

City of Burbank

SHORT TERM RENTAL ASSISTANCE PROGRAM Policies & Procedures

FINAL – March 22, 2021



Contents

Short Term Rental Assistance.....	3
Eligible Activities & Goals.....	3
Ineligible Activities.....	3
Financial Assistance.....	3
Case Management Activities.....	4
Referrals for Other Services.....	4
Partner Agencies.....	4
Application Process.....	4
Marketing & Outreach.....	5
Application for Short Term Rental Assistance.....	6
Selection of Recipients.....	6
Income Verification.....	7
Unsuccessful or Ineligible Applications.....	8
Delivery of Services.....	8
Financial Payments and Utility Assistance to Burbank Water and Power (BWP).....	8
Case Management.....	11
Referrals.....	18
California Covid 19 Rent Relief under SB 91.....	18
Program Sunset.....	18
Record-Keeping and Reporting.....	19
Client Records.....	19
Reporting Requirements.....	19
Evaluation.....	19

Short Term Rental Assistance

The procedures described herein expand upon existing agreements between the City of Burbank and Family Promise of the Verdugos (FPV) to provide short term rental assistance using CARES Act and Measure H funds. These requirements may be modified by future agreements.

Eligible Activities & Goals

Program funds can be used to provide:

- Up to \$1,000 per month in financial assistance to pay rent arrears, rent futures (for up to 3 months per eligible household), and assistance with delinquent utilities with Burbank Water and Power (BWP).
- Assistance is only available to Burbank residents.
- “Light-touch” case management to assist households with budgeting, workforce skills, enrollment in benefits, job search assistance, etc.
- As needed, referral to partner agencies for other needs.

Ineligible Activities

Program funds may not be used for:

- Financial assistance with food or medical bills.
- Moving expenses, security deposits, repairs, furnishing, or household goods.
- Legal fees relating to eviction proceedings.
- Supplemental wages.
- Interim housing, hotel/motel stays, or other housing arrangements that do not include a formal lease agreement between the eligible household and a third-party landlord.
- Assistance that exceeds \$1,000 per month per household for three months (a maximum of \$3,000 total per household).
- Assistance for tenants outside the City of Burbank.
- Mortgage assistance.
- Monetary payments directly to the household.
- Duplicate assistance to tenants who have received other forms of temporary rental assistance.
- Households with a voucher or who reside in housing with affordable housing covenants.

Financial Assistance

The Short-Term Rental Assistance Program will provide households with financial resources for the express purpose of assisting with repayment of rent arrears accumulated and rent futures during the COVID-19 state of emergency. The Short-Term Rental Assistance Program will end by March 31, 2022, unless extended by the City.

Payments will be made directly from FPV to the landlord. At no point will applicant households receive direct financial assistance from the short-Term Rental Assistance Program. If a household requires other immediate financial assistance, appropriate referrals will be made.

Financial assistance in the form of payment for rent arrears and rent futures including delinquent utilities will not exceed \$1,000 per household per month and will only be available for up to three months. This program is not intended to serve those facing housing instability due to non-financial reasons (e.g. households fleeing domestic violence).

Case Management Activities

The program will target a sub-set of low-income Burbank households who can re-stabilize quickly with limited emergency assistance and whose housing instability can be linked directly to the economic impacts of COVID-19. Case management will consist of budgeting skills, job search assistance, and limited other workforce development activities to help a household regain the necessary financial stability to remain in housing. As needed, case management will include enrollment in mainstream benefits such as CalFresh, Medi-Cal, etc.

Referrals for Other Services

One of the primary goals of this emergency rental assistance program is to prevent households from having to seek mainstream homeless services to the extent possible, preserving the capacity of our regional partners to serve those most in need. As part of the screening for program eligibility, households with other or more-intensive needs will be referred to partner agencies for more traditional homelessness prevention.

Partner Agencies

The City of Burbank and FPV have pre-existing partnerships and close working relationships with local homeless services agencies including LA Family Housing and Ascencia. Any necessary referrals will be made quickly to all partner agencies committed to minimizing gaps in services (See Attachment 1). As needed, Burbank and FPV may enter into partnership agreements with additional service providers or agencies if it will be of service to clients.

Application Process

This program is intended to serve Burbank residents quickly with emergency assistance. The application process and eligibility determination will be simple and easy to complete.

On-Line Application

- The City of Burbank (City) will work with City Data Services to develop the rent assistance module for on-line applications
- On-line applications will be submitted at: <https://www.burbankca.gov/>
- The City will oversee the on-line pre-application process for the duration of the time to apply as the application period opens and closes when funding is available.

Preliminary Application

- A preliminary application will be submitted during the application open and close dates established by the City.
- Only one application shall be submitted and reviewed per household (any duplicate applications will be disqualified).

- An applicant must be on the rent/lease agreement as the head of household or as other tenant/occupant.
- Applicants will receive a confirmation of application receipt via City Data Services.

Application Review for Eligibility

- City staff and Family Promise will have access to a complete list and contact information for all on-line applications in chronological order by date received in CDS.
- City will not accept any applications that are not submitted on-line and after the application period is closed.

Marketing & Outreach

Households needing financial assistance under the Rent Assistance Program will be advised to contact a City of Burbank call center. Staff at the call center will complete a brief screening for need and refer potential clients to FPV for program enrollment.

Marketing

- The City will develop marketing materials for the Rent Assistance Program (See Attachment 2)
- The City will distribute marketing materials two weeks in advance of the application period commencing.
- The City will collaborate with community agencies, Burbank Unified School District, Burbank Libraries, Parks and Recreation, Workforce Center, Housing Rights Center, Burbank Water and Power, and more to disseminate information on the program
- The City will partner with Leadership Burbank and RISE Program Alumni to promote the program.
- The City will utilize social media platforms to announce the program on Nextdoor, Facebook, Twitter, etc.
- The City will utilize Burbank e-Notify to announce the program details and implementation date. The e-Notify website is: <https://www.burbankca.gov/what-s-new/enotify-me-sign-up>.
- The City will upload the Rent Assistance Program on the COVID 19 City webpage at <https://www.burbankca.gov/what-s-new/coronavirus>.
- Family Promise will email all landlords in our database, this includes landlords who have received funding through CARES, as well as others that have been our partners through our various housing programs
- Family Promise will speak at all community groups prior and during the application process, this includes Coordinating Council, Kiwanis, Rotary, Burbank Chamber, Burbank for Armenia, Nonprofit Coalition, etc.
- Family Promise will post city created graphics on our social media pages and tag City of Burbank and other relevant agencies who could assist in promoting.

Press Release

- The City will distribute a press release to media outlets and County partners
- The City will distribute a mass notification to all interested parties two weeks in advance of the program application period.

Call Center

- The City will set-up a Call Center to answer general questions about the Rent Assistance Program and educate the public on how and when to apply (the application period will begin April 5, 2021 through April 16, 2021)
- The Call Center Phone number is (818) 238-5180
- The Call Center will be open Monday – Friday, 8 am to 5 pm. for the duration of the rent assistance program
- The Call Center will collect e-mails of all interested applicants and send e-mail reminders of the application period opening and closing date.

Application for Short Term Rental Assistance

On-Line Applications

- On April 5, 2021, the City will begin accepting on-line applications for the rent assistance programs.
- Applications will be accepted for a duration of approximately two weeks starting on April 5, 2021 through April 16, 2021.
- In the event a tenant has limited access to the on-line application, the City may consider other options in completing an application for the program. The circumstances must be justifiable.
- At no time, will the City charge fees for applying for this program or solicit applications from residents.
- Only one application is accepted per household.
- An applicant must be on the rent/lease agreement as the head of household or as other tenant/occupant.
- An applicant must certify under penalty of perjury that the information provided for the Rent Assistance Program is true and accurate.

Selection of Recipients

Eligibility Review

- FPV will conduct the eligibility review of applications for rental assistance.
- Notices of Eligibility or Denial will be provided to applicants by FPV.

First-come, first-served

- Eligible applicants will be enrolled on a first-come, first-served basis.
- There are no program preferences or priorities under this program.
- The application is deemed submitted only in City Data Services once an applicant creates an account and password. Using the login information, an application can be submitted for the program.
- A receipt will be provided to the applicant that their application was submitted. Applicants should retain that receipt for their records.
- Contacting the Call Center, signing up for e-notify, or e-mails to staff are not considered an application submittal.

On-Line Application Closure and Hold List

- Once the application period ends, the on-line application system will be closed.
- Not all applicants may be assisted from the available funding. Those applicants that are not assisted because all funding has been expended will be notified that their names are on a hold list.
- Should additional funding become available, those that were placed on hold will be called in the order their applications were received.

Income Verification

Income must be verified before assistance is provided and re-examined monthly thereafter, if necessary. This program is intended to assist only low-income households financially impacted by COVID 19 (See Attachment 3 – Income Source Documentation). Income limits are established by household size and revised annually by the U. S. Department of Housing and Urban Development (HUD) (See Attachment 4).

