HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2020-21 PROGRAM STATUS REPORT

Agency: Legal Aid Foundation of Los Angeles\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program: General Office \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

###### FY 2020-21 SUBMISSION CALENDAR

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| --- | --- | --- | --- |
| **SELECT** | **REPORTS** | **PERIOD** | **DEADLINE** |
|  | MID-YEAR Program and Fiscal Status Reports | July 1, 2020 – December 31, 2020 | February 1, 2021 |
| X | YEAR-END Program and Fiscal Status Reports | January 1, 2021 – June 30, 2021 | August 2, 2021 |

Instructions:

* This document should be used by HSGP grantees to report on mid-year and year-end outcomes and accomplishments.
* All reports submitted to the City are considered public record. Please note that staff will use the information provided in the mid-year and year-end reports to provide Council and the public with summary reports of agency performance highlighting key outcomes, successes, findings and concerns.
* Some programs or agencies may be subject to additional or different reporting requirements per the program’s Exhibit A, Special Funding Conditions, of your executed Grant Agreement with the City.
* It is important, when preparing this report, to be familiar with the program’s Exhibit B, Program Plan, of your executed Grant Agreement with the City.
* Please insert responses in the spaces provided for Sections I-VII for both the Mid-Year and Year-End Program Status Reports.
* A separate Program Status Report must be prepared for each Program Plan specified in your contract.
* To submit your completed report to the City, upload the file to your agency’s SharePoint folder. A link to your agency’s SharePoint folder as well as instructions on how to use the site will be emailed to your staff separately.

###### SECTION I: PROGRAM ACCOMPLISHMENTS, CHALLENGES, AND CHANGES

**Provide a brief summary of your program accomplishments, challenges, and changes that occurred during the reporting period. Please also provide information or observations related to population or service trends.**

2020 was a challenging year for residents of Santa Monica and the nation. Amid the turmoil of a global pandemic, LAFLA provided uninterrupted assistance to low-income clients. We successfully shifted many of our services to telephone or online platforms in an effort to provide Santa Monica residents options and access when they need help. We also continued to make court appearances when necessary. Our efforts to ensure continuity of service are reflected in year-end numbers, as telephone and brief services cases meet the year-end target. Extended service case numbers were affected by court delays and pending trials, necessitating that cases remain open; naturally, open cases are not reflected in counts of closed cases. As a result, numbers of closed cases reported do not reflect hundreds of hours of work done on behalf of the Santa Monica community during the reporting period.

Due to the COVID-19 pandemic, LAFLA has implemented preventative measures to protect the health of our clients, visitors, and staff. In response to recommendations of local government officials, LAFLA’s physical offices have been closed to the public since March 2020. However, we remain committed to assisting Santa Monica residents during the pandemic, ensuring that we are available to clients and potential clients remotely. We hope to reopen our offices in the first half of the next period, barring changes from Covid variants.

Through a separate grant from the city, we created a new attorney position devoted to right to counsel in unlawful detainer (UD) cases for low-income Santa Monica residents. In light of the new position, combined with our existing housing attorneys, we hope to offer full-scope representation to any tenant who comes to us with a UD case. To date, we have *met that goal* for every resident this year who has a UD filed against them.

As the moratorium on filing UD cases for COVID-19-related debt lifts, new cases will flood in. These will be in addition to ongoing eviction cases for issues such as nuisance, which LAFLA is already handling. Keeping Santa Monicans housed has never been more important.

LAFLA’s accomplishments during the grant year include the following:

* In March 2020, LAFLA filed an affirmative lawsuit for income discrimination on behalf of a Santa Monica resident against their landlord regarding, among other things, their refusal to accept Section 8 funds paid on behalf of a tenant. A year earlier, the Santa Monica's City Attorney's office initiated their own suit against the same landlord for the same reason. LAFLA Santa Monica, along with partner and co-counsel Western Center on Law and Poverty, filed a suit on behalf of the tenant personally and in support of the City’s related suit. During the reporting period, LAFLA and its co-counsel spent significant time responding to an improper anti-SLAPP Motion to Strike filed by Defendants. In January, we successfully defeated the improper anti-SLAPP motion, and now are working to prepare the case for trial. LAFLA believes this ruling, should it reach trial, could have a wide-ranging impact on many Santa Monica residents who rely on Section 8 vouchers to afford rent.
* We continue to expand the reach of our online-based assistance using platforms such as Zoom to conduct additional clinic work and reach more clients in their homes and participate in “Know Your Rights” public education seminars for tenants affected by COVID-19. These seminars were done in conjunction with local partners Bet Tzedek, the Santa Monica City Attorney’s Office, and Santa Monicans for Renters' Rights. Seminars were important for the public given the multiple iterations and extensions of COVID-19-related rental protections and new assistance programs available to tenants.
* We have been representing large groups of tenants at multiple local properties against improper actions by their respective landlords. For example, at two local properties we have been working to defeat aggressive attempts to permanently displace our clients through non-traditional means. We have also been collaborating with city agencies to combat these practices.

