

Client Aid

Advancing A Proven Program

September 7, 2022



SOUTH BAY CITIES
COUNCIL OF GOVERNMENTS

INNOVATION FUND SUCCESSES

- In a 2019 motion, the Los Angeles County Board of Supervisors created the Measure H Innovation Fund to help Cities and Council of Governments (COGs) find creative solutions to prevent and combat homelessness
- Innovation Fund successes to date include **Homeless Courts** and **Pallet Shelters** – in both instances the models have been duplicated in multiple jurisdictions and additional funding has been secured



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INNOVATION FUND SUCCESSES

- After more than a year of implementation, the South Bay Cities COG's Client Aid program can be declared a success and is ready to receive funding outside of the Innovation Fund



CLIENT AID – WHAT IS IT?

- Based on feedback from our agencies and case managers, Client Aid was designed to be immediate funding to promote clients towards their housing goals
 - Client Aid is unique to other solutions such as LAHSA Problem Solving, County Prevention Programs, and other State/Local resources
- The types of aid provided include, but not limited to:
 - Motel stays or One Month Rent (w/ housing plan)
 - Rental/Utility Deposits
 - Rental application/document fees
 - Moving Assistance/Transportation
 - Auto tow/repair/temp insurance to sustain job or safe parking
- The key to the program is that same day access to funds could be provided.
 - \$500 Pre-paid debit cards on hand, and same day check writing



PERFORMANCE RESULTS

- After 13 months (6/2021-6/2022), including a ramp up period, roughly \$30,500 has been disbursed to 27 clients
 - Average payment is roughly \$1,100 per client
- Of the 27 clients, 19 have been permanently housed, 4 have progressed on their housing plan and are actively looking for housing, and 4 have not progressed
 - 70% of Client Aid recipients have been permanently housed to date
- When looking at the overall funding landscape of Measure H, Client Aid is cost effective and can more rapidly house people when compared to similar programs

With Covid and on the Street

- With the winter shelters full, Client Aid got Aaron into a motel, where he shortly tested positive for Covid. Fortunately, he was able to recover while indoors. Once healthy, Aaron was able to find housing using his voucher.

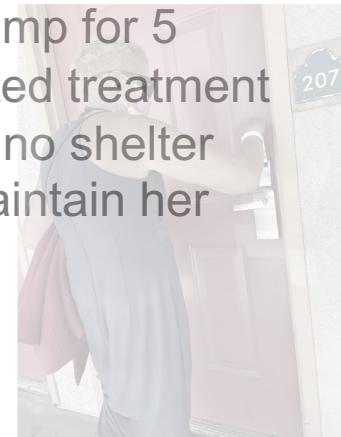


Mother and 3rd Grade Daughter Living in a Car

- The mother suffers from a recent disability and can no longer work. She has a voucher but did not have enough for the security deposit. Client Aid paid for her security deposit right before the Thanksgiving holiday.

405 Lady and Long-Term Mental Health Sufferer

- Known to locals as 405 Lady, she has pan handled on a 405 offramp for 5 years. She had been resistant to services. A recent court mandated treatment stabilized her, and she was now open to services. Unfortunately, no shelter space was available. Client Aid stepped in with a motel stay to maintain her stability. Client has now matched to housing.



CLIENT AID VS LAHSA PROBLEM SOLVING

Program Design	Client Aid vs LAHSA Problem Solving
Application	Client Aid requires a quick email/phone call and then a Google Form. <u>Approval is same day.</u> Problem Solving involves paper forms and signatures. <u>Approval can take a week or more.</u>
Documentation	Client Aid requires receipts and HMIS notation in client notes. Problem Solving requires receipts and case managers to enter notes in both HMIS and separate Problem Solving module.
Funding	Client Aid funding can be <u>same day</u> through both a debit card and/or check writing. Problem Solving is strictly a reimbursement model, with <u>checks not issued for 2-4 weeks.</u>



CHECKS AND BALANCES

Client Aid was designed to provide quick and easy access to funds. It has 6 check points to ensure fiduciary integrity:

- 1) Project Manager and Senior Analyst approve the aid via email or phone conversation with Case Manager.
- 2) Project Manager and Senior Analyst confirm the client is in the HMIS system.
- 3) Receipts and applications verified by administration staff.
- 4) Accountant and Executive Director approve issuance of check.
- 5) Executive Director checks the Google Form tracking spreadsheet monthly.
- 6) The tracking spreadsheet included in the monthly Steering Committee agenda packet for review

Propose to Steering Committee expansion of the Client Aid program, which may include:

- Asking for County to provide sustainable funding for the Client Aid Program
- Seeking \$350,000 annually to assist roughly 250 clients
 - Seeking 1 FTE to assist in program administration



SUPPORTERS OF CLIENT AID

- Mary Agnes Erlandson, Executive Director of St Margaret's Center (CES partner)
- Lila Omura, Redondo Beach Housing Navigator
- Dulce Medina, Hawthorne Program Manager
- Zulma Gent, Torrance Office of the City Manager
- Dianna Espinoza, Homeless Coordinator, City of Gardena
- Christian Horvath, Co-Chair of the Los Angeles County Blue Ribbon Commission on Homelessness

