative (HPI), Homeless Housing, Assistance, and Prevention (HHAP), Measure H, and Family Homelessness Challenge (FHC) grants. These grants enable us to provide comprehensive support, including rental assistance, security deposits, landlord incentives, and move-in assistance. Our move-in assistance program covers essential costs, such as first and last month's rent, reinforcing our commitment to helping DV survivors secure stable housing.

Determining survivors' supportive service needs begins with an HMIS-comparable, trauma-informed intake assessment, guiding us in connecting families with essential services through Door of Hope or trusted community partners. This comprehensive assessment covers housing needs, financial stability, psychological and emotional health, and the need for legal assistance, forming the foundation for individualized action plans based on client priorities. To ensure a swift transition to permanent housing, our case managers and housing navigator utilize a housing toolkit that enables participants to express their preferences, prioritizing their needs. This client-centered approach helps us identify safe, confidential housing options located away from their abuser, while also considering proximity to work, school, public transit, and essential services for long-term stability.

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4A-3f.	Applicant's Experience in Trauma-Informed, Survivor-Centered Approaches.	
	NOFO Section I.B.3.j.(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. establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures survivors and staff interactions are based on equality, and minimize power differentials;	
	2. providing survivors access to information on trauma, e.g., training staff on providing survivors with information on the effects of trauma;	

3.	emphasizing survivors' strengths, e.g., strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans worked towards survivor-defined goals and aspirations;
4.	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;
5.	providing a variety of opportunities for survivors' connections, e.g., groups, mentorships, peer-to-peer, spiritual needs; and
6.	offering support for survivor parenting, e.g., trauma-informed parenting classes, childcare, connections to legal services.

(limit 5,000 characters)

Our approach to incorporating victim-centered practices encompasses several key areas:

Prioritizing Placement and Stabilization in Permanent Housing: We employ a housing toolkit that enables participants to express their preferences regarding where they want to live. This client-centered approach helps us work collaboratively with families to identify suitable housing options that align with their wishes and needs, ensuring a smoother transition into permanent housing.

Establishing and Maintaining an Environment of Agency and Mutual Respect: Our commitment to trauma-informed care principles is reflected in the way we interact with program participants. We have revised our participant agreements to eliminate punitive measures, replacing them with client-strength based and supportive intervention plans. Our focus is on collaboration, minimizing power differentials, and ensuring that participants feel empowered in their decision-making. We empower individuals by supporting their growth and independence, ensuring that we do not do for them what they are capable of doing for themselves.

Providing Program Participants Access to Information on Trauma: Our mental health staff are trained to provide therapy that helps participants understand and process their trauma, with particular focus on their survival of domestic violence. Additionally, all staff members are certified domestic violence advocates and trained to create a safe environment where participants can openly discuss their experiences, thus fostering an atmosphere of trust and support.

Emphasizing Program Participants' Strengths: We start our case management process by identifying client strengths rather than focusing solely on problems. This strength-based approach shifts the mindset of both staff and clients, promoting confidence and empowerment. We actively look for and acknowledge strengths throughout the process, reinforcing participants' capabilities and resilience.

Centering on Cultural Responsiveness and Inclusivity: We embrace Cultural Humility, acknowledging the limitations of our understanding of cultures different from our own. Rather than assuming expertise, we strive to foster respectful, open-minded relationships that honor the unique experiences and perspectives of each individual. All staff participate in Cultural Diversity and Humility trainings at least twice a year, ensuring our team is equipped to provide culturally responsive services that respect and honor the diverse backgrounds of all participants while ensuring equal access for everyone.

Providing Opportunities for Connection: We provide a range of opportunities for connection, including but not limited to group therapy, Bible study groups, a mentorship program, and fun bi-annual events where families across all sites and program celebrate together. To ensure our offerings meet the needs of our participants, we gather feedback through program evaluations conducted during the exit process, allowing us to continuously enhance our services.

Offering Support for Parenting: Door of Hope provides trauma-informed parenting classes and offers one-on-one parenting coaching, in addition workshops on anger management, healthy relationships, and nutrition. We also connect families to free or low-cost legal services, with case managers accompanying participants to court as advocates.

By integrating these trauma-informed, victim-centered practices into our programs, Door of Hope effectively addresses the complex needs of individuals and families facing trauma. We remain committed to fostering a safe, supportive environment that empowers participants on their journey toward healing and stability.

4A-3g.	Applicant's Experience Meeting Service Needs of DV Survivors.	
NOFO Section I.B.3.j.(1)(d)		

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)

In 2023, we provided transitional housing families with a total of 1,200 hours of case management sessions, 1,054 hours of life skills training, 572 hours of spiritual care, 865 hours of adult therapy, 630 hours of children's therapy, and 1,749 hours of mentoring sessions for children and youth.

1. Case Management

Our case management team works closely with families to create individualized action plans focused on transitioning to permanent housing. These plans encompass various goals, including employment, savings, and transportation. Case managers assist participants in accessing mainstream benefits such as SSI, SSDI, TANF, food stamps, and veterans' benefits. By identifying eligible benefits and providing support with applications, we ensure families receive essential financial support, which is crucial for building a stable foundation. Our case managers advocate on behalf of families to expedite the benefits process and address barriers that may hinder their access to critical income support.

2. Access to Healthcare Benefits

Healthcare access is a key component of our supportive services. We guide families through obtaining Medicaid, Medicare, and other healthcare benefits, ensuring they can access vital physical and mental health resources. Participants are referred to Federally Qualified Health Centers (FQHCs) and other local healthcare providers, promoting comprehensive healthcare access.

3. Child Care and Youth Services

Our dedicated children and youth team offers childcare, enrichment programs, and mentorship, helping families connect with community resources that support their children's development and well-being.

4. Education Services

Door of Hope provides scholarships in partnership with local organizations to support participants in pursuing their educational goals. Our education initiatives empower families to improve their skills and enhance their employment prospects.

5. Job and Career Programs

We employ a qualified career coach who assists families in job searches and guides them through educational programs. Internships are offered in our HR, Development, and Operations departments, providing valuable office experience to families while helping them take steps toward their career aspirations.

6. Food Security

Ensuring that every family has access to three meals a day is a priority. We facilitate enrollment in food stamp programs and provide nutritional support to families in need.

7. Housing Search Support

We employ a housing navigator who helps identify local landlords and available apartments. Our housing toolkit enables participants to express their preferences regarding their future living arrangements, facilitating a more personalized housing search.

8. Mental Health Services

Our team includes two staff therapists and MFT interns who provide mental health support. We also connect participants with local community partners, such as Sync Counseling, to ensure comprehensive mental health care.

9. Life Skills Training

We offer a variety of life skills programs, including anger management, nutrition education, parenting, financial literacy, and healthy relationship workshops, empowering participants to build essential skills for their futures.

10. Alumni Program

Our alumni program provides case management and supportive services for at

least one year after graduation, helping former participants maintain stability and access ongoing resources.

11. Rental Assistance Program

After moving into permanent housing, participants can apply for our Prevention Program, which offers up to two months of rental assistance, helping them sustain their housing stability.

4A-3h.	Applicant's Plan for Placing and Stabilizing Survivors in Permanent Housing Using Trauma-Informed, Survivor-Centered Approaches in the New DV Bonus Housing Project(s).	
	NOFO Section I.B.3.j.(1)(e)	

Describe in the field below how the project(s) will:

1.	prioritize placement and stabilization of program participants;
2.	place program participants in permanent housing;
3.	place and stabilize program participants consistent with their preferences; and
4.	place and stabilize program participants consistent with their stated needs.

(limit 2,500 characters)

his project will prioritize the placement and stabilization of low-income families transitioning from Door of Hope's Transitional Housing Program into permanent housing. We will support 10 families through move-in and short-term rental assistance, covering essential costs such as security deposits, first and last months' rent, along with 12 months of rental assistance. This financial support will alleviate barriers and empower families to establish a stable home environment, ensuring they can thrive in their new living situations.

To facilitate successful placement, each family will be paired with a dedicated case manager who will assist in developing a personalized action plan. Our Housing Navigator and case managers will address emotional, practical, and financial barriers, with weekly meetings providing continuous support. Our Permanent Housing Assistance strategy matches families with suitable housing options based on their unique needs, including family size, income level, and personal circumstances. We will utilize a housing toolkit that enables participants to express their preferences, helping identify safe, confidential housing options away from their abuser, while considering proximity to work, school, public transit, and essential services for long-term stability. The process is driven by the survivors' desires and employs a strength-based approach, emphasizing their capabilities and resilience to empower them throughout their journey. With affordability and long-term housing retention as our top priority, we aim to connect families to rental assistance programs like Emergency Housing Vouchers (EHVs), Rapid Rehousing assistance, or other subsidized housing options. If these aren't available, we assist participants in finding affordable housing based on their income, including market-rate options or privately subsidized affordable housing units. When necessary, we explore creative solutions like shared housing or relocation to more affordable areas, ensuring each family finds safe and sustainable housing. Staff will advocate for survivors with local landlords, addressing concerns to ensure their needs are met. By collaborating with landlords open to applicants with complex backgrounds, we will provide education on supports available for successful tenancy. Our established relationships with community landlords have proven effective, enabling high-risk tenants to maintain stable housing long after program completion.