###### SECTION II: ASSESSMENT, EVALUATION AND PARTICIPANT INVOLVEMENT

**Briefly describe or list any program assessment or evaluation efforts during the reporting period and summarize the results achieved. Specifically highlight any program participant involvement in these efforts.**

LAFLA regularly evaluates and measures outcomes for its clients to ensure that they are getting the best legal advice and representation possible. Evaluation efforts begin when clients first approach LAFLA for service, and the team reviews each application for services during the case review process. During representation, managers are available for consultation with staff attorneys and advocates to discuss case strategies and processes.

To ensure that outcome measures are met, staff check court case files online to ascertain the results of court hearings and collect follow-up information directly from clients by phone or in-person interviews. Outcome results are tabulated and reviewed against program goals. LAFLA monitors program staff by measuring outcomes and progress toward meeting goals and objectives through case management, statistical reporting, and case review. Clients are tracked through LAFLA's computerized case management system to make sure that cases are resolved in a professional and timely manner. Data is compiled on a quarterly basis to determine that LAFLA is serving the targeted number of clients. Bi-monthly case review meetings serve to monitor the status of open cases, identify problems as they arise, and facilitate interaction to ensure the most effective service to clients. In some instances, staff may collect follow-up information directly from clients by phone or in-person. LAFLA evaluates data and field observations and adjusts outreach and service delivery to improve client access and outcomes accordingly.

**Please highlight any new efforts to collaborate with other service providers and/or leverage services. Please include the agency name(s) and service(s) provided.**

Despite the pandemic, LAFLA’s Santa Monica office continues to work with other service providers to the benefit of program participants:

* LAFLA regularly attends and participates in Santa Monica Cradle to Career meetings.
* LAFLA continues to maintain a strong relationship with the Santa Monica City Attorney’s Office, referring clients with appropriate issues and working in conjunction with the city attorney on housing issues.
* LAFLA has coordinated with the Santa Monica City Attorney’s office on a number of issues, including a ongoing, cooperative investigation into the business practices of a large local landlord on behalf of many low-income tenants.
* All housing attorneys in the Santa Monica office engage in regular meetings with the Santa Monica Housing Authority to advocate for clients.
* Attorneys in the Santa Monica office are regular participants in senior taskforce meetings with other local organizations and community partners.

Prior to the pandemic, LAFLA held twice weekly night clinics at our Santa Monica office to provide counsel, advice, and legal information to tenants living in Santa Monica. We had just expanded the legal clinic at Virginia Avenue Park on the first Wednesday of each month to address all legal issues facing the community. Lastly, LAFLA held legal clinics at WISE’s Ken Edwards Center every second and fourth Monday of each month. We hope to resume all clinics in the future, possibly in a virtual medium.

###### SECTION III: BOARD INVOLVEMENT

**Please indicate:**

* **Number of Board meetings conducted during the reporting period:** Four
* **Average Board member attendance:** Twenty-four
* **Board development activities conducted during the reporting period:** The board continued to implement LAFLA’S 2019 to 2024 strategic plan and the goals identified therein. A thorough report of our progress, which is ahead of schedule, was reviewed at LAFLA’s June board meeting.
* **Significant policy directions or actions taken by the Board during the reporting period:** The board continued to review client data and client demographics throughout LAFLA’s service area.
* **Number of board members who reside and/or work in Santa Monica:** One
* **Board vacancies and plans to fill those vacancies, if applicable:** LAFLA has one vacancy for a client board member. The governance committee of the board is developing a plan to recruit a new board member; diversity will be at the center of the board’s outreach.