2022 Client Aid Recap Report

Date Submitted	Why this aid is needed and why other options will not work	The Client Aid request best fits the following option	Amount Requested	Client	City in SPA 8	Agency/ City	Outcomes
8/2/22	Mr German does not have discretionary income to spend on his application fees and LAHSA does not provide those funds. 7/15 \$35 8/2 \$35	Application Fees/DMV Fees/Document Assistance	\$70	Charles	Inglewood	St. Margaret's Center	Credit score impeding progress
8/3/22	Daughter lost her job in the pandemic. Is caring for father and mother, both elderly seniors. Mother, due to accident is immobile. Husband left her and took two high school kids...both in Redondo Union High. Daughter owes \$54,000 +\$5,600 in back rent. Rent relief paying \$54,000 and has been approved. Daughter is paying half of the \$5,600. Cog is helping with August rent. Daughter served eviction 3 day notice, the Cog payment will delay for another month. Daughter starts job with MBUSD on Aug 15. Also need to homeshare 3rd bedroom of the 3 bedroom rental. Homeshare a success.	Rental/Utility Deposits	\$3,200	Elena C	Redondo Beach	Redondo Beach	Permanently Housed
8/4/22	Client is a new to homelessness. Got into car accident and lost his car he was sleeping in. Valerie at HIS could not find a shelter he qualified for. Ronson found him a SHARE bed. We agree to pay \$660 for the first month. Client is able and willing to work -- he has found a job at a car dealership. Needs to be close to his ex-wife and 10 year old daughter in Torrance. Client is also applying for GR.	Rental/Utility Deposits	\$660	Alexander G	Torrance	SBCCOG	Client failed to progress on his housing plan
8/5/22	The participant is in the process of relocating out of his current housing unit. In order to avoid an eviction on his record PATH has decided to move him out before new placement is ready.	1-5 day motel stay	\$770	Colin	El Segundo	PATH	In Shared Housing
8/10/22	Housing application fee to relocate to a new housing unit that accepts housing voucher	Application Fees/DMV Fees/Document Assistance	\$30	Mona	Long beach	PATH	Still looking
8/11/22	Client needs to pay an application fee for a rental unit. LAHSA does not provide this funding and St. Margaret's Center does not have a funding source for application fees.	Application Fees/DMV Fees/Document Assistance	\$40	Nita	Inglewood	St. Margaret's Center	Still looking
8/11/22	88 year old woman lived in Torrance for 60 years but now homeless living on park benches. COG paid for motel stay and storage arrears. Bring her storage units up to date, they are currently past due and in jeopardy of her belongings being seized. 7/1 Motel 8/11 Storage	pay past due storage bill	\$2,591	Mary W	City of Torrance	City of Torrance	Matched to voucher. In Torrance Shelter
8/16/22	Client and disabled adult daughter were stranded in Los Angeles Airport due to mother's contingent employment opportunity not working out. SMC assisted mother to connect to a friend in Palm Springs that agreed to take them in immediately if they could get themselves there. PS Funds generally are not be granted same day nor provide a reimbursement guarantee.	Family Reunification / Friend Support Reunification	\$63	Maria	LENNOX	St. Margaret's Center	Client relocated to Palm Springs
8/18/22	My client is working with the LB VA & they do not have funds for housing applications. US Marine Veteran who has been living in his RV for the last 10 years with his dog Batman. He had parked in the Ralph's /TJ Maxx lot on Hawthorne & 182nd for years. He then moved to Target next to our Pallet Shelter for about a year until recently. He now parks at the 24 Hour Fitness center on RB Blvd/Hawthorne. He was eligible for a VASH Voucher which he received 12/28/21. He has a VA Housing Navigator but they expected him to locate his own unit. His credit is poor & no one would take his large bulldog over 100 pounds.	Application Fees/DMV Fees/Document Assistance	\$40	Michael	Redondo Beach	City of Redondo Beach	Housing imminent 9/12
8/18/22	Client w/RB EHV & was not connected to Housing Navigation. I received a call from the RBPD that a nice couple who both had jobs were living in their vehicle in the Veterans Park lot in RB that wanted services. They accepted right away & were both placed in emergency shelter in Wilmington the very next day. I was able to submit an EHV interest form for both & A. Ewell was thankfully matched after following through with everything. He is currently still at the shelter & is now a "Helper" & has been there over a year. He has a RB Housing voucher & originally was not open to moving anywhere else but just recently was open to other cities. His EHV expires 8/22 & I have 2 other applications in with one here in RB that I should hear back from Monday. 8/18 \$30 8/19 \$35	Application Fees/DMV Fees/Document Assistance	\$65	Antonio	City of Redondo Beach	City of Redondo Beach	In shelter, matched to housing
8/19/22	Participant applied to Redondo Beach Housing Authority 5 years ago & has no housing navigation	Application Fees/DMV Fees/Document Assistance	\$35	Kevin	Redondo Beach	City of Redondo Beach	Still looking
8/23/22	Senior client's application and holding fee to house the participant. Agency funds have ran out for now. Casa Granada Apt complex	Application Fees/DMV Fees/Document Assistance	\$149	Archibald	Redondo Beach	Harbor Interfaith	Application pending
8/29/22	Client does not have funds to pay for security deposit for unit identified in Inglewood. He has been homeless in his vehicle since 2017. SMC first engaged with him as a response to an LAHOP request. At the time he was sleeping in his vehicle. He became voluntarily homeless after a relationship with his roommate broke down and his room-mate subsequently moved out of their shared home. Section 8 applicants have to pay the security deposit upfront before their RTA gets submitted to the PHA.	Rental/Utility Deposits	\$1,287	Jason	Lennox	St. Margaret's Center	Housing imminent
8/30/22	Time sensitive rental application needs immediate funding. Ms House has been experiencing homelessness in her vehicle and a client of SMC since November 2020. Appfolio Unit Viewed by client., 18046 Beneda Lane - B103, Santa Clarita, CA 91351 7/28 \$45 8/3 \$35	Application Fees/DMV Fees/Document Assistance	\$80	Ashley	Lennox	St. Margaret's Center	Still looking
		Total Paid YTD	\$28,050				
		Total Available	\$55,000				
		Total Remaining	\$26,950				
		Total Client Aid Cases YTD	42				
		Total Housed or Sheltered YTD	29				
			69%				