Household income under the Rental Assistance Program must be calculated using the definition of annual income at 24 CFR Part 5 (Section 8) (See Attachment 5)

Annual income is the anticipated total income from all sources received by the family head and spouse (even if temporarily absent) and by each additional member of the family, including all net income derived from assets for the 12-month period. Due to COVID 19 and Safer at Home Restrictions, income can be verified utilizing the last 3 month period following the application date.

Annual income includes, but is not limited to:

- The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips, and bonuses, and other compensation for personal services.
- The net income from operation of a business or profession.
- Interest, dividends, and other net income of any kind from real or personal property.
- The full amount of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including lump-sum payment from a delayed start of a periodic payment.
- Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation, and severance pay.
- Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from persons not residing in the dwelling.
- All regular pay, special pay, and allowances of a member of the Armed Forces.

Annual income does not include the following:

- Income from employment of children (including foster children) under the age of 18 years.
- Payments received for the care of foster children.
- Lump-sum additions to family assets, such as inheritances, insurance payments, capital gains, and settlement for personal or property losses.
- Amounts received by the family that is specifically for, or in reimbursement of the cost of medical expenses for any family member.

- Income of a Live-in Aide.
- Amounts of educational scholarships paid directly to the student or the educational institution, and amounts paid by the Government for use in meeting the costs of tuition, fees, books, equipment, materials, supplies, transportation, and miscellaneous personal expenses of the student.
- The special pay to a family member serving in the Armed Forces who is exposed to hostile fire.
- Amounts received under training programs funded by HUD.
- Temporarily, nonrecurring or sporadic income (including gifts).
- If it is not feasible to anticipate a level of income over a 12-month period, the income anticipated for a shorter period must be annualized.

Unsuccessful or Ineligible Applications

If an applicant is rejected for the program, FPV must provide in writing the reason(s) for rejection and provide an administrative process for the applicant to appeal the determination.

Delivery of Services

This is a short-term program meant to provide immediate and time-limited assistance to eligible households in the City of Burbank. Those in need of longer-term services or assistance will be referred to appropriate providers.

Financial Payments

Payments will be made directly between FPV and the receiving landlord. Financial resources will never be paid directly to a program participant. Payments of up to \$1,000 will be paid to the landlord for up to three months. All fiduciary responsibilities will be handled by FPV. FPV is responsible for collecting documentation from the eligible household and verifying with the landlord the outstanding rent due, and that no other funding source has been applied. Please note, under SB 91, 25% of outstanding rent is due by June 30, 2021 for any rent owed going back to September 1, 2020. All outstanding rent owed going back to September 1, 2020 is due by August 31, 2021.

CDBG CARES Act funds will also be used by FPV to help pay a tenant's delinquent utilities owed to the Burbank Water and Power. Assistance will be in the form of \$150 for multi-family units and \$300 for single family home rentals. FPV Case Manager will make a request to BWP for a repayment plan with an initial email to: BWPCreditAndCollections@burbankca.gov.

Eligible Households:

- *Multi-family and single-family households (rental only)*
- *A household must be at or below 80% of the Area Median Income (AMI)*
- *Utility assistance would be provided to m/f and s/f who are 61 or more days in arrears.*
- *A repayment arrangement is required for residents to participate in the rent assistance /utility assistance program.*

Setting up Payment

(Primary Person Responsible = Bookkeeper)

1. Assign a Vendor ID

Payments must be made directly to the “**vendor**” (that is, the **property owner**. Before a rental payment can be made, Family Promise must first assign an identification number to the Vendor (e.g., Property Owner).

A. Checking If Vendor ID Already Has Been Assigned

The Bookkeeper will check if a Vendor ID already has been assigned to the payee indicated on the **Property Owner’s W-9 Form** (Request for Taxpayer Identification Number and Certification). The Bookkeeper may check for existing Vendor IDs on Quick Books Family Promise Accounting Software.

B. Assigning a Vendor ID

If a Vendor ID has not yet been assigned, the Bookkeeper will assign to the Vendor.

The process of assigning a Vendor ID typically takes one to two days.

C. Recording the Vendor ID in the Program Participant’s File

Once a Vendor ID has been assigned or retrieved, the Case Manager should make a record of the Vendor ID for future reference. Typically, the Vendor ID number is written onto the W-9 Form in the Program Participant’s hardcopy file. The Case Manager may also want to keep a separate list of all Vendor info for all Program Participants.

2. Payment Methods

A. Request for Demand (RFD)

Rental Assistance checks will be generated by submitting a Check Request Form to the Bookkeeper. To generate a Check Request, the Case Manager must fill out the form using the appropriate Microsoft Excel template, then print the completed form and attach the appropriate supporting documentation (e.g., a copy of the current utility bill) with a paperclip. Next the form must be submitted to the Executive Director for review. The Executive Director will initial the form, for final approval. Regardless of the dollar amount the Executive Director will sign off for payment. After the form has been signed by authorized representative, the Case Manager will place a copy of the signed form in the Program Participant’s file, and submit the original signed form to the desk of the Bookkeeper. Burbank Water and Power utility assistance will generate their own Check Request Form.

Payment Verification Process

(Primary Person Responsible = The Case Manager assigned to the Household)

The Case Manager will maintain accurate records of all rental payments for each

Program Participant.

3. Record-keeping

A. Program Participant's Hardcopy File

The Case Manager will maintain a Daily Balance Sheet in each Program Participant's hardcopy file. The Daily Balance Sheet reflects the amount, date, and payee for each rental/utility payment made on behalf of the Program Participant.

B. HMIS

The Case Manager will record all rental payments for each Program Participant's file (optional).

C. Transaction Detail Reports (QuickBooks)

The Executive Director will periodically verify the record of rental payments by running a Transaction Detail Report. They will use the QuickBooks accounting software to run this report.

4. Verification with Finance

The Case Manager will send a monthly spreadsheet to the Executive Director. This monthly update should include the following information (additional information may be required, as per Finance):

A. Total Amount Paid to Date (All Participants Combined)

B. Information for Each Program Participant:

- 1) Name of Program Participant (head of household)
- 2) Enrollment Status (Enrolled, Graduated, Terminated)
- 3) Program Entry Date
- 4) Program Exit Date (if applicable)
- 5) Type(s) of Assistance Provided (i.e. Rental Subsidy, Assistance, Rental Security Deposit)
- 6) Total Amount of Rental Assistance Paid
- 7) Total Amount of All RRH Assistance Paid (Rental and Security Deposit combined)
- 8) Rent Calculation data: Monthly Rental Rate, HAP Amount, and TTP Amount

Number of months of assistance remaining (if the Program Participant complies with case management and continues to be eligible for rental assistance)

Ending Participation

(Primary Person Responsible = Case Manager assigned to the Household)

When a household is about to exit the Rent Assistance Program, the Case Manager will:

5. **Send a Program Exit Letter**

Program Exit Process – Send letter to client, landlord and leave copy in client’s file.

Case Management

As part of enrollment, staff at FPV will assess what, if any, light-touch case management is appropriate for a program participant. Successful applicants will be encouraged to participate fully in case management activities.

Step I. Case Manager Assignments

Typically, the Case Manager will be assigned to all clients, but the Program Manager may step in to support the Case Manager as needed.

Step II. Case Management Goals

(Primary Person Responsible = The Case Manager assigned to the Household)

1. **Purpose of Case Management**

The Case Manager will provide light touch case management for each household served to assist them in becoming stably housed (self-supporting) while they are temporarily assisted by the Rental Assistance Program. The Case Manager will strive to meet the following goals for each household served:

- A. To manage and work toward client **wellness and autonomy** through advocacy, communication, education, and the identification and facilitation of services.
- B. To **meet housing needs** for qualifying candidates while treating each client like “regular people” by providing dignity, hope, professionalism and holistic service, in the context of relationship.
- C. To obtain **optimum value for all participants** in an ethical and safe manner, such that clients gain an advocate and emotional support, landlords and other service providers have complex cases facilitated, conflicts are mediated, and appropriate providers and facilities are identified while ensuring that available resources are timely, cost-effective, and efficient.
- D. Sustain a Case Management to participant ratio of 35:1. Once the level Case Management ratio is reached, participants interested in this service will be added to a waiting list or referred to outside agencies for assistance.

When the case management ratio is met, a waiting list for case management will be created by Family Promise. Participants will be called on a first-come, first serve basis when positions open up.