4A-3i.	Applicant's Plan for Administering Trauma-Informed, Survivor-Centered Practices in the New DV Bonus Housing Project(s).	
	NOFO Section I.B.3.j.(1)(e)	

Describe in the field below examples of how the new project(s) will:

- | | |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | establish and maintain an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant and staff interactions are based on equality, and minimize power differentials; |
| 2. | provide program participants access to information on trauma, e.g., training staff on providing program participants with information on the effects of trauma; |
| 3. | 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; |
| 4. | 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; |
| 5. | provide a variety of opportunities for program participants' connections, e.g., groups, mentorships, peer-to-peer, spiritual needs; and |
| 6. | offer support for survivor parenting, e.g., trauma-informed parenting classes, childcare, connections to legal services. |

(limit 5,000 characters)

In our new project, we will continue to implement our proven method of incorporating victim-centered practices, which has been effective in addressing the complex needs of individuals and families facing trauma. Here's how we will apply these practices:

Prioritizing Placement and Stabilization in Permanent Housing: We will employ our housing toolkit, enabling participants to express their preferences regarding where they want to live. This client-centered approach will enable us to work collaboratively with families to identify suitable housing options that align with their wishes and needs, ensuring a smoother transition into permanent housing.

Establishing and Maintaining an Environment of Agency and Mutual Respect: Our commitment to trauma-informed care will guide our interactions with program participants. We will revise participant agreements to eliminate punitive measures, replacing them with supportive, client-strength based intervention plans. By focusing on collaboration and minimizing power differentials, we will empower participants in their decision-making, ensuring they can grow in independence.

Providing Program Participants Access to Information on Trauma: Our mental health staff will continue to provide therapy that helps participants understand and process their trauma, particularly their experiences with domestic violence. All staff members will remain certified domestic violence advocates, creating a safe environment for open discussions, which fosters trust and support.

Emphasizing Program Participants' Strengths: In the case management process, we will maintain our strength-based approach by identifying client strengths rather than focusing solely on challenges. This mindset will promote confidence and resilience among participants, reinforcing their capabilities throughout their journey.

Centering on Cultural Responsiveness and Inclusivity: We will embrace Cultural Humility and ensure our staff undergo Cultural Diversity and Humility trainings at least twice a year. This will equip our team to provide culturally responsive services, respecting and honoring the diverse backgrounds of all participants while ensuring equal access for everyone.

Providing Opportunities for Connection: We will continue to offer a range of connection opportunities, including group therapy, Bible study groups, mentorship programs, and bi-annual events for families to celebrate together. Participant feedback through program evaluations will guide us in continuously enhancing these offerings.

Offering Support for Parenting: Our project will include trauma-informed parenting classes, one-on-one coaching, and workshops on anger management, healthy relationships, and nutrition. Additionally, we will connect families to free or low-cost legal services, with case managers accompanying participants to court as advocates.

By integrating these trauma-informed, victim-centered practices into our new project, we will continue to foster a safe, supportive environment that empowers participants on their journey toward healing and stability.

4A-3j.	Applicant's Plan for Involving Survivors in Policy and Program Development, Operations, and Evaluation in the New DV Bonus Housing Project(s).	
	NOFO Section I.B.3.j.(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.	
FY2024 CoC Application	Page 79	10/25/2024

(limit 2,500 characters)

Door of Hope recognizes the vital role of individuals with lived experience of DV and homelessness in leadership roles, decision-making processes, and professional development opportunities. We seek to elevate the voice of survivors by prioritizing them in our hiring (8 of our 41 staff are former residents with lived experience of both homelessness and DV; several key program leaders are DV survivors) to make client-informed changes, educate our stakeholders on homelessness from the perspective of those who have lived DV and homelessness experience, and ensure our marketing and fundraising efforts empower our survivors even while raising funds. Notably, more than 65% of our staff and 31% of our Board of Directors are people of color. Further, one formerly unhoused program graduate serves on our Board at all times, and currently, our client board member is a DV survivor.

Door of Hope recognizes the vital role of DV survivors with lived experience of homelessness in leadership roles, decision-making processes, and professional development opportunities. We actively seek feedback from alumni and current participants to gather input on program design, policies, and service improvements. With three of our four transitional shelters serving women and children who have experienced domestic violence, our feedback processes our feedback process is heavily shaped by the perspectives of individuals who have navigated both homelessness and DV. Feedback is reviewed by leadership, case managers, and program teams, with actionable steps taken to address challenges or concerns. Our iterative feedback process ensures that our programs stay responsive to the needs of survivors, directly informing program adjustments and enhancements. Their lived expertise allows us to tailor our approach, better addressing the needs of families in our care. This feedback loop not only strengthens program effectiveness but also empowers survivors by positioning them as partners in the decision-making process. In this new project, we will continue to elevate the voice of survivors by involving them in every stage of development, implementation, and evaluation. Survivors will participate in surveys, feedback sessions, and ongoing reviews to ensure their experiences directly shape new policies and services. For example, in housing identification, survivors' preferences will guide the search for safe, confidential housing located away from abusers while considering proximity to work, school,

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...	10/16/2024
1C-7. PHA Moving On Preference	No	CoPHD & LACDA PHA...	10/17/2024
1D-10a. Lived Experience Support Letter	Yes	Lived Experience ...	10/16/2024
1D-2a. Housing First Evaluation	Yes	Housing First Eva...	10/17/2024
1E-2. Local Competition Scoring Tool	Yes	Local Competition...	10/22/2024
1E-2a. Scored Forms for One Project	Yes	Scored Forms for ...	10/21/2024
1E-5. Notification of Projects Rejected-Reduced	Yes	2024 Pasadena CoC...	10/21/2024
1E-5a. Notification of Projects Accepted	Yes	Notification of P...	10/22/2024
1E-5b. Local Competition Selection Results	Yes	Local Competition...	10/24/2024
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	FY2024 HDX Compet...	10/16/2024
3A-1a. Housing Leveraging Commitments	No	Housing Leveragin...	10/23/2024
3A-2a. Healthcare Formal Agreements	No	Healthcare Formal...	10/23/2024
3C-2. Project List for Other Federal Statutes	No		
Other	No		

Attachment Details

Document Description: PHA Homeless Preference

Attachment Details

Document Description: CoPHD & LACDA PHA Moving On Preference

Attachment Details

Document Description: Lived Experience Support Letter Signed by Work Group (USHS LEAP)

Attachment Details

Document Description: Housing First Evaluation

Attachment Details

Document Description: Local Competition Scoring Tool

Attachment Details

Document Description: Scored Forms for One Project

Attachment Details

Document Description: 2024 Pasadena CoC Notice of Non-Rejection and Non-Reduction of Projects

Attachment Details

Document Description: Notification of Projects Accepted

Attachment Details

Document Description: Local Competition Selection Results

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: FY2024 HDX Competition Report

Attachment Details

Document Description: Housing Leveraging Commitments

Attachment Details

Document Description: Healthcare Formal Agreement

Attachment Details

Document Description:

Attachment Details

Document Description: Web Posting of Local Competition Deadline

Submission Summary

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

Page	Last Updated
1A. CoC Identification	09/18/2024
1B. Inclusive Structure	10/24/2024
1C. Coordination and Engagement	10/24/2024
1D. Coordination and Engagement Cont'd	10/24/2024
1E. Project Review/Ranking	10/24/2024
2A. HMIS Implementation	10/24/2024
2B. Point-in-Time (PIT) Count	10/24/2024
2C. System Performance	10/24/2024
3A. Coordination with Housing and Healthcare	10/24/2024
3B. Rehabilitation/New Construction Costs	10/24/2024
3C. Serving Homeless Under Other Federal Statutes	10/25/2024

4A. DV Bonus Project Applicants	10/25/2024
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 effect, 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, the LACDA may require, issue, and/or receive applications for its program(s) through alternate mediums including electronically and/or via a Coordinated Access System. Applications issued via mail and/or electronic mail will be due back within 21 days from the date of mailing and/or emailing. If the application is returned undeliverable, the applicant will be cancelled from the waiting list (see section 3.5 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 mail, electronic forms, and/or 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 may 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 may utilize 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 982.207(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 EHV's 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 EHV's 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 EHV's 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 require 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 4

APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION

When a family wishes to reside in public housing, the family must submit an application that provides the PHA with the information needed to determine the family's eligibility. HUD requires the PHA to place all eligible families that apply for public housing on a waiting list. When a unit becomes available, the PHA must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in its Admissions and Continued Occupancy Policy (ACOP) and its annual plan.

The PHA is required to adopt a clear approach to accepting applications, placing families on the waiting list, and selecting families from the waiting list, and must follow this approach consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or the PHA to receive preferential treatment.

HUD regulations require that the PHA comply with all equal opportunity requirements, and it must affirmatively further fair housing goals in the administration of the program [24 CFR 960.103, PH Occ GB p. 13]. Adherence to the selection policies described in this chapter ensures that the PHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and PHA policies for accepting applications, managing the waiting list and selecting families from the waiting list. The PHA's policies for assigning unit size and making unit offers are contained in Chapter 5. Together, Chapters 4 and 5 of the ACOP comprise the PHA's Tenant Selection and Assignment Plan (TSAP).

The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process and discusses how applicants can obtain and submit applications. It also specifies how the PHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how the PHA's waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for public housing. It also discusses the process the PHA will use to keep the waiting list current.

