



HOUSING AUTHORITY OF THE CITY OF LOS ANGELES

TO: HACLA Board of Commissioners
 FROM: Doug Guthrie, President & Chief Executive Officer *Douglas Guthrie*
 DATE: May 28, 2020
 REGARDING: Status of HACLA's Response to COVID-19

This report provides an overview of the most critical components of HACLA's response, as well as information on the national, state, and local orders and legislation that affect our operations.

CARES ACT

Pursuant to the *Coronavirus Aid, Relief, and Economic Security Act (CARES Act)* (Public Law 116-136) enacted on March 27th, supplemental funding was provided to public housing agencies to prevent, prepare for, and respond to COVID-19.

National appropriations include: \$1.25 billion for the Section 8 Housing Choice Voucher Program (HCV) and \$625 million for the Public Housing Operating Fund. Both appropriations support a wide range of uses, but all costs must be demonstrably related to addressing COVID-19 and must be expended by December 31st.

For HACLA's **HCV program**, the first of two increments for administrative, non-HAP, was disbursed on May 7th in the amount of **\$10.2 million**. A separate appropriation will be disbursed for Housing Assistance Payments (HAP) to cover income losses incurred by tenant participants. These funds will replace lost revenue to landlords and ensure tenants are not evicted due failures to pay rent.

At this time, anticipated uses for the administrative funds include: a reconfiguration of the Wilshire lobby and interview area to ensure social distancing and facilitate self-service, equipment and software to enable efficient telework, personal protective equipment (PPE) for staff who engage with the public directly, and overtime for staff who will address backlogs caused by the deferral of some services over the past several weeks, among many other costs.

Unfortunately, the CARES Act appropriation for the **Public Housing program** is significantly less at **\$3 million**. Like the HCV program, funds will be used for PPE, social distancing signage, hazard pay, overtime, labor for backlogged routine work orders, telework stipends, hardware and software to support telework equipment, conversion to On-base scanning to shift public housing towards paperless files, and the installation of glass barriers and hard surface chairs in our lobbies.

However, these funds must also cover any rent revenue losses HACLA incurs due to rent adjustments for residents with reduced income. At this time, it is difficult to estimate the full extent of income loss affecting our residents for the entire year since it is unknown how quickly employment will resume. However, preliminary data shows rent losses in April were approximately \$150,000, and \$130,000 in May.

PEOPLE FIRST – RESIDENT SERVICES

The mobilization of meal delivery and other supportive services to our residents over the past two months has been extraordinary. Staff have coordinated with non-profit and government partners to secure extensive donations and services, which are described in the Strategic Initiatives section below, and please also see *Attachment 1 – Resident Support Services* for a detailed list.

In sum, through donations and services, HACLA residents have received almost 36,000 instances of assistance. The majority of support has been grocery and meal delivery.

Households Served by Type of Assistance										
Location	Financial Assistance	Groceries	Household Items	IT & Devices	Meals	Other	PPE	Rental Assistance	School Supplies	Grand Total
Avalon		200			161					361
Estrada		633			372					1,005
Gonzague					107					107
Imperial		498	498		271		498			1,765
Jordan	50	315			129					494
Mar Vista		400			721		600		200	1,921
Multiple	320	9,000	4,750	2,509	1,200	775	1,620	231		20,405
Nickerson		1,566	150		747				75	2,538
Pico/Las Casitas					182					182
Pueblo del Rio					297					297
Ramona		250			383					633
Rancho		470			2,833				700	4,003
Rose Hills					149					149
San Fernando	8	440			180					628
William Mead		741			563					1,304
Grand Total	378	14,513	5,398	2,509	8,295	775	2,718	231	975	35,792

Most of the assistance has come from private community partners, including non- and for-profit organizations and business. Our recreation center partners have also been critical support networks both in the acquisition and distribution of these extensive donations.

Households Served by Partner Type										
Location	Council Office	Council Office & Private	Faith-Based	Mayor	Non-Profit	Private Business	RAC	Rec Center Partner	Grand Total	
Avalon		61			100		200		361	
Estrada		172	200		377	125		131	1,005	
Gonzague		107							107	
Imperial		121				150		1,494	1,765	
Jordan		129		115		250			494	
Mar Vista		271			1,000	250		400	1,921	
Multiple					7,540	11,291		1,574	20,405	
Nickerson		267			1,066	480	200	525	2,538	
Pico/Las Casitas		132	50						182	
Pueblo del Rio		172	125						297	
Ramona		158	100		100	150		125	633	
Rancho		183				2,620		1,200	4,003	
Rose Hills		59			90				149	
San Fernando			180			440		8	628	
William Mead	410		330		333	100		131	1,304	
Grand Total	410	1,832	985	115	10,606	15,856	400	5,588	35,792	

In addition, for the Asset Management properties, 322 families have been assisted with grocery and meal delivery.