2. **Identifying Areas to Focus On**

During the eligibility screening process with each client, the Case Manager will explain the purpose and process of Case Management and identify possible areas of focus for Case Management. As a rule of thumb, Case Management should address the question “What obstacles stand in the way of this household becoming stably housed, and what can be done to overcome these obstacles?” Areas of emphasis can change as needed during a household’s participation in the Program. Examples of case management goals include but are not limited to:

- A. Housing Goals
- B. Employment/Income Goals
- C. Budgeting/Savings Goals
- D. Health Care Goals
- E. Family/Children Goals
- F. Domestic Violence Goals (if applicable)

Step III. **Case Management Plan**

(Primary Person Responsible = The Case Manager assigned to the household)

As soon as the household is approved for rental assistance, the Case Manager will meet with that household to mutually develop Case Management Goals and sign an initial Case Management Plan. These goals should form the basis of an on-going Case Management Plan that will be updated regularly. The Case Management Plan will form an integral part of the monitoring of the program. Adherence to the Case Management Plan is optional but encouraged. The households receiving rental assistance are encouraged to connect with the assigned Case Manager for support.

1. **Required Goals**

At minimum, each household must maintain their housing unit in accordance with their lease/rental agreement, save at least 30% of their income, and create and adhere to a strict budget during their participation in the program. If their path to becoming stably housed includes increasing their income, then appropriate goals should be developed for applying for benefits and/or obtaining employment. All participants must provide appropriate supporting documentation to verify they have met these goals within an agreed upon amount of time.

2. **Sample Goals:**

A. SAVINGS

- 1) Minimum Savings Amount

All participants must meet a savings goal. Initially, the Case Manager will ask the household to save half of their income. If they cannot save this much, they should mutually determine with the Housing Coordinator a specific amount they are willing and able to save. Generally, the minimum amount of savings is 30% of the participant's gross income per month. If, during a particular month, a participant incurs unexpected expenses (such as car repairs or an emergency dental visit), and they are consequently unable to save as much as pre-determined, then the client should provide supporting documentation to verify these expenses were paid. Examples include payment receipts, invoices, bank account statements, etc.

BUDGETING

The household will create and adhere a strict budget. As part of this budget, they will be expected to eliminate or greatly reduce miscellaneous expenses, such as dining out, entertainment, recreation, and credit card purchases. Households are allowed to make only minimum payments for credit cards and other debt during their participation in the program. Any "extra" money should go to savings during their participation in the program, unless otherwise indicated in their case management plan.

Required Documentation: Must bring ALL of the following (as applicable):

- 2) A written record of the client's actual income and expenses since the last case management meeting (e.g., the completed Budget Form).
- 3) Verification of all expenses paid since the last case management meeting (e.g., billing statements, receipts, bank statements, etc.).
- 4) Verification of all income and benefits (e.g. paystubs, award letters, etc.)
- 5) Copies of credit card statements to verify spending.
- 6) Copies of bank statements for all accounts. Must show all banking activity from today's date through the date of the next case management meeting.

B. PROOF OF EMPLOYMENT (OR OTHER MEANS OF BECOMING STABLY HOUSED)

- 1) If the household's plan is to become stably housed by obtaining employment, then they must find permanent employment (at least 20 hours per week) within an agreed upon time period AND provide verification of ALL employment and income/benefits.

Required Documentation: Examples include copies of paychecks, pay stubs, hiring letter from employer, verification of assistance from friends/family.

- 2) If the household's plan is to become stably housed by a means other than employment/earned income, then they must verify this on paper in some way. Examples include: Moving into Section 8 housing, increasing income/benefits, increasing savings, etc.

Required Documentation: Supporting documentation will vary depending on the

situation. For example, if the household will be moving into Section 8 housing within two months, but they need rental assistance from the Rent Assistance Program in the meantime to prevent eviction from their current non-Section 8 residence, then the household must provide proof in advance that they have been approved for Section 8 housing.

C. **PROOF OF JOB SEARCH** (if their path to autonomy includes obtaining employment)

All adults in the household who are able to work should actively look for employment and/or additional hours at their current job. Some adults, such as 18+ full-time students, may be exempt from this requirement.

Required Documentation:

- 1) A written record of the job leads each household member has pursued and the progress they have made. They may use a “Job Leads Follow Up” form provided by the Case Worker or develop their own record-keeping system.
- 2) Supporting documentation for each job they applied or interviewed for. Examples include but are not limited to:
 - a) Copies of correspondences to/from prospective employers (emails/letters).
 - b) Copies of job applications submitted.
 - c) Copies of postings for jobs for which you applied.
 - d) Business cards of companies with whom you interviewed.

Step IV. Case Management Meetings

(Primary Person Responsible = The Case Manager assigned to the Household)

1. Attendees

The Case Manager or other authorized representative may meet with all household members before the household can be approved for Rental Assistance. After the household has been enrolled in the Rental Assistance Program, the Case Manager may meet with the primary program participant from that household.

2. Frequency

Initially, the Case Manager will be available Monday through Friday, 8:30am to 5:30pm should the household need to connect. If the Case Manager is not available, the Program Manager may assist. Case Management, although not required, will be available for all households for up to 12 months or through the end of the fiscal year.

3. Location

Program participants typically will meet with the Case Manager at the Family Promise of the Verdugos Admin Office in Burbank. * However, due to current state of COVID-19, many meetings may take form in video conference, telephone or via e-mail.

Step V. Required documentation to be provided by the program participant
(Primary Person Responsible = The Case Manager assigned to the Household)

The program participant is obligated to provide proof of the following items:
Government ID, proof of residence i.e. copy of lease or rental agreement with third party, a W9 form filled out and signed by landlord, proof of loss of job or furloughed due to COVID-19. Other documents MAY be requested.

Step VI. Case Notes
(Primary Person Responsible = The Case Manager assigned to the Household)

The Case Manager will make it a regular practice to record accurate, detailed case notes after each Case Management meeting with program participants. Case notes will be maintained on the case notes page of Family Promise or the HMIS software (optional) for each household or if HMIS is not accessible we will create notes within the household's hard copy file. According to HUD guidelines, HMIS may show that services were provided for each household member during each quarter of the year in which they were active participants in the program. For more information, visit HPRP Frequently Asked Questions at www.HUDHRE.info.(optional)

Step VII. Tools and Resources
(Primary Person Responsible = The Case Manager assigned to the Household)

1. **Verdugo Jobs Center.** The Case Manager may refer program participants to utilize the variety of services available to job seekers at the Verdugo Jobs Center located at 1255 South Central Avenue, Glendale, CA 90214 (Tel: 818-409-0476)
<http://www.verdugojobscenter.org>).
2. **City of Burbank Workforce Connection. 301 East Olive Ave, Burbank, CA 91502 Tel. 818.238.5627**

Step VIII. Addressing Non-compliance to Case Management
(Primary Person Responsible = The Case Manager assigned to the Household)

1. **Examples of Non-compliance with Case Management** include but are not limited to:
 - A. Failed to attend or show up on time to scheduled appointments.
 - B. Failed to actively look for employment as per case management.
 - C. Failed to report changes in household size, income, employment status, etc. within 30 days as per case management.
 - D. Failed to provide supporting documentation as per case management.
 - E. Provided fraudulent information.
 - F. Abandoned the housing unit.
 - G. Demonstrated an unwillingness to cooperate with case management.
2. **Responding to Non-compliance**

A. Trouble-shooting the Problem

If/When a program participant does not comply with case management, the Case Manager may offer the program participant an opportunity to explain their reason for non-compliance and make the necessary corrections/adjustments within 30 business days.

For example, if a program participant missed an appointment with the Case Manager without sufficient explanation, the Case Manager may contact the Program Participant and give them one week to reschedule the appointment and explain the reason for their absence.

If, for example, a Program Participant failed to demonstrate that he/she actively looked for employment as required by case management, the Case Manager should seek to find out the root causes for the lack of job hunting. The Program Participant may be showing signs of depression, in which case the Case Manager may refer the client to appropriate supportive services. The Program Participant may lack the life skills to plan and prioritize appropriately, in which case the Case Manager may assist the client with developing a job search strategy and require the client to provide weekly progress reports (via phone or email) in between monthly case management meetings. In this way, the Program Participant receives increased accountability as needed and has opportunity to show improvement.

B. Proposed Termination Letter

If the client does not sufficiently respond within one week, or the problem is not resolved after initial trouble-shooting attempts. The Case Manager may send a Proposed Termination Letter to the program participant. A proposed Termination Letter is a written warning with conditions and a deadline for maintaining participation in the program.

Before a proposed Termination Letter can be issued to the household, the Case Manager should consult the Program Manager for approval/direction. All proposed Termination Letters must be signed by the Program Manager.

For more details, see the sample proposed Termination Letter.

C. Termination Letter

After 30 days, if the program participant has failed to follow through with case management, then a termination letter will be mailed to them. Typically, this is demonstrated in the household's lack of compliance to the terms of the proposed Termination Letter. Depending on the nature and severity of the incident, the Housing Coordinator may by-pass a proposed termination letter (warning) and issue a termination letter instead. For example: The participant elects to exit the case management program or Rent Assistance Program.

Before a Termination Letter can be issued to the household, the Case Manager

should consult the Program Manager for approval/direction.