Part III: Tenant Selection. This part describes the policies that guide the PHA in selecting families from the waiting list as units become available. It also specifies how in-person interviews may/will be used to ensure that the PHA has the information needed to make a final eligibility determination.

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the policies that guide the PHA's efforts to distribute and accept applications, and to make preliminary determinations of applicant family eligibility that affect placement of the family on the waiting list. This part also describes the PHA's obligation to ensure the accessibility of the application process.

4-I.B. APPLYING FOR ASSISTANCE

Any family that wishes to reside in public housing must apply for admission to the program [24 CFR 1.4(b)(2)(ii), 24 CFR 960.202(a)(2)(iv), and PH Occ GB, p. 68]. HUD permits the PHA to determine the format and content of its applications, as well how such applications will be made available to interested families and how applications will be accepted by the PHA. The PHA will include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of the PHA's application [Notice PIH 2009-36].

LACDA Policy

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.

Entering New Applicants on a Waiting List

During the opening of the Public Housing Site Based Waiting Lists (SBWL), applicants interested in public housing may call the LACDA's application phone line to register to be placed on up to thirteen waiting lists (contingent upon unit size required and other eligibility requirements as set forth) 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.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

The PHA will take a variety of steps to ensure that the application process is accessible to those people who might have difficulty complying with the standard PHA application process.

Disabled Populations [24 CFR 8; PH Occ GB, p. 68]

The PHA will provide reasonable accommodations as needed for persons with disabilities to make the application process fully accessible. The facility where applications are accepted, and the application process will be fully accessible and provide an alternate approach that provides equal access to the program. Chapter 2 provides a full discussion of the LACDA's policies related to providing reasonable accommodations for people with disabilities.

Limited English Proficiency

PHAs will take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on the PHA's policies related to ensuring access to people with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

The PHA will review each completed application received and make a preliminary assessment of the family's eligibility. Applicants for whom the waiting list is open must be placed on the waiting list unless the PHA determines the family to be ineligible. Where the family is determined to be ineligible, the PHA will notify the family in writing [24 CFR 960.208(a); PH Occ GB, p. 41].

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on any of the thirteen waiting lists.

Ineligible for Placement on the Waiting List

LACDA Policy

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.

Effective July 1, 2024, upon submission of the initial application, if any the Head-of-Household, Co-Head, Spouse, or Domestic Partner are currently receiving assistance within the LACDA's Public Housing program, the applicant is determined as ineligible.

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."

Eligible for Placement on the Waiting List

LACDA Policy

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 phone line or website, the LACDA will obtain the following information:

- Name, residence 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 of birth for each household member;
- Date and time of application;
- Amount of annual income;
- Disability status for each member;
- Information regarding request for reasonable accommodation or a need for an accessible unit with specific features;
- Employment address;
- Veteran status if applicable; and

- Homelessness status if applicable

The LACDA requires that applicants report in writing or update their online portal account to 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 by the established due date, to update information on their application, or to determine their continued interest for assistance.

Initial application and placement on the waiting list

LACDA Policy

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 (1) unit if offered housing.

LACDA Policy

The LACDA will assign families on the waiting list according to the bedroom size for which a family qualifies as established in its occupancy standards (see Chapter 5).

Placement on the waiting list does not indicate that the family is, in fact, eligible for admission. When the family is selected from the waiting list, the LACDA will verify any preference(s) claimed and determine eligibility and suitability for admission to the program.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

The PHA must be in compliance with its policies regarding the type of waiting list it will utilize as well as how the waiting list will be organized and managed. This includes policies on notifying the public on the opening and closing of the waiting list to new applicants, updating family information, purging the list of families that are no longer interested in or eligible for public housing, and conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how the PHA may structure its waiting list and how families must be treated if they apply for more than one assisted housing program administered by the PHA.

4-II.B. ORGANIZATION OF THE WAITING LIST

The PHA's public housing waiting lists will be organized in such a manner that allows the PHA to accurately identify and select families in the proper order, according to the admissions policies described in this ACOP.

LACDA Policy

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

- Resident and employment address (if applicable) of the head of household
- Name, date of birth, and social security number of head of household, co-head/marital type partner
- Name, employment address, social security number, date of birth, relationship to the head of household for each additional member
- Amount of the household's gross annual income
- Disability status for each member
- Accessibility requirement, if any (need for an accessible unit with specific features)
- Date and time of application or application number
- Household type (family, elderly, disabled)
- Admission preference, if any
- Veteran status if applicable
- Homeless if applicable
- Race and ethnicity of the head of household
- The specific public housing wait list(s) selected

The LACDA requires that applicants report in writing or update their online portal account to 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 by the established due date, to update information on their application, or to determine their continued interest for assistance.

The PHA may adopt one community-wide waiting list or site-based waiting lists. The PHA must obtain approval from HUD through submission of its Annual Plan before it may offer additional site-based waiting lists. Site-based waiting lists allow families to select the development where they wish to reside and must be consistent with all applicable civil rights and fair housing laws and regulations [24 CFR 903.7(b)(2)].

LACDA Policy

Currently, the LACDA maintains thirteen separate waiting lists, with seven of those waiting lists designated as Elderly-Only housing developments approved by HUD.

General Occupancy Waiting Lists:

Carmelitos Family	Long Beach, CA
East County Family	East Los Angeles, CA
Harbor Hills Family	Lomita, CA
Quartz Hill Family	Quartz Hill, CA
Santa Monica Family	Santa Monica, CA
South Scattered Sites Family	South Los Angeles, CA

Elderly-Only waiting lists:

Carmelitos Senior	Long Beach, CA
East County Senior	East Los Angeles, CA
Foothill Villa Senior	La Crescenta, CA
Marina Manor Senior	Marina Del Rey, CA
Orchard Arms Senior	Valencia, CA
South Bay Gardens Senior	South Los Angeles, CA
West Knoll/Palm Senior	West Hollywood, CA

Note: HUD requires that public housing applicants must be given the opportunity to be placed on the waiting list for any tenant-based or project-based voucher or moderate rehabilitation program that the PHA administers if 1) the other programs' waiting lists are open, and 2) the family is qualified for the other programs [24 CFR 982.205(a)(2)(i)].

HUD permits, but does not require, that the PHAs maintain a single merged waiting list for their public housing, Section 8, and other subsidized housing programs [24 CFR 982.205(a)(1)].

LACDA Policy

The LACDA will **not** merge the public housing waiting lists with the waiting lists for any other program that the LACDA administers.

4-II.C. OPENING AND CLOSING THE WAITING LIST

Closing the Waiting List

The PHA is permitted to close the waiting list, in whole or in part, if it has an adequate pool of families to fully lease units in all of its developments. The PHA may close the waiting list completely, or restrict intake by preference, type of project, or by size and type of dwelling unit. [PH Occ GB, p. 31].

LACDA Policy

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 unit within a reasonable period of time.

Reopening the Waiting List

If the waiting list has been closed, it may be reopened at any time. The PHA should publish a notice announcing the opening of the waiting list in local newspapers of general circulation, minority media, and other suitable media outlets. Such notice must comply with HUD fair housing requirements. The PHA will specify who may apply, and how, where, and when applications will be accepted.

LACDA Policy

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 (10) 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 at least 30-days prior to the opening. Announcements will be made 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 apply, 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.

4-II.D. FAMILY OUTREACH [24 CFR 903.2(d); 24 CFR 903.7(a) and (b)]

The PHA will conduct outreach as necessary to ensure that the PHA has a sufficient number of applicants on the waiting list to fill anticipated vacancies and to assure that the PHA is affirmatively furthering fair housing and complying with the Fair Housing Act.

Because HUD requires the PHA to admit a specified percentage of extremely low-income families, the PHA may need to conduct special outreach to ensure that an adequate number of such families apply for public housing.

PHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing the housing market area and the populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class

The PHA's outreach efforts must be designed to inform qualified families about the availability of units under the program. These efforts may include, as needed, any of the following activities:

- Submitting press releases to local newspapers, including minority newspapers
- Developing informational materials and flyers to distribute to other agencies;
- Providing application forms to other public and private agencies that serve the low-income population; and
- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities.

LACDA Policy

The LACDA will monitor the characteristics of the population being served and the characteristics of the population in the LACDA's jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

LACDA Policy

While the family is on the waiting list, the family must inform the LACDA within 30 calendar days of the occurrence (change in family size or composition, preference status, current residence, employment address- if applicable, mailing address, and phone number). The changes must be submitted in writing (via mail or the online portal).

The LACDA requires that applicants report their changes in writing at 700 W. Main Street, Alhambra, CA 91801, ATTN Housing Operations Division **or** update their online portal account. The LACDA also requires that applicants respond to requests from the LACDA by the established due date, to update information on their application, or to determine their continued interest for assistance.

4-II.F. UPDATING THE WAITING LIST

HUD requires the PHA to establish policies that describe the circumstances under which applicants will be removed from the waiting list [24 CFR 960.202(a)(2)(iv)].

Purging the Waiting List

The decision to remove an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to the PHA's request for information or updates (in writing or verbally) due to the family member's disability, then PHA must, upon the family's request, reinstate the applicant family to their former position on the waiting list as a reasonable accommodation [24 CFR 8.4(a), 24 CFR 100.204(a), and PH Occ GB, p. 39 and 40]. See Chapter 2 for further information regarding reasonable accommodations.

LACDA Policy

The waiting list will be updated as needed to ensure that all applicant information is current.