AGENCY-WIDE OPERATIONS

HACLA Heroes - The impact of coronavirus (COVID-19A) on HACLA's clients and operations has been all-encompassing, and will continue to reshape our provision of services for the foreseeable future. In addressing the many challenges caused by social distancing requirements, HACLA staff have been creative and tireless. In order to honor their work, we have launched a weekly recognition of their exceptional work called HACLA Heroes. In addition, we are issuing a bi-weekly video address by our President & CEO, as well as monthly treats and refreshments to let staff know we are thinking of them and appreciate them.

HR Bulletins – Keeping HACLA staff informed of public health orders and guidance, as well resources available to prevent transmission, is critical for ensuring the safety of both our staff and our clients. To that end, since mid-March, HACLA has issued 20 pandemic-related email bulletins to staff, and 7 text and phone messages.

Cases and Staff Impact

- When the Mayor's Safer at Home order was issued on March 15th, almost 300 staff, representing one-third of all personnel, took emergency paid leave either due to their health vulnerabilities or to provide childcare. Since then, 78% have returned to work, with the majority (80%) through telework.
- As of May 20th, 81 are on Families First Coronavirus Response Act (FFCRA) leave.
- As of May 20th, 68 HACLA staff have been either in self-isolation due to symptoms (29) or in self-quarantine due to close contact (39). Of the 29 directly affected, 8 have tested positive. Only two (2) staff are still in self-quarantine, and 66 have returned to work.
- Fortunately, we have not had any new HACLA staff cases in the past two weeks.

Telework and Site-based Work

- In the first several weeks after the Safer at Home order was issued, the **Information Technology (IT) team**, in coordination with key department staff, mobilized to meet aggressive timelines in order to equip staff with software and equipment to work from home. This massive effort required emergency upgrades to our technology infrastructure by 300% to support remote work and necessitate customized access to resources for each individual department.
- With the availability of CARES Act funds, as well as the strict timeframe by when funds must be spent, the IT task force is currently planning for additional equipment purchases and deployments to make telework more efficient and reliable.
- As of May 8th, over 450 HACLA staff and all LOMOD staff are teleworking, some with periodic rotations in the office as needed.
- Approximately 300 staff, mostly at the Public Housing sites, continue to work on-site responding to emergency and urgent repairs and providing direct client support services. Staff utilize a brief questionnaire to identify households with potential COVID-19 cases to ensure enhanced PPE is used.

Personal Protective Equipment (PPE) – One of the biggest challenges for HACLA has been securing the correct type and sufficient quantities of the various PPE needed for staff and residents. Fortunately, staff have been creative and resourceful.

- N95 – In response to the hazards posed by smoke during the last major fire season, we secured 3,200 N95 masks approximately two years ago. This made it possible for us to immediately deploy N95s to

key staff working directly with the public. Given the shortage of this specialized mask, remaining masks will be reserved for necessary interactions where a resident or client is known to be positive for COVID-19, for example in the case of an urgent repair.

- KN95 – To ensure we do not contribute to the nation-wide shortage of N95, we have shifted our purchases to nearly 3,600 KN95 masks which are similar to N95s, but are not rated for medical uses.
- Cloth – To assist staff observe the City order which requires face coverings whenever one is outside their home, we have coordinated donations of 4,500 cloth, washable masks from the City and the United Way. In addition, we are working with partners to receive 25,000 cloth masks for residents through CLPHA.
- Disposable – Since we continue to assist resident with EDD claims and other critical supportive services, residents are provided disposable masks when they enter the WorkSource Center, Computer Labs, and Management Offices.
- Hand Sanitizer – One of the best examples of staff ingenuity is the collaboration with a local distillery to convert unneeded alcohol into 200 gallons of liquid hand sanitizer.

Briefings – With the elimination of travel, telephone briefings have become a critical way for HACLA to stay connected with industry and government partners. Various HACLA staff participate in the following:

- CLPHA and NAHRO – weekly calls to discuss best practices for addressing COVID-19 and other matters of mutual interest.
- HUD – weekly call to address waivers and other regulatory changes.
- Department of Public Health – weekly briefing for elected officials and government leaders to hear latest public health status for LA County with an opportunity to ask questions.

SECTION 8

Section 8 has implemented all major process modifications available through waivers, which are intended to streamline operations and supporting families through this crisis. As additional waivers are issued for both the HCV program through PIH and the Special Programs through CPD, we will continue to adapt program delivery.

Administration

- Offices are closed to the public with exceptions for those requiring reasonable accommodations. We expect this to continue for the remainder of the year until public spaces can be reconfigured to ensure the safety of clients and staff.
- Notwithstanding the closure of public spaces, most work continues and is being conducted by phone, email and mail. At this time, almost 70% of staff are teleworking.