All Termination Letters must be signed by the Program Manager.

For more information about ending a household's participation in the Rent Assistance Program, refer to Section 8: Program Exit Process.

For more details, see the sample Termination Letter.

Step IX. Program Exit Interview

(Primary Person Responsible = The Case Manager assigned to the Household)

When a household ends its participation in the Rental Assistance Program, the Case Manager will conduct an exit interview with the household. During the exit interview, the Case Manager will ask each household member to respond to the questions in a survey. This also is an opportunity to collect final documentation of the household's income, expenses, employment status, and other supporting documentation.

Step X. Client Files (Hardcopy)

(Primary Persons Responsible = The Case Manager assigned to the Household)

The Case Manager shall maintain an organized filing system for Prospective Clients and Program Participants.

1. Prospective Client Files

A. To Be Processed

Applicants who passed the pre-screening phase (initial consultation) and submitted all required paperwork. The Case Manager will review their files and meet with the households in person for eligibility determination.

B. Documents Pending

Applicants who passed the pre-screening phase (initial consultation) and from whom we are awaiting supporting documentation to verify their eligibility status.

C. Withdrawn

- 1) Applicants who indicated they no longer wish to be considered for RRH assistance, or
- 2) Applicants from whom we have not received a response after 30 days.

D. Denied

Applicants who did not meet the minimum criteria for eligibility.

2. Program Participant Files

A. Enrolled

Households currently participating in the Rent Assistance Program. These files will be labeled with a green dot.

B. Graduated

Households who successfully completed the Rent Assistance Program. They were stably housed at the time of program exit. These files will be labeled with a blue dot.

Causes for “graduation” include but are not limited to:

- 1) Completed the program
- 2) Found another housing option
- 3) Moved into permanent housing with family or friends

C. Terminated (e.g., For Non-compliance)

Households whose participation in the Rent Assistance Program was terminated. These files will be labeled with a red dot. Causes for terminations include but are not limited to:

- 1) Non-compliance
- 2) Reached maximum assistance
- 3) Needs could not be met by program
- 4) Left before completing the program

Referrals

The Case Manager may refer program participants to utilize the variety of services available to job seekers at the Verdugo Jobs Center located at 1255 South Central Avenue, Glendale, CA 90214 (Tel: 818-409-0476; <http://www.verdugojobscenter.org>) or **City of Burbank Workforce Connection. 301 East Olive Ave, Burbank, CA 91502 Tel. 818.238.5627**

California COVID-19 Rent Relief under SB91

The Case Manager may refer program participants and/or their landlord to utilize the California COVID-19 Rent Relief effort to help income-eligible households pay rent and utilities, both for arrears and future payment. The Federal Consolidated Appropriations Act of 2021 provides funding to support the program and tenant protection laws signed by Governor Newsom.

Program Sunset

This is a short-term program intended to serve a population newly experiencing housing instability and will end on December 31, 2021.

Record-Keeping and Reporting

Records will be kept, and summary reports will be drafted in accordance with funding requirements; mainly those of the CARES Act and LA County Measure H funds. Applicant information such as demographic data, income, neighborhood of residence, tenure in housing, and employment status will be aggregated for the purpose of reporting. Individual client data will never be shared publicly.

Client Records

Recordkeeping and record retention requirements must be in compliance with 24 CFR 92.508. Records must be retained for five years after the period of rental assistance ends or from the time the project is closed, whichever is longer.

The tenant files shall contain, but are not limited to, the following:

- Original application with copies of identification documents for each household member.
- Income verifications, along with source documentation.
- Release of information forms.
- Request for Rental Assistance Approval, and other materials related to assistance.
- Rental Contract and/or Lease Agreement.
- W9 Form from Landlord.

Any tenant must give permission for the City of Burbank to review records to determine program compliance prior to receiving assistance.

Reporting Requirements

Family Promise of the Verdugos must report monthly to the City of Burbank on the status of the program, in the format specified by the City.

Evaluation

The fundamental goal of the short-Term Rental Assistance Program is to keep Burbank households in their homes. Burbank and FPV will evaluate the ultimate success of the program based on several metrics including:

- Number of applicants
- Number of enrollees
- Referrals for services made for unsuccessful applicants
- Referrals for services made for enrollees
- Percent of program participants who remain stably housed after three months
- Percent of program participants who remain stably housed at program sunset
- Percent of program participants who remain stably housed after twelve months
- Case management participation among program participants
- Change in employment status among program participants
- Change in income among program participants

- Number of program participants enrolled in mainstream benefits.

Additionally, qualitative information will be collected from staff and program participants.

The City of Burbank is committed to creating a thriving community that supports all residents' wellbeing. The opportunity to keep lower-income households stably housed is a key strategy to prevent and address homelessness in line with the goals outlined in the City's Plan to Prevent and Address Homelessness. While this short-Term Rental Assistance Program was created in response to the COVID-19 crisis and the availability of one-time funding, the goals of the program are of long-term interest to the City. If the program is found to be successful at meeting desired outcomes, the City may pursue opportunities to sustain some form of short-term financial assistance to renters in Burbank beyond the terms of the short-Term Rental Assistance Program.

Disclaimer:

These Policies and Procedures are subject to edit or amendment by the City as needed.

**Homeless Prevention and Diversion Resource List
Attachment 1**

Operator	Resource	Walk-Ins?	Hours of Operation	Eligibility Requirements	Location	Address	Website	Phone	Email
BASIC NEEDS Food and School Supplies									
North Valley Caring Services	Food Pantry	Yes	Every F 10-12 AM	Complete one-page intake form M-Th 9-3.	North Hills	15453 Rayen St, North Hills, CA	nvcsinc.org	818-891-0481	N/A
Burbank Temporary Aid Center	Food Pantry	Yes	T, W, Th 9-12, 1:30-5	Call for more information	Burbank	1304 W Burbank Blvd, Burbank, CA	burbanktemporaryaidcenter.org	818-848-2822	info@theBTAC.org
Los Angeles Food Pantry	Food Pantry Locator	Yes	Call or see website for information	Call or see website for information	Multiple	Multiple	https://www.lafoodbank.org/find-food/pantry-locator/	323-234-3030	Please Call
Department of Public Social Services	CalFresh/Food Stamps	Yes	M-F 8-5	Apply online or in-person	Multiple	Multiple	http://my.dpss.lacounty.gov/dpss/offices/default.cfm?orgid=325	818-701-8200	N/A
Burbank Unified School District	Student Transportation and School Supplies	Yes	M-F 7 AM-4 PM	Email for more information	Burbank	1900 W Olive Ave, Burbank, CA	burbankusd.org	818-729-4400	ivanzamudio@burbankusd.org
BEHAVIORAL HEALTH Youth Development, Mental Health, and Trauma Recovery									
Department of Mental Health	Network & brainstorm with hoarding specialists & peer advocates	Yes	Second Thursday of each month, 1-3 PM	Respect confidentiality; case presentations	Chatsworth	20151 Nordhoff St, Chatsworth, CA	dmh.lacounty.gov	213-351-7251	drmcDaniel@dmh.lacounty.gov
Department of Mental Health	Support group for people who hoard	No	Call or email for information	Orientation required; 15-week workshop series	Chatsworth	20151 Nordhoff St, Chatsworth, CA	dmh.lacounty.gov	213-351-7251	drmcDaniel@dmh.lacounty.gov
The Village Family Services	Drop-In Center, food, housing & mental health resources for youth 18-24	Yes	M-F 9:30-3:30 (drop-in) M-F 3:30-5:30 (appt only) Weekends 9-3	Call or go in-person for more information	North Hollywood	6801 Coldwater Cyn Ave, N Hollywood, CA	thevillagefs.org	818-755-8786	drop-in@thevillagefs.org
Multiple	Gang Prevention & Intervention		Call or email for information	Youth must have a connection to one of LA's designated GRYD zones; complete referral form	Multiple	Multiple	https://www.lagryd.org/refer	213-473-7796	https://www.lagryd.org/contact
Family Services Agency	Individual, Family, and Group Counseling	Yes	M-F 9-7, S 9-1	Complete a phone intake, followed by an in-person assessment	Burbank	2721 W Burbank Blvd, Burbank, CA	familyserviceagencyofburbank.org	818-845-7671	Please Call
Family Services Agency	Class for people who have committed domestic violence against others	Yes	M-F 9-7, S 9-1	Complete a phone intake, followed by an in-person assessment	Burbank	2721 W Burbank Blvd, Burbank, CA	familyserviceagencyofburbank.org	818-845-7671	Please Call
Family Services Agency	Class for people who have survived domestic violence	Yes	M-F 9-7, S 9-1	Complete a phone intake, followed by an in-person assessment	Burbank	2721 W Burbank Blvd, Burbank, CA	familyserviceagencyofburbank.org	818-845-7671	Please Call
Coalition Against Slavery and Trafficking-LA	Counseling & safety planning for trafficking survivors	Yes	Phone line is 24/7	Please Call	Various	3751 W 6th St #70308, Los Angeles, CA	castla.org	888-539-2373	info@castla.org
The Village Family Services	Support groups for Lesbian, Gay, Bi-sexual, Transgender, and Queer (LGBTQ) Youth	Yes	Th	Complete intake assessment; must be 18-25	North Hollywood	N/A	thevillagefs.org/lgbtq	818-755-8786	ProjectQ@thevillagefs.org
San Fernando Valley Community Mental Health Corp	Brief individual therapy, medication management, and case management	Yes	M-F 8-5	Must have MediCal. Call, complete screening with Officer of the Day, and wait 2-5 weeks for appointment.	North Hollywood	11631 Victory Blvd, N Hollywood, CA	https://www.movinglivesforward.org/program/macdonald-carey-east-valley-mental-health-center/	818-908-3855	Please Call