To update the waiting list, the LACDA will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program.

This update request will be sent to the applicant's last known address that the LACDA has on record. The interest notices/update requests will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant's name being removed from any of the 13 waiting lists.

The family's response must be in accordance with the LACDA's established methods for a response (i.e., writing, online, or call the LACDA during the permitted time to respond). Written responses must be postmarked or received by the LACDA not later than the established due date. If the family fails to respond within established due date, the family will be removed from any of the 13 waiting lists without further notice.

If the interest notice is returned by the U.S. Postal Office, the applicant will be removed from all selected waiting list without further notice.

If a family is removed from the waiting list for failure to respond, the LACDA may reinstate the family if the lack of response was due to LACDA error, to circumstances beyond the family's control, as a result of a family member's disability, or as a direct result of status as a victim of domestic violence, dating violence, sexual assault, stalking, or human trafficking, including an adverse factor resulting from such abuse. The LACDA will require the family to provide verification connected to the reason for the cancellation.

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 and/or notification on the LACDA website/online portal 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.

Removal from the Waiting List

LACDA Policy

If an applicant is no longer interested in a specific or all 13 public housing waiting list(s), the LACDA will remove an applicant from the waiting list upon written request. In such cases no informal hearing is required.

Should an applicant fail to respond within by the established due date, they will be removed from all selected waiting lists. If a letter is returned by the U.S. Postal 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.

Additionally, once an application packet has been mailed to the applicant's last known address, the LACDA does not permit applicants to self-cancel because the family prefers to wait until they are reached at the top for their preferred wait list (wait list not yet selected), the applicant will be removed from any of the 13 wait lists. However, if the family's reason for the request is out of their control, as a direct result of status, such as a victim of domestic violence, dating violence, sexual assault, stalking, or human trafficking, including an adverse factor resulting from such abuse, the LACDA will consider the circumstances, so as long as the family can provide verification connected to the reason for the cancellation.

Reinstatements

LACDA Policy

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 and verification will be required. The LACDA will take into consideration 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 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 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."

PART III: TENANT SELECTION

4-III.A. OVERVIEW

The PHA must establish tenant selection policies for families being admitted to public housing [24 CFR 960.201(a)]. The PHA must not require any specific income or racial quotas for any developments [24 CFR 903.2(d)]. The PHA must not assign persons to a particular section of a community or to a development or building based on race, color, religion, sex, disability, familial status, or national origin for purposes of segregating populations [24 CFR 1.4(b)(1)(iii) and 24 CFR 903.2(d)(1)].

The order in which families will be selected from the waiting list depends on the selection method chosen by the PHA and is impacted in part by any selection preferences that the family qualifies for. The availability of units also may affect the order in which families are selected from the waiting list.

The PHA shall maintain a clear record of all information required to verify that the family is selected from the waiting list according to the PHA's selection policies [24 CFR 960.206(e)(2)]. The PHA's policies are posted on the LACDA's website at <http://www.lacda.org> and in a conspicuous area in all management offices. In accordance with HUD, the PHA must provide a copy of its tenant selection policies upon request to any applicant or tenant. The LACDA may charge the family for providing a copy of its tenant selection policies [24 CFR 960.202(c)(2)].

LACDA Policy

When an applicant or resident family requests a copy of the LACDA's tenant selection policies, the LACDA will refer the requestor to the LACDA's website for an electronic copy at <https://www.lacda.org>, or will provide copies to them free of charge.

4-III.B. SELECTION METHOD

The PHA must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use.

Local Preferences [24 CFR 960.206]

PHAs are permitted to establish local preferences and to give priority to serving families 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 Agency Plan and the Consolidated Plan and must be based on local housing needs and priorities that can be documented by generally accepted data sources [24 CFR 960.206(a)].

LACDA Policy

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.

The LACDA will mail a full application to families who reach the top of a waiting list. The LACDA will verify their waitlist preference status. 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 returned to the wait list without the preference status and will maintain the original registration date. Applicant will be cancelled if they fail to complete the application process and will be removed from all other site-based wait list the family selected.

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 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.

Effective July 01, 2021, the LACDA will provide an expanded waiting list homeless preference, limited to three (3) households per year, for each of the family housing developments at Carmelitos, Nueva Maravilla, and Harbor Hills.

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 Entry 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 or who have been notified that they are hired to work in unincorporated Los Angeles County or who live in Los Angeles County and not covered by another PIIA Public Housing program. Subject to an approved MOU agreement with local PHAs.

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:

The LACDA will implement a pilot program in partnership with the Public Defender's Office, and Aging and Disabilities Department, to create a pathway for elderly justice involved families to access safe and affordable housing. 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. An elderly family may consist of two or more persons who are at least 62 years of age living with one or more live-in aides.

Upon implementation, the LACDA will provide a waiting list preference for justice-involved elderly families that were previously incarcerated or have conviction histories with obstacles to accessing or securing stable and affordable housing, limited to five (5) households per year. Elderly families must be referred by a partnering agency with a contract or Memorandum of Understanding in place with the LACDA. The referring agency must provide a certification of the elderly family's conviction history and need for housing. The LACDA will evaluate the results of the pilot program to determine necessary program adjustments in support of the long-term success of referred elderly families.

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, Nueva Maravilla "Rosas", and Francisquito Villa 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 or who have been notified that they are hired to work in unincorporated Los Angeles County or who live in Los Angeles County and not covered by another PHA Public Housing program. Subject to an approved MOU agreement with local PHAs.

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".

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.

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 (10) 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.

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.

Income Targeting Requirement [24 CFR 960.202(b)]

HUD requires that extremely low-income (ELI) families make up at least 40 percent of the families admitted to public housing during the PHA's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher [*Federal Register* notice 6/25/14]. To ensure this requirement is met, the PHA may skip non-ELI families on the waiting list in order to select an ELI family.

If a PHA also administered the Housing Choice Voucher (HCV) program, admissions of extremely low-income families to the PHA's HCV program during a PHA fiscal year that exceed the 75 percent minimum target requirement for the voucher program shall be credited against the PHA's basic targeting requirement in the public housing program for the same fiscal year. However, under these circumstances the fiscal year credit to the public housing program must not exceed the lower of: (1) ten percent of public housing waiting list admissions during the PHA fiscal year; (2) ten percent of waiting list admissions to the PHA's HCV during the fiscal year; or (3) the number of qualifying low-income families who commence occupancy during the fiscal year of PHA public housing units located in census tracts with a poverty rate of 30 percent or more. For this purpose, qualifying low-income family means a low-income family other than an extremely low-income family.

LACDA Policy

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 QHWRRA 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 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.

Mixed Population Developments [24 CFR 960.407]

A mixed population development is a public housing development or portion of a development that was reserved for elderly families and disabled families at its inception (and has retained that character) or the PHA at some point after its inception obtained HUD approval to give preference in tenant selection for all units in the development (or portion of a development) to elderly and disabled families [24 CFR 960.102]. Elderly family means a family whose head, spouse, cohead, or sole member is a person who is at least 62 years of age. Disabled family means a family whose head, spouse, cohead, or sole member is a person with disabilities [24 CFR 5.403]. The PHA must give elderly and disabled families equal preference in selecting these families for admission to mixed population developments. The PHA may not establish a limit on the number of elderly or disabled families that may occupy a mixed population development. In selecting elderly and disabled families to fill these units, the PHA must first offer the units that have accessibility features for families that include a person with a disability and require the accessibility features of such units. The PHA may not discriminate against elderly or disabled families that include children (Fair Housing Amendments Act of 1988).

Units Designated for Elderly or Disabled Families [24 CFR 945]

The PHA may designate developments or portions of a public housing development specifically for elderly or disabled families. The LACDA must have a HUD-approved allocation plan before the designation may take place.

Among the designated developments, the LACDA must also apply any preferences that it has established. If there are not enough elderly families to occupy the units in a designated elderly development, the LACDA may allow near-elderly families to occupy the units [24 CFR 945.303(c)(1)]. Near-elderly family means a family whose head, spouse, or cohead is at least 50 years old, but is less than 62 [24 CFR 5.403].

If there are an insufficient number of elderly families and near-elderly families for the units in a development designated for elderly families, the PHA must make available to all other families any unit that is ready for re-rental and has been vacant for more than 60 consecutive days [24 CFR 945.303(c)(2)].

The decision of any disabled family or elderly family not to occupy or accept occupancy in designated housing shall not have an adverse effect on their admission or continued occupancy in public housing or their position on or placement on the waiting list. However, this protection does not apply to any family who refuses to occupy or accept occupancy in designated housing because of the race, color, religion, sex, disability, familial status, or national origin of the occupants of the designated housing or the surrounding area [24 CFR 945.303(d)(1) and (2)].

This protection does apply to an elderly family or disabled family that declines to accept occupancy, respectively, in a designated project for elderly families or for disabled families, and requests occupancy in a general occupancy project or in a mixed population project [24 CFR 945.303(d)(3)].

LACDA Policy

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 request to add a new household member to their Lease after August 27, 2013, the new household member must be 62 years or older. It is the policy of the LACDA to comply fully with all Federal, State, and local nondiscrimination laws and with rules and regulations governing Fair Housing and Equal Opportunity in housing and employment. The LACDA will comply with all laws relating to Civil Rights. Refer to the Fair Housing Amendments Act of 1988, 24 CFR 960.102, 24 CFR 960.407, 24 CFR 945, and 1992 Housing Act.

