



Housing Authority of the City of Los Angeles

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1. Remote Informal Hearing Description

- a. A Remote Informal Hearing is an alternative to an on-site regular informal hearing conducted telephonically, via video-teleconferencing, or through other virtual platforms **absent a request by the participant family for an in-person hearing.**
- b. The Housing Authority is able to conduct the informal hearing using technology, such as video streaming, to ensure the participant family is offered an opportunity to consider whether HACLA's decision relating to end of participation is in accordance with the law, HUD regulations, and HACLA policies.

2. Participant Responsibilities - Video Conferencing Option

- a. 4G wireless service is required. You need to ensure that your location has 4G connectivity. **Note:** If no Wi-Fi is available, cell data is an option. If you have a limited cell data plan your service provider may charge you for data used during the remote informal hearing.
- b. A smartphone or tablet with 4G connectivity. 3G connectivity may not provide the speed and clarity required to complete the remote informal hearing.
- c. Install your GoToMeeting application on your smart phone or tablet. You must successfully complete the download to your device **before** receiving the electronic invitation from the Housing Authority for your remote informal hearing.
- d. A smartphone or tablet with a camera. **Note:** Older mobile devices or mobile devices with older operating systems and lower resolution cameras may not work properly.
- e. Email address or phone number to receive notifications.

3. Remote Informal Hearing Steps - Video Conferencing and Telephone Only Option

a. Before the remote informal hearing

- i. Contact our office by email at InformalHearing@hacla.org or phone (213) 252-5426 to update your phone number and provide the Housing Authority with an email address to receive notifications.
- ii. For Video Conferencing calls, on the day of your scheduled remote informal hearing prepare to receive the video call using GoToMeeting platform:
 - (a) Make sure the device being used during the remote informal hearing is fully charged at the scheduled remote informal hearing time. Remember to download the application **PRIOR** to your remote informal hearing.
 - (b) Be ready to accept a video call at the scheduled time and respond to requests from the Hearing Officer. If you do not answer this call, the Hearing Officer will issue the decision.

- (c) Turn off the smartphone or tablet notifications during the videocall. This is an important step because notifications freeze the video call and will cause delays to the remote informal hearing or could require the remote informal hearing to be rescheduled.
- (d) Clean your device lens and screens for maximum clarity.
- (e) If you have ear buds with an integrated microphone, use them -they will make it easier to communicate with the Hearing Officer. Background noise will make it difficult to communicate with the Hearing Officer during the video call.
- (f) The Hearing Officer will initiate the remote informal hearing call to you at the time scheduled and will conduct the informal hearing remotely.

b. During the remote informal hearing

- i. The Hearing Officer may call as much as 15 minutes before or 15 minutes after the agreed upon remote informal hearing time.
- ii. Follow the directions of the Hearing Officer.

4. Remote Informal Hearing - Telephone Only Option Additional Steps:

- a. If the participant family chooses to proceed with a telephone hearing, HACLA will provide the participant with a consent form so the participant family has complete knowledge of their rights, as well as the risks and benefits of conducting the remote hearing by phone.
- b. To obtain valid consent, it may be necessary for HACLA to verbally inform a participant of the content of the consent form prior to signing, or HACLA may need to get consent from the participant's appointed representative or guardian.

5. Additional Guidelines

- a. Reliable wireless data service (internet via phone/device provider) or reliable Wi-Fi connection (preferred).
 - i. If the video connection is insufficient, the Hearing Officer may record the remote informal hearing result as postponed and schedule an in-person informal hearing.
 - ii. If the connection is lost during the remote informal hearing, the Hearing Officer will attempt to re-establish connection for up to five minutes after the initial loss of connection. If connection cannot be re-established the remote informal hearing result will be postponed.
- b. If you choose to take an outside call before the remote informal hearing is complete, then the remote informal hearing may be rescheduled and you will have to set up another appointment.



HACLA makes Reasonable Accommodations for Persons with Disabilities

TTY Phone Number: 213-252-5313