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Operator	Resource	Walk-Ins?	Hours of Operation	Eligibility Requirements	Location	Address	Website	Phone	Email
San Fernando Valley Community Mental Health Corp	Youth At Risk of Paranoia, Hallucinations, and Schizophrenia	No	M-T 8:30-6:30, W-F 8:30-4:30	Please leave a callback number. Non-citizens eligible. Ages 16-25	Van Nuys	14535 Sherman Circle St, Van Nuys, CA	https://www.movinglivesforward.org/program/center-for-the-assessment-and-prevention-of-prodromal-states-capps/	818-528-8887	Please Call
San Fernando Valley Community Mental Health Corp	Intensive case management to support people w/ severe mental illness (limited space)	No	N/A	Homeless Services Liaison has referral form and can submit referrals to DMH.	Van Nuys	Multiple	https://www.movinglivesforward.org/program/adult-full-service-partnership-afsp/	818-238-5197	Please Call
Multiple	Child Development, including Early Head Start	Yes	N/A	Call for more information	Multiple	Multiple	http://labestbabies.org/downloads/ParentResourceSheet-English.pdf	1-866-613-3777	N/A
FINANCIAL Increasing Income, Decreasing Expenses, and Credit Counseling									
Haven Services	Credit Counseling	No	Call or email for information	Call or email for information	Seeking co-location sites in Valley	N/A	havenservices.org	213-375-4663	info@havenservices.org
Helping Hands Foundation	Benefits Enrollment	Yes	M-F 9-5	65+ years old, OR receiving Medicare, OR terminal illness	By phone and field-based	N/A	helpinghandsla.org	818-279-6580	info@helpinghandsla.org
Homestead	Convert garage to rental unit w/o upfront payment	Yes	Call or email for information	Homeowner seeking no-cost garage conversion	By phone and field-based	N/A	homestead.is	424-352-2476	connect@homestead.is
Landlord-Tenant Commission	Landlord-Tenant Mediation	Yes	First Monday of each month at 6:15 PM	Burbank landlord or tenant; Commission's findings are not legally binding. Landlord/tenant FAQ's available online; search for document 49445.	Burbank	150 N Third St, Burbank, CA	https://www.burbankca.gov/departments/community-development/housing-economic-development/housing/the-burbank-landlord-tenant-commission	818-238-5160	Please Call
LA Family Housing	Security Deposit/ First Month's Rent	Yes	M-F 8-12, 1-4	Do not attempt to call or email for information. Go in person. First-come, first-served. Bring ID, proof of income, and proof of assets (bank statement)	North Hollywood	7817 Lankershim Blvd (Households with less than 50% custody of minor children) 7843 Lankershim Blvd (Households with 50%+ custody of minors)	lafh.org	N/A	N/A
Chrysalis	Supportive Employment (with case management)	No	Call for information	Must arrive by 8 AM M-Th for orientation, followed by assessment and workshops	Pacoima, Downtown LA, Anaheim, and Santa Monica	13545 Van Nuys Blvd, Pacoima, CA 522 S Main St, Los Angeles, CA	changelives.org	818-794-4200 213-806-6300	Please Call
LA Valley College	Short-Term Job Training (2-6 weeks)	Yes	M-Th 8-4:30, F 8-3:30	Call or email for information; 90% placement rate	North Hollywood	ACA Building #1301 5800 Fulton Ave, Valley Glen, CA	https://lavc.edu/Workforce-Training/Workforce-Training.aspx	818-947-2941	Transportation: williatm3@lavc.edu Biotech: carmicky@lavc.edu Manufacturing: gutierrf@lavc.edu
Interfaith Refugee and Immigration Service	Refugee Employment	No	M-F 8-5	Please call	Atwater Village	3621 Brunswick Ave, Los Angeles, CA	iris.ladiocese.org	323-667-0489 ext 100	N/A
CCRC	Low-Cost Childcare	Yes	M 8-7, T-F 8-5	Can register online for waitlist. Families receiving TANF/CalWorks through DPSS should receive response to application within 30 days	Multiple	20001 Prairie St, Chatsworth, CA	ccrcca.org	818-717-1000	Please Call

Homeless Prevention and Diversion Resource List

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Operator	Resource	Walk-Ins?	Hours of Operation	Eligibility Requirements	Location	Address	Website	Phone	Email
Department of Public Social Services	Up to 48 months of cash assistance for low-income families with children	Yes	M-F 8-5	Please see p. 12 on the link to the left for more information on eligibility.	Multiple	Multiple	https://d3n8a8pro7vhmx.cloudfront.net/hungeractionla/pages/28/attachments/original/1528753775/LA_CO_PG_FINAL_May_2018.pdf?1528753775https://d3n8a8pro7vhmx.cloudfront.net/hungeractionla/pages/28/attachments/original/1528753775/LA_CO_PG_FINAL_May_2018.pdf?1528753775	818-701-8200	N/A
LA Family Housing	Rent and Utility Arrears, Time Limited Partial Rent Assistance	Yes	M-F 8-12, 1-4	Serving everyone except for adults between 18-24 years of age (18-24 years of age will be referred to Village Family Services). Do not attempt to call or email for information. Go in person. First-come, first-served. Bring ID, proof of income, copy of arrears and/or 3-Day Notice, and proof of assets (bank statement). Availability subject to funding. Tenant must be able to cover rent after rental assistance ends. Must complete CES intake.	North Hollywood	7817 Lankershim Blvd (Households with less than 50% custody of minor children) 7843 Lankershim Blvd (Households with 50%+ custody of minors)	lafh.org	N/A	N/A
The Village Family Services	Rent and Utility Arrears, Time Limited Partial Rent Assistance	Yes	M-F 9:30-3:30 (drop-in) M-F 3:30-5:30 (appt only) Weekends 9-3	Call or go in-person for more information	North Hollywood	6801 Coldwater Cyn Ave, N Hollywood, CA	thevillagefs.org	818-755-8786	drop-in@thevillagefs.org
Neighborhood Legal Services	Consumer Debt Collection Clinic	No	Fri morning; appts only	Call M, T, Th, or F 9 AM-1 PM to make an appointment	Chatsworth	N/A	https://www.nlsia.org/projects/self-help-centers/	800-433-6251	N/A
Los Angeles County District Attorney	Relocation Funds for Violent Crime Victims	Yes	M-F 8 AM-5 PM	Must submit police report for qualifying crime & cooperate w/ investigation	Multiple	Multiple	http://da.co.la.ca.us/victims	800-380-3811	Please Call
LANGUAGE ACCESS Assistance With Government Benefit Applications for Non-English Speakers									
Armenian Relief Society	Translation and Benefits Application Assistance		M-F 9-5		Glendale	517 W Glenoaks Blvd, Glendale, CA	arswestusa.org	818-500-1343	arswestusa.org
LEGAL Restraining Orders and Eviction Prevention									
Neighborhood Legal Services	Legal Services to Prevent Evictions and/or Homelessness	No	N/A	Must complete CES intake prior to referral by CES providers (Ascencia & Village Family Services)	San Fernando/Santa Clarita Valleys	N/A	nlsia.org	N/A	N/A
Neighborhood Legal Services	Self-Help Eviction Services	Yes	M-Th 8:30 AM-12:30 PM and 1:30-4:30 PM, F 8:30 AM-12:30 PM	First-come, first-served; staffed by volunteers and Justice Corps students	Van Nuys	6230 Sylmar Ave #350, Van Nuys, CA	https://www.nlsia.org/projects/self-help-centers/	N/A	N/A
Neighborhood Legal Services	Self-Help Eviction Services	Yes	M-Th 8:30 AM-12:30 PM and 1:30-4:30 PM, F 8:30 AM-12:30 PM	First-come, first-served; staffed by volunteers and Justice Corps students	Chatsworth	9425 Penfield Ave #2501, Chatsworth, CA	https://www.nlsia.org/projects/self-help-centers/	N/A	N/A
Neighborhood Legal Services	Restraining Orders (to prevent homelessness)	No	N/A	Must complete CES intake prior to referral by CES providers (Ascencia & Village Family Services)	San Fernando/Santa Clarita Valleys	N/A	nlsia.org	N/A	N/A