Waiting List & Admissions

- Processing of new clients is currently focused on homeless applicants to mitigate the vulnerability of those who are unhoused. Client referrals are received and processed through the mail/email in close coordination with the partner agency case managers. While regular waitlist applications that were in process are being completed, no new applicants are being pulled from the waitlist to allow staff to focus on homeless contracting.
- For homeless and in-process clients, voucher issuance processing has continued primarily by mail and email. To help new participants understand the program and its requirements, a short voucher issuance video has been created for applicants to view.

- To assist in-process clients locate units, all vouchers have been extended to 270 days, with an additional 90 days available beyond that if needed.

Inspections

- Pursuant to available waivers, annual/bi-annual inspections have been suspended. However, HUD has issued timeframes by which backlogs in this area will need to be addressed. Overtime for these inspections will be funded through the CARES Act.
- All other inspections/re-inspections, including tenant-based and project-based new contract, 24 hour emergency and abatement, are approved by landlord self-certification of meeting HQS, with HACLA inspections to follow. As above, overtime for this follow up inspections will be funded through the CARES Act.

Other key functions

- In light of the wide-spread job and income losses experienced by our clients, interim reexaminations which recalibrate tenant rent to actual income earned, are expedited through participant self-certification over the phone.
- Housing Assistant Payments continue to landlords primarily through electronic payments and some checks.
- Consistent with public orders, terminations and informal hearings are suspended. Eviction moratorium links are on the HACLA website.

PUBLIC HOUSING

Administration

- Site offices will continue to be closed to the public except for appointments made for American with Disabilities Act (ADA) and special requests. Social distancing, face coverings, and current DPH guidelines continue to be followed to ensure the safety of our employees and residents.
- Staff continue to rotate on differing schedules (taking advantage of teleworking ability) which limits the number of staff physically in the office.
- Since March 1, 2020, public housing residents have requested 833 interim reviews due to decreases in household income or loss of employment. Of these requested reviews, 604 have been completed. Staff has worked diligently to process these requests. In comparison to April, we saw a reduction of approximately \$150,000 (or 5 percent) in tenant rental revenue after rent adjustments have been processed. We anticipate a substantial increase in monthly rental losses as rents are reduced due to interim reviews and non-payment of rent. As noted above, CARES Act funds are available to fill this gap; however, this may prevent HACLA from implementing all the operational changes currently planned.
- An informational flyer will be included in the June rent statements with tips on how to stay cool during this time, especially with residents social distancing and self-isolating in their units.
- We are in discussion with Ready Responders to provide voluntary free COVID tests and non-emergency health care to our residents. Ready Responders have been working with NYCHA to provide these services and will mobilize in Los Angeles in the coming weeks. Once fully mobilized, they estimate it will take 3 to 4 weeks to test our residents.

Maintenance

- Only emergency work orders in occupied units and maintenance work outside of occupied units continue to be addressed. Routine work orders will be cautiously incorporated once it is deemed safe to do so. Staff continues to work on vacant units to reduce turnover time.
- As of the end of May we will be behind 2,027 UPCS unit inspections. All inspections must be completed by 12/31/20. We have received a guarantee from UPCS vendor that they will be able to complete the inspections by 12/31/20 if able to restart by 6/1/20. The HUD waiver currently does not provide for an extension on Public Housing annual unit inspections.
- Maintenance staff continue to observe social distancing and adherence to PPE recommendations.

Capital Projects

- We will continue to delay any capital projects that involve entry to units and buildings.
- We have abated and painted eight buildings from the Pueblo Del Rio's Neighborhood Enhancement Project. Planters for these eight buildings have been constructed and we are pending landscaping, new signage, lighting, and drip irrigation.
- Mar Vista Garden's waterline upgrades have continued with 40 of 64 buildings complete. A total of 385 units now have new copper water supply lines with individual shut off devices for each unit.
- The gas line upgrade projects at Avalon Gardens and Gonzaque Village are complete. A total of 164 units (Avalon) and 184 units (Gonzaque) have been provided with new gas lines from individual meters to the interior appliances. Additionally, an earthquake shut off valve at each meter for safety/emergency purposes has been installed as part of these projects.

STRATEGIC INITIATIVES

Resource Connectivity

- HACLA initiated its Resource Connectivity kick off by establishing contact with residents through its **People First campaign**, which issued a letter and flyer with key resources and information to all public housing & asset management tenants in March.
- HACLA developed detailed resources for all its clients and constructed two **new website pages in Spanish and English** where it directed residents to see regularly updated resources citywide and specific to their housing sites. The web page went live in mid-March and a fully translated Spanish-version went live in mid-April.
- HACLA has been placing **Resource Cards and Stickers** with the links to these web pages in all the donations it delivers to residents and is sharing the information regularly with its RAC's and property management offices.
- The resources on HACLA's website are updated weekly by the Strategic Initiatives unit. (www.hacla.org/ph-resources or www.hacla.org/ph-resources-sp).
- Asset Management has also utilized its on-site Service Coordinators to establish programs for improved food and resources and has also updated its resource lists on its HACLA webpage.
- HACLA has developed another People First **letter in both Spanish/English** that will go out this month to all public housing residents that will remind them to go to the resource page.