Elderly-Only Housing Developments

Carmelitos, Long Beach
Nueva Maravilla "Rosas", Los Angeles
West Knoll, Hollywood
Palm, Hollywood
Marina Manor I, Marina Del Rey
Marina Manor II, Marina Del Rey
Orchard Arms, Valencia
Foothill Villa, La Crescenta
Francisquito Villa, La Puente
Whittier Manor, Whittier
Herbert Avenue, Los Angeles
South Bay Gardens, Los Angeles

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.

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.

Deconcentration of Poverty and Income-Mixing [24 CFR 903.1 and 903.2]

The PHA's admission policy must be designed to provide for deconcentration of poverty and income-mixing by bringing higher income tenants into lower income projects and lower income tenants into higher income developments. A statement of the PHA's deconcentration policies must be included in its Annual Plan [24 CFR 903.7(b)]. A resident's gross annual income is used to determine income limits at admission and for income-mixing purposes.

Note: Developments subject to the deconcentration requirement are referred to as 'covered developments' and include general occupancy (family) public housing developments. The following developments are not subject to deconcentration and income mixing requirements: developments operated by a PHA with fewer than 100 public housing units; mixed population or developments designated specifically for elderly or disabled families; developments operated by a PHA with only one general occupancy development; developments approved for demolition or for conversion to tenant-based public housing; and developments approved for a mixed-finance plan using HOPE VI or public housing funds [24 CFR 903.2(b)].

The PHA's deconcentration policy must comply with its obligation to meet the income targeting requirement [24 CFR 903.2(c)(5)].

De-Concentration and Income-Mixing Goals

LACDA Policy

The LACDA's de-concentration and income-mixing goal, in conjunction with the requirement to target at least 40% 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.

Steps for Implementation [24 CFR 903.2(c)(1)]

To implement the statutory requirement to deconcentrate poverty and provide for income mixing in covered developments, the PHA must comply with the following steps:

Step 1. The PHA must determine the average income of all families residing in all the PHA's covered developments. The PHA may use the median income, instead of average income, provided that the PHA includes a written explanation in its annual plan justifying the use of median income.

LADCA Policy

The LADCA'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.

Step 2. The PHA must determine the average income (or median income, if median income was used in Step 1) of all families residing in each covered development. In determining average income for each development, the PHA has the option of adjusting its income analysis for unit size in accordance with procedures prescribed by HUD.

LACDA Policy

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. The LACDA will determine on an annual basis the average income of all families residing in general occupancy developments (not adjusting for unit size).

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

Step 3. The PHA will determine whether each of its covered developments falls above, within, or below the established income range (EIR), which is from 85% to 115% of the average family income determined in Step 1. *However, the upper limit must never be less than the income at which a family would be defined as an extremely low-income family (federal poverty level or 30 percent of median income, whichever number is higher)*

Step 4. The PHA will then determine whether or not the developments having average incomes outside the EIR are consistent with its local goals and LACDA Annual Plan.

Step 5. Where the income profile for a covered development is not explained or justified in the Annual Plan submission, the LACDA may explain or justify the income profile of 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

Depending on local circumstances the PHA's deconcentration policy may include, but is not limited to the following:

- Skipping a family on any of the 13 wait lists to reach another family in an effort to further the goals of LACDA's deconcentration 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.

LACDA Policy

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 encourage families to accept units in developments where their income level is needed, including rent incentives, affirmative marketing plans, or added amenities.

- Targeting investment and capital improvements toward developments with an average income below the EIR to encourage families with incomes above the EIR to accept units in those developments.
- Establishing a preference for admission of working families in developments below the EIR.

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.

Providing other strategies permitted by statute and determined by the PHA in consultation with the residents and the community through the annual plan process to be responsive to local needs and PHA strategic objectives.

A family has the sole discretion whether to accept an offer of a unit made under the PHA's deconcentration policy. The PHA must not take any adverse action toward any eligible family for choosing not to accept an offer of a unit under the PHA's deconcentration policy [24 CFR 903.2(c)(4)].

If, at annual review, the average incomes at all general occupancy developments are within the EIR, the PHA will be considered to be in compliance with the deconcentration requirement and no further action is required.

Order of Selection [24 CFR 960.206(e)]

The PHA system of preferences will select families either according to the date and time of application and the PHA's local preferences.

LACDA Policy

Families will be selected from the waiting list based on date and time, then preference points. Among applicants with the same preference points, families will be selected on a first-come, first-served basis according to the date and time their complete application is received by the LACDA.

When selecting applicants from the waiting list, the LACDA will match the characteristics of the available unit (unit size, accessibility features, unit type) to the applicants on the selected public housing waiting list(s) and deemed eligible. The LACDA will offer the unit to the highest-ranking applicant who qualifies for that unit size or type, or that requires the accessibility features.

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 or higher preference status.

Factors such as deconcentration or income mixing, and income targeting will also be considered in accordance with HUD requirements and PHA policy.

4-III.C. NOTIFICATION OF SELECTION

When the family has been selected from the waiting list, the LACDA will notify the family in writing [24 CFR 960.208].

LACDA Policy

The LACDA will notify the family by first class mail when it is selected from the waiting list, including application status update on the LACDA's online application portal.

The notice will inform the family of the following:

- Application Due date and LACDA's return mailing address; or
- Date, time, and location of the scheduled application interview (if applicable), including any procedures for rescheduling the interview;
- Who is required to attend the interview;
- Documents that must be provided at the interview (mailed by the due date with the full-application packet) to document the legal identity of household members, including information about what constitutes acceptable documentation;
- Documents that must be provided at the interview (or to be mailed by the due date with the full-application packet) to document eligibility for a preference, if applicable; and
- Other documents and information to be submitted with the application packet or that should be brought to the interview (if applicable).

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 give 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.

If a notification letter is returned to the LACDA with or without a forwarding address, the family will be removed from all public housing waiting lists selected without further notice. Such failure to act on the part of the applicant prevents the LACDA from making an eligibility determination, therefore the LACDA will not offer an informal hearing.

4-III.D. THE APPLICATION INTERVIEW

HUD recommends that the PHA obtain the information and documentation needed to make an eligibility determination through a private interview. Being invited to attend an interview does not constitute admission to the program.

Assistance cannot be provided to the family until all SSN documentation requirements are met. However, if the PHA determines that an applicant family is otherwise eligible to participate in the program, the PHA will grant the family an extension to submit proof of SSN to allow the family to retain its place on the waiting list for ten (10) calendar days or designated due date. [Notice PIH 2018-24].

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability [24 CFR 8.4(a) and 24 CFR 100.204(a)].

LACDA Policy

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 may be required to attend an in person or virtual 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 five (5) business days if s/he misses the appointment. If the applicant does not reschedule or misses two scheduled meeting(s), the LACDA will cancel the application and will be removed from all other wait list selected by the applicant.

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.

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 (10) 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.

If the information is not supplied in this time period, the LACDA will provide the family a notification of denial for assistance and will be removed from all waiting list selected by the applicant. (See Chapter on Grievances and Appeals.)

The LACDA will verify for the following items upon the receipt of the application 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)
- Credit history

Before the LACDA makes a **final** determination for qualification for admissions to the LACDA's Public Housing program, all adult family members may be required to attend an in person or virtual 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.

Pending disclosure and documentation of social security numbers, the LACDA will allow the family to retain its place on the waiting list during the application process for *ten* (10) calendar days or designated due date. If not, all household members have disclosed their SSNs at the next time a unit becomes available, the LACDA will offer a unit to the next eligible applicant family on the waiting list.

If the family is claiming a waiting list preference, the family must provide documentation to verify their eligibility for a preference (see Chapter 7). If the family is verified as eligible for the preference, the LACDA will proceed with the application process. If the LACDA determines the family is not eligible for the preference, the family will be placed back on the waiting list according to the date and time of their application without the local preference.

The family must provide the information necessary to establish the family's eligibility, including suitability, and to determine the appropriate amount of rent the family will pay.

The family must also complete required forms, provide required signatures, and submit required documentation. If any materials are missing, the LACDA will provide the family with a written list of items that must be submitted.

Any required documents or additional information that the family is unable to provide at the initial due date or interview must be provided within ten (10) calendar days of the request (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of Social Security numbers and eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (see Chapter 3).

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Mail communication, including interviews will be conducted in English. For limited English proficient (LEP) applicants, the LACDA will provide translation services in accordance with the LACDA's LEP plan.

If the family is unable to attend a scheduled interview, it is the applicant's responsibility to reschedule the interview and call the LACDA within five (5) business days prior to the appointment. LACDA will send a second notification letter with a new appointment date and time. If the applicant does not reschedule or misses two scheduled meeting(s), the LACDA will cancel the application and will be removed from all other wait list selected by the applicant.

The second appointment letter will state that failure to appear for the appointment without a request to reschedule will be interpreted to mean that the family is no longer interested, and their application will be cancelled. Such failure to act on the part of the applicant prevents the LACDA from making an eligibility determination, therefore the LACDA will not offer an informal hearing.

4-III.E. FINAL ELIGIBILITY DETERMINATION [24 CFR 960.208]

The PHA must verify all information provided by the family (see Chapter 7). Based on verified information related to the eligibility requirements, including PHA suitability standards, the PHA must make a final determination of eligibility (see Chapter 3).