Homeless Prevention and Diversion Resource List

Attachment 1

Operator	Resource	Walk-Ins?	Hours of Operation	Eligibility Requirements	Location	Address	Website	Phone	Email
Coalition Against Slavery and Trafficking-LA	Legal Services for Human Trafficking Survivors	Yes	Phone line is 24/7	Please Call	Various	3751 W 6th St #70308, Los Angeles, CA	castla.org	888-539-2373	info@castla.org
Interfaith Refugee and Immigration Service	Legal Assistance on Immigration and Refugee Cases	No	M-F 8-5	Adjustment of Status, Citizenship, please call	Atwater Village	3621 Brunswick Ave, Los Angeles, CA	iris.ladiocese.org	323-667-0489 ext 100	N/A
MEDICAL Insurance Enrollment, Substance Use Services, and Assisted Living									
Helping Hands Foundation	Medical case management for low-income, high-need older adults	Yes	M-F 9-5	65+ years old, OR receiving Medicare, OR terminal illness	By phone and field-based	N/A	helpinghandsla.org	818-279-6580	info@helpinghandsla.org
Helping Hands Foundation	Medical Equipment Rental	Yes	M-F 9-5	65+ years old, OR receiving Medicare, OR terminal illness	By phone and field-based	N/A	helpinghandsla.org	818-279-6580	info@helpinghandsla.org
Helping Hands Foundation	Assisted Living Placement	Yes	M-F 9-5	65+ years old, OR receiving Medicare, OR terminal illness	By phone and field-based	N/A	helpinghandsla.org	818-279-6580	info@helpinghandsla.org
Department of Public Health	Report Mold, Insects, and Vermin; Request Inspection	Yes	N/A	Request a Health Department inspection online or by phone	Multiple	Multiple	https://ehservices.publichealth.lacounty.gov/servlet/guest?service=0&formId=4&saveAction=5	888-700-9995	Please Call
Department of Public Social Services	Low-Income Health Insurance	Yes	M-F 8-5	Apply online or in-person	Multiple	Multiple	http://my.dpss.lacounty.gov/dpss/offices/default.cfm?orgid=325	818-701-8200	N/A
Department of Health Services	Link patients exiting County Hospitals to clinics & follow-up	Yes	N/A	1-3 months of follow-up case management for patients approaching discharge from County hospitals with 2+ inpatient stays in last 12 months and qualifying factors like drug/ alcohol impairment OR 3+ inpatient stays for any reason	Multiple	14445 Olive View Dr, Sylmar, CA	http://dhs.lacounty.gov/wps/portal/dhs/!ut/p/b1/04_Sj9Q1Mjc2MjQyMjbWJ9CPykssy0xPLMnMz0vMAfGjzOLDAwM3P2dgo0MT E3MDBy9QkNC3IMsDPxNzYEKlpEVWJj6ORk4GpiY-lt4mBg6mxoQ0h-uH4WqBN0EU0IKDKAKDHAARwN9P4_83FT93KgcS88sE0UAJAK8Aw!l/dl4/d5/L2dJQSEvUUt3QS80SmtFL1o2X0YwMDBHT0JTMjBNTDMwQVJUQkVH5VAwS1ix/	747-210-3000	Please speak with DHS staff co-located at Olive View re: Transitions of Care program
Department of Health Services	Drug and Alcohol Treatment & Assistance Locating and Enrolling in Services	Yes	N/A	Must be open to services and meet requirements such as pregnancy, injecting drugs, court order, 2+ incarcerations, drug/alcohol related incarcerations, or inpatient stays over past year	Multiple	N/A	http://dhs.lacounty.gov/wps/portal/dhs/!ut/p/b1/hcxLC4JAHATwTxT_2ZfacTdK7aGybZR7iT2ECD4u0eevoEMJ4dwGfjPkqV7wWHDGURBOIT-ER9uEezsOoXt3H103ANLSDkOewFtnVmn eYWdZS9Qf4NEFYaUpVJjtIKYW5_Jv9Lpg9qDuAD8Cca0wcoGUFvT86lNkGpYiqysb9R77ti3lbNE3nVG7w!l/dl4/d5/L2dJQSEvUUt3QS80SmtFL1o2X0YwMDBHT0JTMjBNTDMwQVJUQkVH5VAwS0ly/	844-804-7500	Please Call
Los Angeles County District Attorney	Medical Expenses Reimbursement (Victims of Violent Crime)	Yes	M-F 8 AM-5 PM	Must submit police report for qualifying crime & cooperate w/ investigation	Multiple	Multiple	http://da.co.la.ca.us/victims	800-380-3811	Please Call
Tarzana Treatment Center	Enrollment into veterans' and Social Security (Disability) benefits	Yes	Call for information	Have to qualify for MediCal; generally have to earn less than \$1,200/month. Backup phone: 888-777-8565	Multiple	Multiple	https://ccalac.org/wordpress/wp-content/uploads/FactSheet_Countywide_Final_20171031-1.pdf	818-342-5897	Please Call

Homeless Prevention and Diversion Resource List
Attachment 1

Operator	Resource	Walk-Ins?	Hours of Operation	Eligibility Requirements	Location	Address	Website	Phone	Email
CA Department of Social Services	In-Home Supportive Services; Assistance with light housekeeping and tasks of daily living	Yes	Call for information	Must be eligible for SSI payments unless the barrier is income or citizenship/immigration status	Field-based	N/A	http://dpss.lacounty.gov/wps/portal/dpss/main/programs-and-services/in-home-supportive-services/consumers/lut/p/b1/hc7BDolwDAbgJyLtYEyuWYkTIU5dnLCLwcQQIrCL8fmd3jAaeuqffM1fcNBEJInTIDJCEWpwU_vsu_br-6kd3tmxS46lUgsT45px5NoocspKYiwLoJmByuZYHEISCbmKM0uW7hW4bvDXUHUGN8dyG1au96JU9oA0wQXA6Df48c0H4J_hCLuNH28wuiG790X0At-IEzgi/dl4/d5/L2dJQSEvUUt3QS80SmtFL1o2X0YwMDBHT0JTMjBfNkEwQU9TSjFVQEsxNk80/	888-822-9622 or 888-944-4477	Please Call
Planned Parenthood	Family Planning and Reproductive Health	Yes	M 7-5, T 7-5, W 5:45-1:30, Th 8-5, F 8-5, S 8-4	Please call or see website for details on insurance, scheduling appointments, and walk-in hours	Van Nuys	7100 Van Nuys Blvd #108, Van Nuys, CA	https://www.plannedparenthood.org/health-center/california/van-nuys/91405/van-nuys-health-center-2234-90070	800-576-5544	Please Call

ARE YOU BEHIND ON YOUR RENT AS A RESULT OF THE COVID-19 PANDEMIC?

THE BURBANK RENT ASSISTANCE PROGRAM MAY BE ABLE TO ASSIST BY PROVIDING UP TO \$1000 A MONTH FOR UP TO THREE MONTHS FOR

- Past due or allowable future rent paid to landlord
- Past due utilities paid to Burbank Water and Power

ELIGIBLE HOUSEHOLDS MUST:

- Reside in Burbank
- Not exceed the annual income limit based on your household size as shown below

# OF PEOPLE	1	2	3	4	5	6	7	8
ANNUAL INCOME LIMIT	\$63,100	\$72,100	\$81,100	\$90,100	\$97,350	\$104,550	\$111,750	\$118,950

** Subject to change as published by the U.S. Department of Housing and Urban Development*

- Experienced a job loss, furlough, or reduced work hours due to COVID-19
- Have fallen behind on rent or have verifiable need for future rent assistance
- Have fallen behind on utility payments with Burbank Water and Power
- Not receive Section 8 or live in a rent restricted unit
- Have a current rental agreement

The assistance is available on a first-come, first served basis until funds run out, at which point, the program will end.

APPLICATIONS BEING ACCEPTED STARTING APRIL 5, 2021!

FOR MORE INFORMATION VISIT WWW.BURBANKCA.GOV/COVID19
SIGN-UP TO eNOTIFY FOR NEWS ALERTS ON
THE CITY OF BURBANK RENT ASSISTANCE PROGRAM
APPLICATION CALL CENTER - (818) 238-5180



**COMMUNITY
DEVELOPMENT**



INCOME AND ASSET DOCUMENTATION - ATTACHMENT 3

INCOME AND ASSETS CHECKLIST

In order to determine a household's initial income for eligibility, the following documents are acceptable forms of verification.