###### SECTION IV: STAFFING PATTERN

**Have there been any staffing changes during the reporting period (i.e., staff vacancies, staff recruitment, changes in FTE)? Please describe. If staff vacancies exist, please provide an anticipated hiring date and explain how caseloads and work have been distributed to ensure service levels are maintained.**

During the reporting period, LAFLA was awarded a grant for right to counsel in unlawful detainer cases for Santa Monica residents. The new grant created one new position, which was filled by an existing attorney. Their move left a vacancy under the General Office grant, which was filled at the end of the reporting period by new staff attorney.

**Please indicate how volunteers or paid or unpaid interns were used during the reporting period. Provide the total number of volunteers or interns and hours provided. If interns were used, please indicate their program level (e.g. undergraduate, masters).**

LAFLA used a total of four law clerks, two in July 2020 and two from May to June 2021, who contributed 695.5 volunteer hours during the reporting period.

**SECTION V: SPECIAL FUNDING CONDITIONS**

**Provide a status report on how the agency is meeting its funding conditions listed in Exhibit A of your Grant Agreement, clearly addressing each individual funding condition in bullet point format.**

*Standard Funding Conditions*

*1) Participate in the City’s efforts to develop an outcomes measurement system to better track human services program demographics and outcomes. Participation may include, but is not limited to: meeting with City staff, consultants, and; providing information regarding current data systems, technology infrastructure, policies and procedures, needs, opportunities, and concerns; incorporating the City into existing consent for release of information forms; signing and adhering to the City’s data management Agency Agreement; and contributing data to a centralized data management system. Aggregated or de-identified information may be requested for the purposes of analyzing data being collected.*

LAFLA has supported the City’s efforts to develop an outcomes measurement system in various ways. In 2020, the Managing Attorney, on behalf of LAFLA, participated in the City of Santa Monica’s Canavan townhall meetings for the Human Services Project. Canavan townhalls allowed providers and community partners to discuss the nature of their work, consider the criteria used to measure outputs, and identify areas of potential improvement for data tracking and application. LAFLA reports bi-annually on its client demographics and deliverables and has provided additional data to help in outcome development. As operations have migrated to remote services, LAFLA has continued to meet virtually with the city to discuss program outcomes.

*2) Detail steps taken to provide services in adherence to the safety protocols related to the COVID-19 pandemic, including modifications to service delivery, physical infrastructure and safety equipment and protocols to protect participants and staff.*

Due to the COVID-19 pandemic, LAFLA has implemented preventative measures to protect the health of our clients, visitors, and staff. In response to recommendations of local government officials, LAFLA’s physical offices closed in March 2020 and remain closed until further notice. After a brief transition period while we adopted a remote model for work and client intake, LAFLA quickly mobilized to make ourselves available to clients and potential clients. In order to ensure that we were reaching local residents, including individuals who made their way to our 5th Street office, we posted large signs in the office windows listing our intake phone number and website address.

In response to the closure of our offices, we have extended call center hours to accommodate increased streams of calls. Our courthouse-based domestic violence clinics have transitioned seamlessly to provide assistance with restraining orders by phone on Mondays, Wednesdays, and Fridays from 9 a.m. to 12 p.m. and 1 to 3 p.m. Attorneys continue to prepare pleadings for litigants and to assist with the filing of documents. In addition, we have transitioned many of our outreach activities to online platforms such as Facebook Live and YouTube. Use of online platforms has allowed us to reach a wide audience; we plan to continue online outreach even after in-person services resume.

*3) Describe how your organization operationalizes racial equity, diversity, and cultural competency. Discuss how your City-funded program may be reflecting these values through personnel practices, staff and board training, program design and/or outreach and engagement strategies. Provide aggregate demographics of*

*board members (agency-wide), executive management (agency-wide), and supervisory staff (City-funded programs) including race, ethnicity and gender.*

LAFLA has a highly developed cultural sensitivity to serve clients from the many different populations represented in Los Angeles. LAFLA has in-house capacity to tailor and translate presentations and written materials into the languages of target audiences. LAFLA devotes significant resources to working with non-English speaking clients. Over 50 percent of LAFLA staff members speak Spanish; staff members also speak Farsi, Mandarin, Cantonese, Korean, Tagalog, Vietnamese, Persian, Japanese, Khmer, Gujarati, Bengali, French, and German.