Partner & Service Activation

- With a new framework for service in mind, HACLA and its existing on-site partners established new parameters for connecting with residents.

- Almost all early childhood, after school learning / recreation partners continued to operate with new client contact restrictions.
 - All **Head Starts** remain closed by staff are working with their families to do weekly check-ins, provide access to services online or over the phone, and deliver needed resources (food, sanitary items, etc.)
 - The **majority of school-aged service** providers, were able to obtain Grab and Go contracts and have been facilitating daily meal delivery services for all youth on our public housing sites ages 18 and under. They have created online platforms for programming and are doing individual family assistance focused primarily on additional food and school supplies. Approximately 4,300 meals per day or 17,500 meals per week are being delivered to children at eleven public housing sites.
 - **Service Coordinators at our Senior Sites** worked with Department of Aging and Meals on Wheelz to ensure food security for their clients and do daily knocks and neighborly checks to make sure seniors were in good health.
 - Our **Housing-based Programs** at public housing sites continued to work with their clients to ensure children were engaged in online learning, addressing family needs and psychological support to the at-risk youth in their programs.
 - Given the shortage of digital devices in many households and the great need for use by both adults and youth to apply for financial relief and to complete online studies, HACLA has continued to staff its **Computer Labs** at eight public housing sites. The labs, using social distancing & cleaning protocol, provide a key location for resource connection.
 - HACLA's **WorkSource & Jobs Plus Centers** remain open to the public five- days a week. Occupancy is limited and staff are working with clients to set appointments as well as conduct online services, whenever possible.
 - HACLA has been awarded two grants from the City as part of the City's Keeping LA Working COVID-19 program which is intended to provide adults and youth with supportive services, training & redeployment to jobs.
 - Since March 30th, HACLA's WorkSource Center has served over 1,300 clients through walk-ins, calls, and emails. Approximately 16% of clients are requesting assistance with Unemployment Insurance. Others are looking for resources and new employment. The WorkSource Center has been able to still engage in virtual recruitments and is placing residents in businesses expanding in response to COVID, like grocery stores and distribution.

Expanding Resources

- Strategic Initiatives staff began asking RAC's and Property Managers to provide weekly resource requests coming from the sites so they could prioritize and focus resource needs. All sites requested **meals for seniors/vulnerable populations** to be a top priority.
 - Through a partnership with Council District 9, 14, 15 and 11, HACLA developed a senior/disabled meal delivery program for 12 public housing sites with food deliveries from EveryTable. The funding currently available is providing a minimum of eight weeks of meal delivery service. In partnership with Council District 1 and Homeboy similar meals are being delivered to seniors and disabled at William Mead and Council District 7 just signed up all disabled households at San Fernando Gardens for a daily meal service and should be initiating a senior meal program in the next week.
 - Through this specific program, HACLA has been able to deliver 8,455 meals a week to 2,104 seniors and disabled households.