1. Self-Employment:
 - Complete copies of signed tax returns for two (2) latest years and Schedule C, Loss and Profits
 - Notarized affidavit of anticipated net income for last four months
2. Employment:
 - Verification of Employment form
 - Three (3) consecutive pay stubs or
 - Letter from employer indicating the hourly rate, hours worked, pay period, date of hire, bonuses, over-time, tips, commissions
3. Ongoing cash contributions/gifts
 - A notarized statement from party providing such payments
4. Unemployment benefits
 - Verification of Unemployment form
 - A current letter from the unemployment agency, or
 - Three (3) current pay stubs
5. Social Security
 - Verification of Social Security form
 - Most recent Social Security benefits award letter
6. Supplemental Security Income
 - Verification of Supplemental Security Income form
 - Most recent Supplemental Security benefits award letter
7. Income from family member age 17 or under
 - Most recent benefits award letter stating the trustee's name
8. Disability or Death Benefits from Social Security
 - Most recent Disability or Death Benefits award letter
9. Pension
 - Verification of Pension form
 - Most recent Pension award letter from the company, or
 - Three (3) most recent pay stubs
10. Public Assistance (TANF/AFDC/General Relief)
 - Verification of Public Assistance form
 - Most recent copy of your public assistance award letter

INCOME AND ASSET DOCUMENTATION - ATTACHMENT 3

11. Child Support Payments
 - Child Support Income Verification form
 - Most recent verification, last three check stubs
 - Notarized statement of child support provider
12. Spousal Support
 - Notification of award amount
 - Separation or settlement agreement
 - Divorce decree
 - Tax return showing alimony deduction and payee
13. Trusts, Annuities, inheritance, retirement funds, insurance policies, or lottery winnings:
 - Copy of insurance policy
 - Notification of award for lottery winnings
 - Annuity statement or 1099 form
 - Trust documents
 - Quarterly statements for retirement funds
14. Real or personal property. Payments from rental property, land contracts, or other forms of real estate:
 - Lease contract
 - Lessee's notarized statement identifying monthly payments
 - Copy of three months of canceled checks or money orders, rent receipts, etc
 - Tax return and schedules

ASSETS:

15. Checking Accounts
 - Bank Verification form
 - Verification of Deposit
 - Last 6 months of bank statements
16. Savings Accounts
 - Bank Verification form
 - Verification of Deposit
 - Last 6 months of bank statements
17. Stocks/Bonds/Treasury Bills
 - Quarterly statements
 - Letter from the broker/bank indicating balance, number of shares, broker fees, and early withdrawal fees
18. Certificates of Deposit or Money Market Accounts
 - Bank Verification form
 - Bank Statements for three (6) months
 - Passbook rate (interest rate)
 - 1099 forms for prior year
19. IRA/ KEOGH/401K
 - Quarterly Statements

INCOME AND ASSET DOCUMENTATION - ATTACHMENT 3

- Letter from the broker/bank indicating balance, interest, dividends, broker fees and early withdrawal fees
20. Real Property
- Copy of mortgage statement, indicating balance owed, and
 - Copy of deed of trust, grant deed
 - Value of property, such as recent appraisal if applicable
21. Cash on hand
- Letter stating the amount of cash on hand
22. Disposed assets for less than fair market value
- Provide a letter stating the assets disposed, amount disposed, date of disposition, and amount received for the assets
 - Receipts
 - Sales contract
 - Appraisal report
 - Market value at time of sale
23. Other income from assets
- Quarterly statements, award settlements
24. Full-time Student Status
- Verification of Full-time student form
 - Provide an official class schedule indicating the total number of units for the semester/quarter
 - Provide proof of enrollment from the student academics department

2020 Income Limits Attachment 4

FY 2020 Income Limit Area	Median Family Income Explanation	FY 2020 Income Limit Category	Persons in Family							
			1	2	3	4	5	6	7	8
Los Angeles-Long Beach-Glendale, CA HUD Metro FMR Area	\$77,300	Very Low (50%) Income Limits (\$) Explanation	39,450	45,050	50,700	56,300	60,850	65,350	69,850	74,350
		Extremely Low Income Limits (\$)* Explanation	23,700	27,050	30,450	33,800	36,550	39,250	41,950	44,650
		Low (80%) Income Limits (\$) Explanation	63,100	72,100	81,100	90,100	97,350	104,550	111,750	118,950

IOTE: Los Angeles County is part of the **Los Angeles-Long Beach-Glendale, CA HUD Metro FMR Area**, so all information presented here applies to all of the **Los Angeles-Long Beach-Glendale, CA HUD Metro FMR Area**. HUD generally uses the Office of Management and Budget (OMB) area definitions in the calculation of income limit program parameters. However, to ensure that program parameters do not vary significantly due to area definition changes, HUD has used custom geographic definitions for the **Los Angeles-Long Beach-Glendale, CA HUD Metro FMR Area**.

The **Los Angeles-Long Beach-Glendale, CA HUD Metro FMR Area** contains the following areas: Los Angeles County, CA;

Part 5 (Section 8) Income Inclusions and Exclusions

24 CFR 5.609(b) and (c)

Examples included in parentheses have been added to the regulatory language for clarification.

INCOME INCLUSIONS:

- (1) The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services;
- (2) The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the family;
- (3) Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) above. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income shall include the greater of the actual income derived from all net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD;
- (4) The full amount of periodic amounts received from social security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including a lump-sum amount or prospective monthly amounts for the delayed start of a **periodic amount (e.g., Black Lung Sick benefits, Veterans Disability, Dependent Indemnity Compensation, payments to the widow of a serviceman killed in action). See paragraph (13) under Income Exclusions for an exception to this paragraph;**
- (5) Payments in lieu of earnings, such as unemployment, disability compensation, worker's compensation, and severance pay, except as provided in paragraph (3) under Income Exclusions;
- (6) Welfare Assistance.
 - (a) Welfare assistance received by the family.
 - (b) If the welfare assistance payment includes an amount specifically designated for shelter and utilities that is subject to adjustment by the welfare assistance agency in

accordance with the actual cost of shelter and utilities, the amount of welfare assistance income to be included as income shall consist of:

- (c) The amount of the allowance or grant exclusive of the amount specifically designated for shelter or utilities; plus
 - (d) The maximum amount that the welfare assistance agency could in fact allow the family for shelter and utilities. If the family's welfare assistance is ratably reduced from the standard of need by applying a percentage, the amount calculated under this paragraph shall be the amount resulting from one application of the percentage.
- (7) Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from organizations or from persons not residing in the dwelling; and
- (8) All regular pay, special pay, and allowances of a member of the Armed Forces, except as provided in paragraph (7) under Income Exclusions.
- (9) For Section 8 programs only and as provided in 24 CFR 5.612, any financial assistance, in excess of amounts received for tuition, that an individual receives under the Higher Education Act of 1965 (20 U.S.C. 1001 *et seq.*), from private sources, or from an institution of higher education (as defined under the Higher Education Act of 1965 (20 U.S.C. 1002)), shall be considered income to that individual, except that financial assistance described in this paragraph is not considered annual income for persons over the age of 23 with dependent children. For purposes of this paragraph "financial assistance" does not include loan proceeds for the purpose of determining income. *(Note: This paragraph also does not apply to a student who is living with his/her parents who are applying for or receiving Section 8 assistance.)*

INCOME EXCLUSIONS:

- (1) Income from employment of children (including foster children) under the age of 18 years;
- (2) Payments received for the care of foster children or foster adults (usually persons with disabilities unrelated to the tenant family, who are unable to live alone);
- (3) Lump-sum additions to family assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains, and settlement for personal or property losses, except as provided in paragraph (5) under Income Inclusions;
- (4) Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
- (5) Income of a live-in aide, as defined in 24 CFR 5.403;
- (6) The full amount of student financial assistance paid directly to the student or to the educational institution (see Income Inclusions (9), above, for students receiving Section 8 assistance);
- (7) The special pay to a family member serving in the Armed Forces who is exposed to hostile fire (e.g., in the past, special pay included Operation Desert Storm);

(8)

- (a) Amounts received under training programs funded by HUD (e.g., training received under Section 3);
- (b) Amounts received by a person with a disability that are disregarded for a limited time for purposes of supplemental security income eligibility and benefits because they are set-aside for use under a Plan to Attain Self-Sufficiency (PASS);
- (c) Amounts received by a participant in other publicly assisted programs that are specifically for or in reimbursement of out-of-pocket expenses incurred (special equipment, clothing, transportation, childcare, etc.) and which are made solely to allow participation in a specific program;
- (d) Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the owner, on a part-time basis, that enhances the quality of life in the project. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, and resident-initiative coordination. No resident may receive more than one such stipend during the same period of time; or
- (e) Incremental earnings and benefits resulting to any family member from participation in qualifying state or local employment training programs (including training programs not affiliated with a local government) and training of a family member as a resident management staff person. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives and are excluded only for the period during which the family member participates in the employment training program.