All of LAFLA’s offices are staffed with bilingual Spanish speaking receptionists and intake screeners. LAFLA operates Asian language hotlines in Mandarin, Cantonese, Korean, Vietnamese, Japanese, and Khmer. Bilingual staff are formally tested and receive supplements for their oral or written language skills. When other language skills are needed, LAFLA staff members are mandated by internal protocols to obtain comprehensive translation and interpretative services immediately. We strive to provide the same level of quality services to every client regardless of language. If language needs cannot be met within LAFLA, LAFLA will contract with outside interpreters to provide appropriate language services to limited English proficiency (LEP), deaf, and hard of hearing individuals. Assistive technology and accommodations are made for individuals with disabilities. We also utilize language lines when necessary. To bolster our commitment to the LEP population, LAFLA employs special counsel to address language access.

LAFLA's commitment to diversity is reflected in its board and staff. LAFLA’s board of directors includes female and minority attorneys as well as community members representative of the geographic, racial, ethnic, age and gender diversity of the low-income and minority communities LAFLA serves. Our board governance committee is examining board composition together with the executive committee to ensure that the board reflects the demographics of our service area. Likewise, LAFLA’s recruitment and hiring procedures have been developed to recruit and retain a diverse staff.

LAFLA’s board of directors is composed of forty-three members, eighteen female and twenty-five male. The board is 5 percent Asian-American, 19 percent Black/African American, 16 percent White/Latinx, and 56 percent White/Caucasian.

LAFLA’s executive management team is composed of eleven staff members, seven female and four male. The team is made up of four Asian-American staff members, one Black/Caribbean-American staff member, two White/Latinx staff members, one White/Middle Eastern staff member, and three White/Caucasian staff members.

LAFLA’s supervisory staff is composed of one managing attorney, a White male.

In the wake of George Floyd’s murder, LAFLA’s board president and a cohort of community board members created an African American ad hoc committee.

*4) Agency will assist eligible participants in submitting applications to applicable Santa Monica Housing programs, including but not limited to: Section 8 and Below Market Housing (BMH) Waitlists, Preserving Our Diversity (POD), and Continuum of Care (CoC) programs.*

LAFLA staff assist residents in need of additional housing assistance with applications to appropriate Santa Monica housing programs and other services.

*CDBG Funding*

*1) Eligible Activities: Contractor shall comply with eligibility requirements for Community Development Block Grant (CDBG) funded projects as detailed in 24 CFR Part 570 Subpart C of the Housing and Urban Development (HUD) Regulations. This project is deemed eligible for CDBG funding as an activity which*

*benefits a limited clientele who are generally presumed to be principally low and moderate income persons or serves participants that provide family size and income evidence (24 CFR 570.208a2(A)(B)). Contractor must collect income verification documentation at the time of intake and at least annually while the participant is receiving CDBG-funded services. Contractor shall work with City staff to comply with fiscal year-end reporting as required by HUD in the preparation of the Consolidated Annual Performance and Evaluation Report (CAPER).*

LAFLA complies with 24 C.F.R. Part 570 Subpart C of the Housing and Urban Development (HUD) Regulations. LAFLA verifies and documents eligibility through comprehensive intake questions. LAFLA asks applicants to provide information about their household income and assets and assesses eligibility for CDBG-funded services. LAFLA asks applicants to certify that the information they have provided LAFLA is true and correct. LAFLA’s retainer agreement states that clients must notify LAFLA if they experience any change in their household income or assets and that LAFLA may terminate service consistent with our ethical obligations if LAFLA determines at any time that a client has provided false or misleading information to establish eligibility. If, during the course of a client relationship LAFLA becomes aware of a change in client income or assets, LAFLA reassesses the client for eligibility. LAFLA will work with City staff to comply with fiscal year-end reporting as required by HUD in the preparation of the Consolidated Annual Performance and Evaluation Report.

*2) Program Income: Any program income generated by Contractor through the award of CDBG funds shall be returned to the City. “Program income” is herein defined as: a) proceeds from the disposition by sale or long-term lease of real property purchased or improved with CDBG funds; b) proceeds from the disposition of equipment purchased with CDBG funds; c) gross income from the use or rental of real or personal property acquired by the Contractor with CDBG funds, less costs incidental to generation of the income; d) gross income from the use or rental of real property, owned by Contractor, that was constructed or improved with CDBG funds, less costs incidental to generation of the income; e) payments of principal and interest on loans made using CDBG funds; f) proceeds from the sale of loans made with CDBG funds; g) proceeds from the sale of obligations secured by loans made with CDBG funds; h) interest earned on funds held in a revolving fund account; and i) interest earned on program income pending its disposition.*

LAFLA does not generate any program income.