- HACLA's staff have organized volunteers made up of residents, neighbors, nonprofits & partner organizations to do the on-the-ground knock-and-drop every week at these sites to ensure the meals are safely delivered to vulnerable residents.
- All meal deliveries are funded to run through May at this time.
- HACLA also understood that our **larger families** needed additional food & resource security support and special donations have been arranged to provide evening meals, groceries & day-to-day supplies to our households in need. Some examples of this include:
 - USC Health Science Campus Community Partnerships weekly delivery of 377 grocery bags to households at Estrada Courts and Ramona Gardens.
 - Santa Monica Boys & Girls Club providing 200 extra meals per day to any household member in their "after 3pm" program at Mar Vista Gardens.
 - 52 pallets of food donated from Dole and Frito Lay which were distributed door-to-door to 7,500 households at public housing sites in Watts, San Pedro, East Los Angeles and Pacoima.
 - Farmers Markets free distribution of fresh fruit and vegetable packages to residents of William Mead and Nickerson Gardens.
 - Food For Less' donation of more than 60 grocery boxes to families in the Boxing Program at Nickerson Gardens.
 - Over 700 Grocery Gift Cards between \$100-500 value were provided to households at William Mead, Estrada Courts, Jordan Downs and Rancho San Pedro in partnership with El Nido, West San Gabriel Valley Boys and Girls Club and LA Harbor Boys and Girls Club.
 - Our strong partnership with Baby-To-Baby has been essential in meeting basic needs across the board. To date, 48,000 diapers, 5,120 packages of baby formula and fruit puree packets, and 360 wipes/cleaning supplies have been provided to residents of public housing spanning our entire portfolio. These donations were sorted and delivered by HACLA's own staff and volunteers.
- Helping our youth get through the **transition to online learning** has been a challenge that HACLA is working to address. The Strategic Initiatives team reached out to LAUSD, EveryoneOn, and all our digital literacy and connectivity partners to help households get connected.
 - To date, HACLA has Commissioner Tennenbaum to thank for his generous donation of 2,500 head sets, which are being distributed to school-aged youth through our Computer Labs and Boys/Girls Clubs.
 - Additionally, HACLA just received confirmation of a donation of 530 new Chromebook laptops that come with a one-year warranty and one year of tech support from Human IT. This donation is courtesy of the generous sponsorship of Crown Castle and Visionary Women. HACLA will distribute these laptops to larger families with multiple school-aged children.
 - HACLA also received a \$5,000 donation from ECMC to support Project SOAR as it continues to reach out to its students and assist them prepare for college and those that are struggling with remote learning. This is paired with promotion of HACLA's Scholarship Program through Kids Progress Inc. that has extended its period for receiving applications to June 30th.
- **Assisting families meet their financial gaps**, particularly those who have seen job losses, wage or hours cut as a result of COVID-19 is another essential service Strategic Initiatives is trying to address.

- To date, HACLA has worked hard to promote the Mayor’s Angeleno Fund and access to federal resources, including connecting residents to free tax preparation services so they can qualify for the Federal Stimulus check.
- HACLA entered into an MOU with Family Independence Initiative and UpTogether to distribute a private fund focused on providing a Federal Stimulus check alternative for mixed household families. The fund will provide \$500per household. HACLA was one of two or three organizations selected to help distribute these funds in the Los Angeles area. HACLA has been guaranteed access for up to 200 families.
- HACLA and Pacoima Beautiful have been able to offer 18 families with children in LAUSD schools \$500 in financial assistance through the Our Family LA Program.

Meeting the Need

One of our partners at the West San Gabriel Valley Boys and Girls Club has a saying that they have employed in this crisis. That saying is: **“Whatever It Takes.”** Strategic Initiatives and its partners take that saying to heart and will continue to assess the needs of residents and utilize its partnerships and tenacity to meet that need.

- We have additional resources coming through including a grant for \$25,000 from the California Community Foundation to support our resource efforts. We anticipate summer will present new service and resource needs and are meeting with our program partners to begin planning for them.

We are supported in the field by our partners, including CSP and the Resident Advisory Councils, and by the engaged and caring staff in Housing Services and Intergovernmental Services who help us regularly with communication and distribution.

ASSET MANAGEMENT

Asset Management has taken quick and decisive actions to mitigate exposure to the coronavirus for both staff and residents.

Facilities – For corporate offices, janitorial crews clean the restrooms and community spaces additional times each day, as well as sanitize frequently touched surfaces like push button panels in the elevator lobbies, door knobs, and any handles multiple times each day. Each conference room has been supplied with a hand sanitizing spray bottle. Additional protective materials and cleaning products have been procured, and Facilities has swiftly acquired a specialized cleaning and sanitizing vendor should any Housing Authority location have a possible contamination.

Residential Properties – Management offices are closed to walk-in traffic as business is being conducted through phone and email. Maintenance staff is focused on emergency repairs, and additional janitorial services have been added for extra cleaning and disinfecting at the properties.

Asset Management implemented measures in line with the CARES Act and City of LA through July 24, 2020, which include the following:

- No late charges.
- No rent increases.
- No evictions for non-payment of rent due to COVID-19 crisis.

Since April 1st, 128 tenants have reported a negative financial impact due to COVID-19, of which 42 are Section 8 participants. Interim recertifications have been either processed or requested for these households. For

residents like our senior population, who are unable to leave their homes due to health vulnerabilities or other conditions, the community has come together and provided additional resources. Please see *Attachment 1 – Resident Support Services* for a detailed list.

LA LOMOD

HUD HQ informed PBCAs on March 18 that all ACC tasks and deadlines still apply, except for conducting MORs (on-site audits) which were suspended by HUD on March 16. This made all LOMOD staff essential employees. The management team immediately began making adjustments to processes that still involved paper. With the help of HACLA IT, LOMOD was able to issue DUO licenses or RSA tokens to all staff by Friday, March 20th. Since the following Monday, 100% of LOMOD staff have been working from home full-time in a paperless environment. Management and administrative staff come into the office on an as-needed basis only. Management staff remain in daily contact with staff via Microsoft Teams and GoToMeeting. Staff who are at high risk, have child care issues, and do not have a home computer or internet were issued LOMOD equipment. No LOMOD employee is currently on paid administrative leave. Compliance staff who were conducting MORs have been re-assigned to other duties. In accordance with LOMOD’s Telecommuting policy, staff are being reimbursed for using their personal equipment for work. Since working from home, LOMOD staff have not missed any HUD deadlines or incurred any disincentives. LOMOD’s consulting arm, E3 Housing Solutions, is doing a series of national webinars on COVID-19 related property management issues. The first two webinars have brought in \$14,000 so far.