When a determination is made that a family is eligible and satisfies all requirements for admission, including tenant selection criteria, the applicant will be notified of the approximate date of occupancy insofar as that date can be reasonably determined [24 CFR 960.208(b)].

LACDA Policy

The PHA will notify a family in writing of their eligibility within 10 business days of the determination and will provide the approximate date of occupancy insofar as that date can be reasonably determined.

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). The LACDA will notify a family in writing of their eligibility and will provide the approximate date of occupancy insofar as that date can be reasonably determined (i.e., according to unit availability).

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.**

The PHA shall promptly notify any family determined to be ineligible for admission on the basis for such determination, and must provide the applicant upon request, within a reasonable time after the determination is made, with an opportunity for an informal hearing on such determination [24 CFR 960.208(a)].

LACDA Policy

If the LACDA determines that the family is ineligible, the LACDA will send written notification of the ineligibility determination within ten (10) business days of the determination. The notice will specify the reasons for ineligibility and will inform the family of its right to request an informal hearing (see Chapter 14).

If the LACDA uses a criminal record or sex offender registration information obtained under 24 CFR 5, Subpart J, as the basis of a denial, a copy of the record must precede the notice to deny, with an opportunity for the applicant to dispute the accuracy and relevance of the information before the LACDA can move to deny the application. See Section 3-III.G for the LACDA's policy regarding such circumstances.

The LACDA will provide the family a notice of VAWA rights (form HUD-5380) as well as the HUD VAWA self-certification form (form HUD-5382) in accordance with the Violence

against Women Act, and as outlined in 16-VII.C, at the time the applicant is provided assistance or at the time the applicant is denied assistance. This notice will be provided in both of the following instances: (1) when a family actually begins receiving assistance (lease execution); or (2) when a family is notified of its ineligibility.

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 effect, 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, the LACDA may require, issue, and/or receive applications for its program(s) through alternate mediums including electronically and/or via a Coordinated Access System. Applications issued via mail and/or electronic mail will be due back within 21 days from the date of mailing and/or emailing. If the application is returned undeliverable, the applicant will be cancelled from the waiting list (see section 3.5 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 mail, electronic forms, and/or 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 may 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 may utilize 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 EHV's 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 EHV's 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 EHV's 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 require 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

October 15, 2024

To Whom It May Concern,

We are writing to you as representatives of the Union Station Homeless Services Lived Expertise Advisory Panel (LEAP), a group of individuals who have experienced homelessness 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 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 severe 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.



HOUSING DEPARTMENT

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.
11. People with significant challenges or functional impairments, including physical, mental, developmental, or behavioral health disabilities that necessitate substantial support to maintain permanent housing.
12. Veterans experiencing the severe service needs found in 1 through 11 above.

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 priorities for serving individuals and families experiencing homelessness with severe service needs in our CoC's geographic area. We believe that the CoC 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

Jon Cristian, Secretary

Matthew Morfin (Oct 15, 2024 17:08 PDT)
Matthew Morfin, Policy

Scott DesJardins (Oct 15, 2024 20:58 PDT)
Scott DesJardins, Community Engagement

Shawn Morrissey, Vice President of Advocacy and Community Engagement



HOUSING DEPARTMENT

2024 LEAP Lived Experience Support Letter

Final Audit Report

2024-10-16

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"2024 LEAP Lived Experience Support Letter" History









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HOUSING DEPARTMENT

October 14, 2024

Rebecca Blanco
Office of Community Planning and Development
U.S. Department of Housing and Urban Development
300 N. Los Angeles Street Suite 4054
Los Angeles, CA 90012

Subject: Notice of Non-Rejection and Non-Reduction of Any Project During Pasadena Continuum of Care's (CA-607) Local Continuum of Care Competition

Dear Ms. Blanco;

The Pasadena Continuum of Care (CA-607) did not reject or reduce any renewal or new projects during the Pasadena Continuum of Care's local competition for FY2024 and FY2025.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Cole", with a long horizontal line extending to the right.







Daniel Cole
Program Coordinator I
Supportive Housing Division
City of Pasadena Department of Housing
Email: dcole@cityofpasadena.net
Phone: (626)-744-8315



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.

2024 Application			2023 Application		
 2024 CoC Approved Application Posting Date: TBD	 2024 Priority Listing Posting Date: TBD	 2024 All Projects List Posted on 10/14/2024.	 2023 CoC Approved Application Posted September 26, 2023.	 2023 Priority Listing Posted September 26, 2023.	 2023 All Projects List Posted September 15, 2023.

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About Us

The Pasadena Partnership is a collaborative funding and planning body that is committed to ending homelessness in Pasadena, CA.

Glossary

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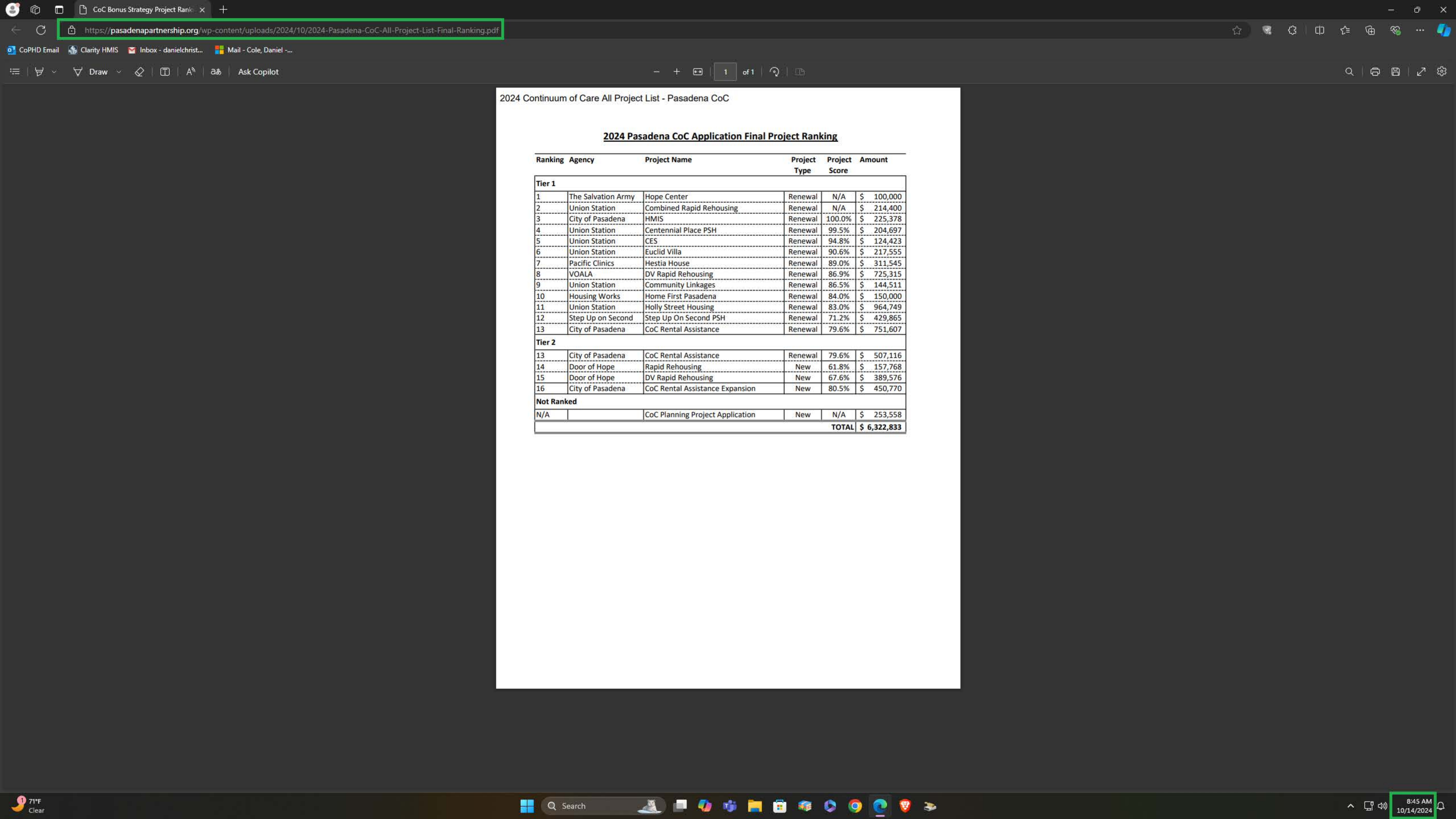
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Subject

Your Message

2024 Pasadena CoC Application Final Project Ranking

Ranking	Agency	Project Name	Project Type	Project Score	Amount
Tier 1					
1	The Salvation Army	Hope Center	Renewal	N/A	\$ 100,000
2	Union Station	Combined Rapid Rehousing	Renewal	N/A	\$ 214,400
3	City of Pasadena	HMIS	Renewal	100.0%	\$ 225,378
4	Union Station	Centennial Place PSH	Renewal	99.5%	\$ 204,697
5	Union Station	CES	Renewal	94.8%	\$ 124,423
6	Union Station	Euclid Villa	Renewal	90.6%	\$ 217,555
7	Pacific Clinics	Hestia House	Renewal	89.0%	\$ 311,545
8	VOALA	DV Rapid Rehousing	Renewal	86.9%	\$ 725,315
9	Union Station	Community Linkages	Renewal	86.5%	\$ 144,511
10	Housing Works	Home First Pasadena	Renewal	84.0%	\$ 150,000
11	Union Station	Holly Street Housing	Renewal	83.0%	\$ 964,749
12	Step Up on Second	Step Up On Second PSH	Renewal	71.2%	\$ 429,865
13	City of Pasadena	CoC Rental Assistance	Renewal	79.6%	\$ 751,607
Tier 2					
13	City of Pasadena	CoC Rental Assistance	Renewal	79.6%	\$ 507,116
14	Door of Hope	Rapid Rehousing	New	61.8%	\$ 157,768
15	Door of Hope	DV Rapid Rehousing	New	67.6%	\$ 389,576
16	City of Pasadena	CoC Rental Assistance Expansion	New	80.5%	\$ 450,770
Not Ranked					
N/A		CoC Planning Project Application	New	N/A	\$ 253,558
TOTAL					\$ 6,322,833