(9) Temporary, nonrecurring, or sporadic income (including gifts);

(10) Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era. (Examples include payments by the German and Japanese governments for atrocities committed during the Nazi era);

(11) Earnings in excess of \$480 for each full-time student 18 years or older (excluding the head of household and spouse);

(12) Adoption assistance payments in excess of \$480 per adopted child;

(13) Deferred periodic amounts from supplemental security income and social security benefits that are received in a lump-sum amount or in prospective monthly amounts;

(14) Amounts received by the family in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit;

(15) Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home; or

(16) Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions set forth in 24 CFR 5.609(c) apply. A notice will be published in the *Federal Register* and distributed to housing owners identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary. *NOTE: the following is the updated list from the Federal*

Register dated May 20, 2014.

The following is a list of income sources that qualify for that exclusion:

- (a) The value of the allotment provided to an eligible household under the Food Stamp Act of 1977 (7 U.S.C. 2017 [b]);
- (b) Payments to Volunteers under the Domestic Volunteer Services Act of 1973 (42 U.S.C. 5044(g), 5058) (e.g., employment through AmeriCorps, Volunteers in Service to America [VISTA], Retired Senior Volunteer Program, Foster Grandparents Program, youthful offender incarceration alternatives, senior companions);
- (c) Certain payments received under the Alaska Native Claims Settlement Act (43 U.S.C. 1626[c]);
- (d) Income derived from certain submarginal land of the United States that is held in trust for certain Indian tribes (25 U.S.C. 459e);
- (e) Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program (42 U.S.C. 8624[f]);
- (f) Income derived from the disposition of funds to the Grand River Band of Ottawa Indians (Pub. L. 94-540, section 6);
- (g) The first \$2,000 of per capita shares received from judgment funds awarded by the National Indian Gaming Commission or the U. S. Claims Court, the interests of individual Indians in trust or restricted lands, and the first \$2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands (25 U.S.C. 1407-1408). This exclusion does not include proceeds of gaming operations regulated by the Commission;
- (h) Amounts of scholarships funded under title IV of the Higher Education Act of 1965 (20 U.S.C. 1407-1408), including awards under federal work-study programs or under the Bureau of Indian Affairs student assistance programs (20 U.S.C. 1087uu). For section 8 programs only (42 U.S.C. 1437f), any financial assistance in excess of amounts received by an individual for tuition and any other required fees and charges under the Higher Education Act of 1965 (20 U.S.C. 1001 *et seq.*), from private sources, or an institution of higher education (as defined under the Higher Education Act of 1965 (20 U.S.C. 1002)), shall not be considered income to that individual if the individual is over the age of 23 with dependent children (Pub. L. 109-11, section 327) (as amended);
- (i) Payments received from programs funded under Title V of the Older Americans Act of 1985 (42 U.S.C. 3056g) (e.g., Green Thumb, Senior Aides, Older American Community Service Employment Program);
- (j) Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in *In Re Agent Orange Liability Litigation*, M.D.L. No. 381 (E.D.N.Y.);
- (k) Payments received under the Maine Indian Claims Settlement Act of 1980 (Pub. L. 96-420, 25 U.S.C. 1728);
- (l) The value of any childcare provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858q);

- (m) Earned income tax credit (EITC) refund payments received on or after January 1, 1991, for programs administered under the United States Housing Act of 1937, title V of the Housing Act of 1949, section 101 of the Housing and Urban Development Act of 1965, and sections 221(d)(3), 235, and 236 of the National Housing Act (26 U.S.C. 32[I]);
- (n) Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation (Pub. L. 95-433);
- (o) Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990 (42 U.S.C. 12637[d]);
- (p) Any allowance paid under the provisions of 38 U.S.C. 1833(c) to children of Vietnam veterans born with spina bifida (38 U.S.C. 1802-05) children of women Vietnam veterans born with certain birth defects (38 U.S.C. 1821), and children of certain Korean service veterans born with spina bifida (38 U.S.C. 1821);
- (q) Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the applicant under the Victims of Crime Act (42 U.S.C. 10602);
- (r) Allowances, earnings and payments to individuals participating in programs under the Workforce Investment Act of 1998 (29 U.S.C. 2931(a)(2));
- (s) Any amount received under the Richard B. Russell School Lunch Act (42 U.S.C. 1780(e)) and the Child Nutrition Act of 1966 (42 U.S.C. 1780(b)), including reduced-price lunches and food under the Special Supplemental Food Program for Women, Infants, and Children (WIC);
- (t) Payments, funds, or distributions authorized, established, or directed by the Seneca Nation Settlement Act of 1990 (25 U.S.C. 1774f(b));
- (u) Deferred amounts from Department of Veterans Affairs disability benefits that are received in a lump sum amount or in prospective monthly amounts (42 U.S.C. § 1437a(b)(4));
- (v) Compensation received by or on behalf of a veteran for service-connected disability, death, dependency, or indemnity compensation as provided by an amendment by the Indian Veterans Housing Opportunity Act of 2010 (Pub. L. 111-269; 25 U.S.C. 4103(9)) to the definition of income applicable to programs authorized under the Native American Housing Assistance and Self-Determination Act (NAHASDA) (25 U.S.C. 4101 *et seq.*) and administered by the Office of Native American Programs;
- (w) A lump sum or a periodic payment received by an individual Indian pursuant to the Class Action Settlement Agreement in the case entitled Elouise Cobell et al. v. Ken Salazar et al., 816 F.Supp.2d 10 (Oct 5, 2011 D.D.C.), for a period of one year from the time of receipt of that payment as provided in the Claims Resolution Act of 2010 (Pub. L. 111-291);
- (x) Any amounts in an "individual development account" as provided by the Assets for Independence Act, as amended in 2002 (Pub. L. 107-110, 42 U.S.C. 604(h)(4));
- (y) Per capita payments made from the proceeds of Indian Tribal Trust Cases as described in PIH Notice 2013-30 "Exclusion from Income of Payments under Recent Tribal Trust

Settlements" (25 U.S.C. 117b(a)); and

- (z) Major disaster and emergency assistance received by individuals and families under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Pub. L. 93-288, as amended) and comparable disaster assistance provided by the States, local government, and disaster assistance organizations (42 U.S.C. 5155(d)).

Part 5 (Section 8) Asset Inclusions and Exclusions

ASSET INCLUSIONS:

- (1) Cash held in savings accounts, checking accounts, safe deposit boxes, homes, etc. For savings accounts, use the current balance. For checking accounts, use the average 6-month balance. Assets held in foreign countries are considered assets;
- (2) Cash value of revocable trusts available to the applicant;
- (3) Equity in rental property or other capital investments. Equity is the estimated current fair market value of the asset less the unpaid balance on all loans secured by the asset and all reasonable costs (e.g., penalties or broker fees) that would be incurred in selling the asset. Under HOME, equity in the family's primary residence is not considered in the calculation of assets for owner-occupied rehabilitation projects;
- (4) Cash value of stocks, bonds, Treasury bills, certificates of deposit, mutual funds, and money market accounts;
- (5) Individual retirement, 401(K), and Keogh accounts (even if withdrawal would result in a penalty). While an individual is employed, count only amounts the family can withdraw without retiring or terminating employment. After retiring or terminating employment, count as an asset any amount the employee elects to receive as a lump sum;
- (6) Annuity where the applicant has the option of withdrawing a balance (even if withdrawal would result in a penalty);
- (7) Retirement and pension funds;
- (8) Cash value of life insurance policies available to the individual before death (e.g., surrender value of a whole life or universal life policy);
- (9) Personal property held as an investment such as gems, jewelry, coin collections, antique cars, etc.;

- (10) Lump sum or one-time receipts, such as inheritances, capital gains, lottery winnings, cash from sale of assets, victim's restitution, insurance settlements, and other amounts not intended as periodic payments;
- (11) Mortgages or deeds of trust held by an applicant; and
- (12) Assets disposed of for less than fair market value (e.g. property) when the fair market value of all assets given away during the past two years exceeds the gross amount received by more than \$1,000.

ASSET EXCLUSIONS:

- (1) Necessary personal property, except as noted in number 9 of Inclusions, such as clothing, furniture, cars, and vehicles specially equipped for persons with disabilities;
- (2) Interest in Indian trust lands;
- (3) Assets not effectively owned by the applicant. That is, when assets are held in an individual's name, but the assets and any income they earn accrue to the benefit of someone else who is not a member of the household and that other person is responsible for income taxes incurred on income generated by the asset;
- (4) Equity in cooperatives in which the family lives;
- (5) Assets not accessible to and that provide no income for the applicant;
- (6) Term life insurance policies (i.e., where there is no cash value);
- (7) Assets that are part of an active business. "Business" does not include rental of properties that are held as an investment and not a main occupation;
- (8) Assets disposed of for less than fair market value as a result of foreclosure, bankruptcy, divorce, or separation;
- (9) IRA, Keogh, and similar retirement savings accounts where benefits are being received through periodic payments; or
- (10) Lump sum payments where the money is used for something that is not an asset— e.g. a car or a vacation or education.