Since staff has been successfully working from home in a paperless environment where Personal Identifying Information (PII) is secured by IT’s network security, LOMOD intends to continue the work from home procedures discussed above indefinitely. Administrative staff will come in one day per week and management will come into the office on an as needed basis. The result will be an immediate savings in office supply and parking reimbursement expenses with office space savings in the longer term. This reduction in the budget will better position LOMOD for a rebid in competition with other PBCAs outside of California which likely have higher overhead expenses. MOR’s will resume as stay-at-home orders are lifted in each county with Compliance staff wearing N95 masks and gloves. Social distancing protocols will be followed during on-site visits as well as in the office when individual departments come in for meetings/trainings each month. Any Owner/Agent or HUD visit will be scheduled in advance.

Legal Department

The **CARES Act** contains several provisions affecting HACLA’s legal services:

- First, the CARES Act allows HUD to waive both regulations and statutes as necessary due to the COVID-19 emergency. This gives the HUD Secretary unprecedented power in recent history, as previously HUD only had authority to waive regulations. HUD issued its first round of waivers on April 10, 2020 under the CARES Act, which HACLA staff have analyzed as to which waivers might help the agency. HUD has also recently indicated that it may issue a second round of blanket waivers soon.
- Second, the CARES Act provides an eviction moratorium for “covered property.” These programs include HACLA’s Public Housing as well as all of our Section 8 Housing Choice Voucher units, as well as any private apartments with mortgages owned by Fannie Mae or Freddy Mac (which constitute around 70% of the mortgage market for 1-4 unit apartments, and a smaller percentage of the market for apartment buildings with more units).

- This moratorium includes: (1) a halt to filing any evictions for non-payment of rent, even if unrelated to COVID-19, (2) a halt to the service of any notices to vacate for unpaid rent and the waiver of late fees for this period, and (3) a lengthening of notice to 30 days for unpaid rent due during this period, after the period is over and a notice may be issued. Note that no rent has been waived. Thus, tenants should continue to pay rent as before to the extent possible, to avoid a large lump sum being due at the end of the moratorium. This moratorium will last 120 days, until late July 2020.

It should be noted that, unlike the private market, Public Housing is always affordable to our tenants, as their rent is 30% of their income or flat rent, whichever is less. Thus, our tenants are reminded to notify us immediately if their incomes change; if they fall for any reason, such as a layoff from the COVID-19 crisis, their rent will be adjusted accordingly.

Eviction Moratoria – In addition to the CARES Act, there are a number of other eviction moratoria and related actions for the COVID-19 emergency. The laws on this subject have changed repeatedly, so we expect the laws to continue to evolve in the near future.

- The Governor issued an emergency order that lengthened the time tenants have to respond to an eviction action for nonpayment of rent due to COVID-19.
- The Judicial Council, which sets policy for our courts, additionally proclaimed an eviction moratorium for eviction cases other than those related to “public health and safety,” to last 90 days after the end of the emergency period; thus the end date is unknown.
- The City of Los Angeles passed (1) an evictions moratorium ordinance (for rent non-payment case related to COVID-19) and (2) the Mayor issued a rent freeze for rent-stabilized properties. These actions affect our Section 8 landlords, although not our Public Housing, which is governed by federal law. However, we want to be mindful of the policies passed by the City, for our consideration as we determine how to proceed with our programs.

All of these moratoria allow evictions for violent or dangerous behavior, and HACLA will continue to file such eviction actions to protect its employees and residents.

Furthermore, it should be noted that the courts are largely closed until at least late June, and they are not hearing any eviction actions. When courts reopen, there is expected to be a large backlog of civil actions, including unlawful detainers. Thus, we should expect significant delays in evictions, even when public health and safety requires such cases.

General Services – In addition to working closely with departments to fulfill PPE, the Contracting/Purchasing unit (GS) has also been involved in various activities related to COVID-19:

- To ensure social distancing and the proper use of PPE, GS has notified our new construction contractors of the need to develop COVID-19 compliant worksite plans.
- To minimize the need for paper-handling, GS has utilized DocuSign and AdobePro to execute contracts with electronic signatures, and is also finalizing a new electronic Procurement Request Form to facilitate procurement activities via DocuSign.
- Notified our vendors of the availability of SBA Disaster Relief Loans, Employer Assistance Grants through LA County, and PayCheck Protection Program (via CARES Act).