2024 Continuum of Care All Project List - Pasadena CoC

2024 Pasadena CoC Application Final Project Ranking

Ranking	Agency	Project Name	Project Type	Project Score	Amount
Tier 1					
1	The Salvation Army	Hope Center	Renewal	N/A	\$ 100,000
2	Union Station	Combined Rapid Rehousing	Renewal	N/A	\$ 214,400
3	City of Pasadena	HMIS	Renewal	100.0%	\$ 225,378
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16	City of Pasadena	CoC Rental Assistance Expansion	New	80.5%	\$ 450,770
Not Ranked					
N/A		CoC Planning Project Application	New	N/A	\$ 253,558
TOTAL					\$ 6,322,833

2024 HDX Competition Report

This workbook contains summary information about your CoC's data as it was entered into HDX 1.0 and HDX 2.0 for your use as part of the 2024 Competition.

To Print this Workbook:

This document has been configured as printable with preset print areas of relevant sections. To print it, go to "File", then "Print", then select "Print Entire Workbook" or "Print Active Sheets" depending on your needs.

To Save This Workbook as a PDF:

Click the "File" Tab, then click "Save As" or "Save a Copy", then click "Browse" or "More Options" then select "PDF", click "Options", select "Entire Workbook", press "OK", and click "Save". These instructions may change depending on your version of Microsoft Excel.

On Accessibility, Navigability, and Printability:

This workbook attempts to maximize accessibility, navigability, printability, and ease of use. Merged cells have been avoided. All tables and text boxes have been given names. Extraneous rows and columns outside printed ranges have been hidden. Formulas may include references to hidden rows and columns or data tables. For ease of use, these referenced sources have been hidden but can be unhidden by any user at any time. Raw data sources contained in this workbook are named according to the module and fiscal year from which they originate - e.g. "HIC_2024" is the Housing Inventory Count raw data from Fiscal Year 2024.

For Questions:

If you have questions, please reach out to HUD via the "Ask a Question" page, <https://www.hudexchange.info/program-support/my-question/> and choose "HDX" as the topic.

2024 HDX Competition Report

2024 HDX Competition Report

2024 Competition Report - Summary

CA-607 - Pasadena CoC

HDX Data Submission Participation Information

Government FY and HDX Module Abbreviation	Met Module Deadline*	Data From	Data Collection Period in HDX 2.0
2023 LSA	Yes	Government FY 2023 (10/1/22 - 9/30/23).	November 2023 to January of 2024
2023 SPM	Yes	Government FY 2023 (10/1/22 - 9/30/23).**	February 2024 to March 2024
2024 HIC	Yes	Government FY 2024. Exact HIC and PIT dates will vary by CoC. For most CoCs, it will be last Wednesday in January of 2024.	March 2024 to May 2024
2024 PIT	Yes	Government FY 2024. Exact HIC and PIT dates will vary by CoC. For most CoCs, it will be last Wednesday in January of 2024.	March 2024 to May 2024

1) FY = Fiscal Year

2) *This considers all extensions where they were provided.

2) **"Met Deadline" in this context refers to FY23 SPM submissions. Resubmissions from FY 2022 (10/1/21 - 9/30/22) were also accepted during the data collection period, but these previous year's submissions are voluntarily and are not required.

2024 HDX Competition Report

2024 Competition Report - LSA Summary & Usability Status

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

LSA Usability Status 2023

Category	EST AO	EST AC	EST CO	RRH AO	RRH AC	RRH CO	PSH AO	PSH AC	PSH CO
Fully Usable		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Partially Usable	<input checked="" type="checkbox"/>								
Not Usable				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			

EST

Category	2021	2022	2023
Total Sheltered Count	440	564	725
AO	330	451	540
AC	113	101	172
CO	0	0	0

RRH

Category	2021	2022	2023
Total Sheltered Count	130	202	156
AO	111	151	106
AC	19	35	36
CO	0	0	0

2024 HDX Competition Report

2024 Competition Report - LSA Summary & Usability Status

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

2024 HDX Competition Report

2024 Competition Report - LSA Summary & Usability Status

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

PSH

Category	2021	2022	2023
Total Sheltered Count	429	431	475
AO	300	309	352
AC	128	121	121
CO	0	0	0

- 1) Glossary: EST = Emergency Shelter, Save Haven, & Transitional Housing; RRH = Rapid Re-housing; PSH = Permanent Supportive Housing; AO = Persons in Households without Children; AC = Persons in Households with at least one Adult and one Child; CO=Persons in Households with only Children
- 2) Because people have multiple stays in shelter over the course of a year and stay in different household configurations, a single person can be counted in more than one household type. Therefore, the sum of the number of people by household type may be greater than the unique count of people.
- 3) Total Sheltered count only includes those served in HMIS participating projects reported by your CoC.
- 4) For CoCs that experienced mergers during any of these reporting periods, historical data will include only the original CoCs.

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

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 the look back stop date or client's date of birth, whichever is later.

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.

Metric	Universe (Persons)	Average LOT Homeless (bed nights)	Median LOT Homeless (bed nights)
1.1 Persons in ES-EE, ES-NbN, and SH	673	107.6	40.0
1.2 Persons in ES-EE, ES-NbN, SH, and TH	724	119.4	48.0

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

b. This measure is based on data element 3.917

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.

Metric	Universe (Persons)	Average LOT Homeless (bed nights)	Median LOT Homeless (bed nights)
1.1 Persons in ES-EE, ES-NbN, SH, and PH (prior to "housing move in")	713	1,158.9	868.0
1.2 Persons in ES-EE, ES-NbN, SH, TH, and PH (prior to "housing move in")	773	1,097.1	743.0

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Measure 2: Returns to Homelessness for Persons who Exit to Permanent Housing (PH) Destinations

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 Exited to a PH Destination (2 Yrs Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
Metric	Count	Count	% of Returns	Count	% of Returns ⁴	Count	% of Returns ⁶	Count	% of Returns ⁸
Exit was from SO	14	2	14.3%	1	7.1%	0	0.0%	3	21.4%
Exit was from ES	57	2	3.5%	1	1.8%	4	7.0%	7	12.3%
Exit was from TH	16	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Exit was from SH	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Exit was from PH	23	3	13.0%	0	0.0%	0	0.0%	3	13.0%
TOTAL Returns to Homelessness	110	7	6.4%	2	1.8%	4	3.6%	13	11.8%

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

Please refer to PIT section for relevant data.

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

Metric	Value
Universe: Unduplicated Total sheltered homeless persons	725
Emergency Shelter Total	674
Safe Haven Total	0
Transitional Housing Total	65

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

This measure is divided into six tables capturing employment and non-employment income changes for system leavers and stayers. The project types reported in these metrics are the same for each metric, but the type of income and universe of clients differs. In addition, the projects reported within these tables are limited to CoC-funded projects.

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

Metric	Value
Universe: Number of adults (system stayers)	142
Number of adults with increased earned income	9
Percentage of adults who increased earned income	6.3%

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

Metric	Value
Universe: Number of adults (system stayers)	142
Number of adults with increased non-employment cash income	62
Percentage of adults who increased non-employment cash income	43.7%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

Metric	Value
Universe: Number of adults (system stayers)	142
Number of adults with increased total income	66
Percentage of adults who increased total income	46.5%

Metric 4.4 – Change in earned income for adult system leavers

Metric	Value
Universe: Number of adults who exited (system leavers)	26
Number of adults who exited with increased earned income	9
Percentage of adults who increased earned income	34.6%

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Metric 4.5 – Change in non-employment cash income for adult system leavers

Metric	Value
Universe: Number of adults who exited (system leavers)	26
Number of adults who exited with increased non-employment cash income	9
Percentage of adults who increased non-employment cash income	34.6%

Metric 4.6 – Change in total income for adult system leavers

Metric	Value
Universe: Number of adults who exited (system leavers)	26
Number of adults who exited with increased total income	18
Percentage of adults who increased total income	69.2%

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Measure 5: Number of Persons who Become Homeless for the First Time

This measures the number of people entering the homeless system through ES, SH, or TH (Metric 5.1) or ES, SH, TH, or PH (Metric 5.2) and determines whether they have any prior enrollments in the HMIS over the past two years. Those with no prior enrollments are considered to be experiencing homelessness for the first time.