Attachment 1 – Resident Support Services

Site	Partners	Donations/Services Provided	Households Assisted
PUBLIC HOUSING PROGRAM			
Avalon Gardens	Dare You to Care	2 meals/day, 1,000 meals per week	100
Avalon Gardens	EveryTable/Council District 9	4 meals/wk., 244 meal per week	61
Avalon Gardens	Food Bank	200 bags	200
Estrada Courts	Christ Commission Chapel - Food Service	400 per day / 1,200 week	200
Estrada Courts	EveryTable / Council District 14	4 meals/wk., 688 meals per week	172
Estrada Courts	Tyson Foods via WSGV Boys and Girls Club	5 food pallets	125
Estrada Courts	USC Health Science Campus, Community Partnerships	377 bags	377
Estrada Courts	WSGV Boys and Girls Club	393 grocery bags & toilet paper	131
Gonzaque Village	EveryTable / Council District 15	4 meals/week, 428 meals per week	107
Imperial Courts	EveryTable / Council District 15	4 meals/wk., 484 meals per week	121
Imperial Courts	J Tech	2 meals/day, 900 per week	150
Imperial Courts	Red Eye Inc.	10,000 face masks & hygienic products	498
Imperial Courts	Red Eye Inc.	2,000 pounds fresh fruit & vegetables	498
Imperial Courts	Red Eye Inc.	hygiene bags, cosmetics, flowers & meals	498
Jordan Downs	Dodger Foundation & Smart & Final	bought groceries for everyone in Smart & Final on one day	200
Jordan Downs	EveryTable / Council District 15	4 meals/wk., 516 meals per week	129
Jordan Downs	FII (Cedar Grove)	\$25,000 cash	50
Jordan Downs	Mayor's Fund (Cedar Grove)	\$500 grocery gift cards	115
Mar Vista Gardens	Del Rey Neighborhood Council	600 masks	600
Mar Vista Gardens	EveryTable / Council District 11 & Cedar Sinai Foundation	3 meals/wk. + 1 snack/wk., 813 meals + 271 snacks per week	271
Mar Vista Gardens	Gomez Family Food Bank	Food boxes	400
Mar Vista Gardens	J Tech Institute / Santa Monica Boys & Girls Club	2 meals/day, 2,500 week	250
Mar Vista Gardens	Santa Monica Boys & Girls Club	1 dinner / day, 300 meals distributed	200
Mar Vista Gardens	Santa Monica Boys & Girls Club	500 packets with markers, earbuds, paper, activity books, etc.	200
Multiple	Baby2Baby	60,480 wipes	3,100
Multiple	Baby2Baby	5,120 baby formula	1,200
Multiple	Baby2Baby	47,904 diapers	1,200
Multiple	Baby2Baby	360 cleaning kits	200
Multiple	Beyond Meat, Aqua Equity Water via ThinkWatts Foundation	2,000 meal boxes	2,000
Multiple	California Community Foundation (Homelessness/Housing COVID 19 relief donation)	\$25,000 cash	(pending distribution)
Multiple	California Community Foundation (Homelessness/Housing COVID 19 relief supplies)	3,000 masks	1,600

Site	Partners	Donations/Services Provided	Households Assisted
Multiple	California Community Foundation (Homelessness/Housing COVID 19 relief supplies)	20 non-contact infrared thermometers	20
Multiple	Commissioner Daniel Tenenbaum	2,500 headphones	1,530
Multiple	Dole Foods	22 food pallets	3,500
Multiple	Educational Credit Management Corporation	\$5,000 cash	20
Multiple	Family Independence Initiative & Up Together	\$100,000 cash	200
Multiple	Frito Lay	30 food pallets	3,500
Multiple	Human IT & Crown Castle ("Connected By Good" program)	530 new chromebooks with software, free IT assistance for a year & concierge service to assist with free/low cost internet	530
Multiple	Phat Scooters (Free Delivery to Community) via ThinkWatts Foundation	Scooters for food deliveries	(unquantified)
Multiple	Top Dog Entertainment	\$86,000 cash	231
Multiple	WSGV Boys and Girls Club	100 gift cards	100
Multiple	WSGV Boys and Girls Club	145 Easter visits/gifts	145
Multiple	WSGV Boys and Girls Club	20 tablets	20
Multiple	WSGV Boys and Girls Club	250 emergency supply kits	250
Multiple	WSGV Boys and Girls Club	630 wellness checks	630
Multiple	WSGV/Metro/Santa Monica/Harbor Boys and Girls Clubs	432 hours of programming	429
Nickerson Gardens	Boys and Girls Club Metro Los Angeles	75 packets of school supplies	75
Nickerson Gardens	CFDA / Local Farmers	1,066 farm boxes	1,066
Nickerson Gardens	EveryTable / Council District 15	4 meals/wk., 1,068 meals per week	267
Nickerson Gardens	Food For Less	150 boxes of food for families in boxing program	150
Nickerson Gardens	Gateway Gourmet / Anonymous Donor	1,080 meals	180
Nickerson Gardens	Nickerson Gardens Food Bank	200 boxes	200
Nickerson Gardens	Tyson Foods	7 food pallets	150
Nickerson Gardens	WSGV Boys and Girls Club	2 meals day / 3,000 meals week	300
Nickerson Gardens	WSGV Boys and Girls Club	150 food boxes, gift cards, clothes, shoes	150
Pico/Las Casitas	Christ Commission Chapel - Food Service	2 meals/day, 300 meals per week	50
Pico/Las Casitas	EveryTable / Council District 14	4 meals/1X week, 528 meals per week	132
Pueblo del Rio	Christ Commission Chapel - Food Service	2 meals/day, 750 meals week	125
Pueblo del Rio	EveryTable / Council District 9	4 meals/wk., 688 meals per week	172
Ramona Gardens	Christ Commission Chapel - Food Service	200 meals a day / 600 meals week	100
Ramona Gardens	EveryTable / Council District 14	4 meals/wk., 632 meals per week	158
Ramona Gardens	Tyson Foods via WSGV Boys and Girls Club	5 food pallets	150
Ramona Gardens	USC Health Science Campus, Community Partnerships	500 groceries & grocery bags total	100
Ramona Gardens	WSGV Boys and Girls Club	1,778 Grab & Go meals	125
Rancho San Pedro	Beacon Street & EveryTable / Council District 15	4 meals/week, 732 meals per week	183

Site	Partners	Donations/Services Provided	Households Assisted
Rancho San Pedro	LA Harbor Boys and Girls Club	2 meals/day, 5,000 meals week	500
Rancho San Pedro	LA Harbor Boys and Girls Club	3,500 school supply and art kits	700
Rancho San Pedro	San Pedro Historic Downtown Waterfront (PBID), Sebastian's Mediterranean Cuisine	50 bags	50
Rancho San Pedro	Sebastian's Mediterranean Cuisine / LA Harbor boys and girls club	Family Meal Fridays (300 per week)	2,100
Rancho San Pedro	Vons Gift Cards / Churck Ursini Donor	\$100 Vons Gift cards	470
Rose Hill Courts	EveryTable / Council District 14	4 meals/wk., 236 meals per week	59
Rose Hill Courts	Our Little Helpers	2 meals/day, 360 meals per week	90
San Fernando Gardens	Frito Lay	440 grocery bags	440
San Fernando Gardens	Pacoima Beautiful - Our Family LA Program	\$4,000 in gift cards	8
San Fernando Gardens	Project Isaiah (GateGourmet)	180 per week	180
William Mead Homes	Christ Commission Chapel - Food Service	300 per day / 900 per week	150
William Mead Homes	Council District 1	410 bags	410
William Mead Homes	HomeBoy / CouncilDistrict 1	4 meals/day, 932 per week	233
William Mead Homes	Project Isaiah (GateGourmet)	2 meals per person, 360 per week	180
William Mead Homes	Tyson Foods via WSGV Boys and Girls Club	5 food pallets	100
William Mead Homes	USC Health Science Campus, Community Partnerships	100 bags	100
William Mead Homes	WSGV Boys and Girls Club	393 bags	131
Total Public Housing Program Assistance to Families			35,792 Families
ASSET MANAGEMENT PORTFOLIO			
Glenablyn	CD 1 – Councilman Cedillo and World Harvest	Groceries	58 senior families
Las Palmas	LA Regional Food Bank and Central Hollywood Neighborhood Council	Groceries	20 families
Las Palmas	CD 13 – Councilman O'Farrell	Groceries	25 senior families
Simpson Family	Bernardi Multipurpose Center	Groceries	5 families
Simpson Saticoy	Bernardi Multipurpose Center	Groceries	40 families
Union Tower	Dream Center	Meal delivery	50 families
Union Tower	Western Adult Day Health	Meal delivery	30 families
Union Tower	St. Vincent Meals on Wheels, Korean Town Senior Center, Beverly Adult Day Health Center, Our Lady Queen of Angeles, St. Barnabas Senior Center, Buena Vida Adult Day Health, Felices Dias Adult Day Health	Meal delivery	23 senior families
Owensmouth Gardens	Mayor Eric Garcetti	Meal delivery	40 senior families
Owensmouth Gardens	L.A. Dept. of Aging	Meal delivery	30 senior families
California Apartments	Access	Meal delivery	1 family
Total Asset Management Portfolio Assistance to Families			322 Families