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

Metric	Value
Universe: Person with entries into ES-EE, ES-NbN, SH or TH during the reporting period.	607
Of persons above, count those who were in ES-EE, ES-NbN, SH, TH or any PH within 24 months prior to their entry during the reporting year.	111
Of persons above, count those who did not have entries in ES-EE, ES-NbN, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	496

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

Metric	Value
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	688
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.	139
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.)	549

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD’s Homeless Definition in CoC Program-funded Projects

Measure 6 is not applicable to CoCs in this reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

This measures positive movement out of the homeless system and is divided into three tables: movement off the streets from Street Outreach (Metric 7a.1); movement into permanent housing situations from ES, SH, TH, and RRH (Metric 7b.1); and retention or exits to permanent housing situations from PH (other than PH-RRH).

Metric 7a.1 – Change in SO exits to temp. destinations, some institutional destinations, and permanent housing destinations

Metric	Value
Universe: Persons who exit Street Outreach	319
Of persons above, those who exited to temporary & some institutional destinations	68
Of the persons above, those who exited to permanent housing destinations	84
% Successful exits	47.7%

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Metric 7b.1 – Change in ES, SH, TH, and PH-RRH exits to permanent housing destinations

Metric	Value
Universe: Persons in ES-EE, ES-NbN, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	613
Of the persons above, those who exited to permanent housing destinations	192
% Successful exits	31.3%

Metric 7b.2 – Change in PH exits to permanent housing destinations or retention of permanent housing

Metric	Value
Universe: Persons in all PH projects except PH-RRH who exited after moving into housing, or who moved into housing and remained in the PH project	419
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	406
% Successful exits/retention	96.9%

2024 HDX Competition Report

2024 Competition Report - SPM Data

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

System Performance Measures Data Quality

Data coverage and quality will allow HUD to better interpret your SPM submissions.

Metric	All ES, SH	All TH	All PSH, OPH	All RRH	All Street Outreach
Unduplicated Persons Served (HMIS)	674	65	475	156	491
Total Leavers (HMIS)	542	32	55	140	260
Destination of Don't Know, Refused, or Missing (HMIS)	29	8	4	3	67
Destination Error Rate (Calculated)	5.4%	25.0%	7.3%	2.1%	25.8%

2024 HDX Competition Report

2024 Competition Report - SPM Notes

CA-607 - Pasadena CoC

FY 2023 Reporting Year: 10/1/2022 - 9/30/2023

Notes For Each SPM Measure

Note: Cells may need to be resized to accomodate notes with lots of text.

Measure	Notes
Measure 1	No notes.
Measure 2	No notes.
Measure 3	No notes.
Measure 4	No notes.
Measure 5	No notes.
Measure 6	No Notes. Measure 6 was not applicable to CoCs in this reporting period.
Measure 7	No notes.
Data Quality	No notes.

2024 HDX Competition Report

2024 Competition Report - HIC Summary

CA-607 - Pasadena CoC

For HIC conducted in January/February of 2024

HMIS Bed Coverage Rates

Project Type	Total Year-Round, Current Beds	Total Year-Round, Current Beds in HMIS or Comparable Database	Total Year-Round, Current, Non-VSP Beds	Removed From Denominator: OPH EHV [†] Beds or Beds Affected by Natural Disaster*	Adjusted Total Year-Round, Current, Non-VSP Beds	Adjusted HMIS Bed Coverage Rate for Year-Round, Current Beds
ES	167	166	167	0	167	99.4%
SH	0	0	0	0	0	NA
TH	56	56	56	0	56	100.0%
RRH	31	31	31	0	31	100.0%
PSH	538	509	538	0	538	94.6%
OPH	184	0	184	109	75	0.0%
Total	976	762	976	109	867	87.9%

2024 HDX Competition Report

2024 Competition Report

CA-607 - Pasadena CoC

For HIC conducted in January/

HMIS Bed Coverage Rates

Project Type	Total Year-Round, Current Beds	Total Year-Round, Current, VSP Beds in an HMIS-Comparable Database	Total Year-Round, Current, VSP Beds	Removed From Denominator: OPH EHV [†] Beds or Beds Affected by Natural Disaster**	Adjusted Total Year-Round Current, VSP Beds	HMIS Comparable Bed Coverage Rate for VSP Beds
ES	167	0	0	0	0	NA
SH	0	0	0	0	0	NA
TH	56	0	0	0	0	NA
RRH	31	0	0	0	0	NA
PSH	538	0	0	0	0	NA
OPH	184	0	0	0	0	NA
Total	976	0	0	0	0	NA

2024 HDX Competition Report

2024 Competition Report

CA-607 - Pasadena CoC

For HIC conducted in January/1

HMIS Bed Coverage Rates

Project Type	Total Year-Round, Current Beds	Total Year-Round, Current, HMIS Beds and VSP Beds in an HMIS-Comparable Database	Adjusted Total Year-Round, Current, Non-VSP and VSP Beds	HMIS and Comparable Database Coverage Rate
ES	167	166	167	99.40%
SH	0	0	0	NA
TH	56	56	56	100.00%
RRH	31	31	31	100.00%
PSH	538	509	538	94.61%
OPH	184	0	75	0.00%
Total	976	762	867	87.89%

2024 HDX Competition Report

2024 Competition Report - HIC Summary

CA-607 - Pasadena CoC

For HIC conducted in January/February of 2024

Rapid Re-housing Beds Dedicated to All Persons

Metric	2020	2021	2022	2023	2024
RRH beds available to serve all pops. on the HIC	25	19	66	101	31

1) † EHV = Emergency Housing Voucher

2) *This column includes Current, Year-Round, Natural Disaster beds not associated with a VSP that are not HMIS-participating. For OPH Beds, this includes beds that are Current, Non-HMIS, and EHV-funded.

3) **This column includes Current, Year-Round, Natural Disaster beds associated with a VSP that are not HMIS-participating or HMIS-comparable database participating. For OPH Beds, this includes beds that are Current, VSP, Non-HMIS, and EHV-funded.

4) Data included in these tables reflect what was entered into HDX 2.0.

5) 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").

6) In the HIC, "Current" beds are beds with an "Inventory Type" of "C" and not beds that are Under Development ("Inventory Type" of "U").

7) For historical data: Aggregated data from CoCs that merged are not displayed if HIC data were created separately - that is, only data from the CoC into which the merge occurred are displayed. Additional reports can be requested via AAQ for any CoCs that have been subsumed into other CoCs.

2024 HDX Competition Report

2024 Competition Report - PIT Summary

CA-607 - Pasadena CoC

For PIT conducted in January/February of 2024

Submission Information

Date of PIT Count	Received HUD Waiver
1/23/2024	Not Applicable

Total Population PIT Count Data

Category	2019	2020	2021	2022	2023	2024
PIT Count Type	Sheltered and Unsheltered Count	Sheltered and Unsheltered Count	Sheltered-Only Count	Sheltered and Unsheltered Count	Sheltered and Unsheltered Count	Sheltered and Unsheltered Count
Emergency Shelter Total	183	194	133	192	211	186
Safe Haven Total	0	0	0	0	0	0
Transitional Housing Total	38	39	38	40	42	49
Total Sheltered Count	221	233	171	232	253	235
Total Unsheltered Count	321	294	0	280	303	321
Total Sheltered and Unsheltered Count*	542	527	171	512	556	556

1) *Data included in this table reflect what was entered into HDX 1.0 and 2.0. This may differ from what was included in federal reports if the PIT count type was either sheltered only or partial unsheltered count.

2) Aggregated data from CoCs that merged is not displayed if PIT data were entered separately - that is, only data from the CoC into which the merge occurred are displayed. Additional reports can be requested via AAQ for any CoCs that have been subsumed into other CoCs.

3) In 2021, for CoCs that conducted a "Sheltered and partial unsheltered count", only aggregate and not demographic data were

2024 HDX Competition Report

2024 Competition Report - PIT Summary

CA-607 - Pasadena CoC

For PIT conducted in January/February of 2024

collected.



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October 22, 2024

Jennifer O'Reilly-Jones
City of Pasadena
649 N. Fair Oaks Ave. Ste. 202
Pasadena, CA 91103

Re: Healthcare Leverage for CoC Rental Assistance Expansion – CoC Application

Dear Ms. O'Reilly-Jones:

The Los Angeles County Department of Health Services (DHS) Housing for Health division is partnering with the City of Pasadena to provide appropriate services for individuals and families who are experiencing homelessness and issues this letter in support of the City of Pasadena's application for funding through the HUD Continuum of Care (CoC) Program for the CoC Rental Assistance Expansion project. This project will provide an additional 27 units of scattered-site Permanent Supportive Housing (PSH) for homeless individuals with chronic illnesses, complex health and behavior conditions, as well as physical disabilities.

The County of Los Angeles commits to providing healthcare services through the Intensive Case Management Services Program (ICMS) for the 27 households participating in the CoC Rental Assistance Expansion project. The annual value of these services is estimated to be \$112,693. The commitment to this project is approved for the period of March 1, 2025, through February 28, 2026, or for the duration of the grant period. DHS commits sufficient funding to meet HUD's healthcare leverage minimum requirement value of 25% (\$112,693) of the City of Pasadena's CoC funding request of \$450,770 for this project. Project eligibility for the CoC Rental Assistance Expansion program participants will be based on CoC Program fair housing requirements and will not be restricted by the health care service provider.

Once again, we are happy to be partnering with the City of Pasadena and look forward to assisting in the successful operation of the project.

Sincerely,

Sarah Mahin
Director, Housing for Health
Department of Health Services
County of Los Angeles