*3) Uniform Administrative Requirements: Contractor shall comply with applicable uniform administrative requirements as described in 24 C.F.R. 570.502 of the HUD CDBG regulations.*

LAFLA complies with uniform administrative requirements as described in 24 C.F.R. 570.502 of the HUD CDBG regulations. LAFLA maintains an advocacy policies and procedures manual. Each year, compliance training is conducted at every LAFLA office. LAFLA’s compliance team conducts regular audits of case files to ensure that all funding requirements are met.

*4) Financial Management: Contractor shall maintain a fiscal management and accounting system based on Generally Accepted Accounting Principles (GAAP) and shall conduct an agency audit according to these principles on an annual basis. Contractor further agrees to conform to all requirements as contained in 2*

*CFR 200 “Uniform Administrative Requirements, Cost principles, and Audit Requirements for Federal Awards”, which incorporates elements of past guidance contained in OMB Circular No. A-122, and OMB Circular No. A-110. These items shall be in sufficient detail to provide a sound basis for the City to effectively monitor performance under the Agreement.*

LAFLA keeps a written accounting manual in line with generally accepted accounting practices updated regularly. LAFLA's financial statements are prepared on an accrual basis and in accordance with established standards for external financial reporting by not-for-profit organizations. LAFLA is audited yearly by the Harrington Group accounting firm and has consistently had unqualified, “clean” audits.

**SECTION VI: DEMOGRAPHICS**

**The following tables track data on program participant needs and the inter-agency relationships utilized to address them. Please provide this information as completely and accurately as possible for participants entering your program.**

|  |  |  |
| --- | --- | --- |
| **ASSESSMENT OF ADDITIONAL SERVICE NEEDS****(Santa Monica Participants)** | **FY 20-21****Number Responding “Yes”****at Mid-year** | **FY 20-21****Number Responding “Yes”****at Year-end** |
| 1. “Do you or anyone in your household have unmet employment needs?”
 | N/A\* | N/A\* |
| 1. ”Have you missed or been late on a home rental or mortgage payment within the last 12 months?”
 | N/A\* | N/A\* |
| 1. “Do you or anyone in your household have an unmet childcare/afterschool need?”
 | N/A\* | N/A\* |

\*An assessment of additional needs is conducted in the normal course of advice and representation and tailored to each client.

|  |  |  |
| --- | --- | --- |
| **INCOMING PARTICIPANT REFERRALS** **(Santa Monica Participants)** | **FY 20-21****Number****at Mid-year** | **FY 20-21****Number****at Year-end** |
| Participants referred by another agency | Approximately 50\* | Approximately 100\* |
|  **Please list the top 3 referring agencies** |  |  |
| * 1. City of Santa Monica/City Attorney’s Office
 | Approximately 12\* | Approximately 20\* |
| * 1. StayHousedLA
 | Approximately 10\* | Approximately 20\* |
| * 1. Bet Tzedek
 | Approximately 10\* | Approximately 14\* |

\*Figure was generated on an average of two clients per week throughout the reporting period. WISE and the SMHA closed their
physical offices because of COVID-19, which caused a drop in self-reported referrals.

**SECTION VII: PROGRAM SERVICES AND OUTCOMES**

**Provide a status report on the program activity levels and outcomes for Santa Monica program participants as indicated in Section III of your Program Plan. Examples have been provided for your reference; please insert rows as needed to align with your Program Plan. For outcome achievement not documented in a report, please provide narrative explanation and/or documentation of how outcome data is captured.**

| OUTPUTS AS SHOWN IN PROGRAM PLAN | **OUTPUT STATUS REPORT**(Actual number of unduplicated persons who received/participated in the output during the reporting period) | OUTCOMES AS SHOWN IN PROGRAM PLAN | **OUTCOME STATUS REPORT**(Actual number and percentage of unduplicated participants who achieved the outcome during the reporting period) |
| --- | --- | --- | --- |
| 900 low-income Santa Monicaresidents receive individual legal counseling including assessment of legal position and recommendations foradditional steps toimprove or maintain theirlegal situation. | At year end, we counseled and closed cases for 590 unduplicated Santa Monica residents.\* 47 Santa Monica residents came to LAFLA for multiple cases or services.At least 166 active cases are not reflected in the reporting total of 590 unduplicated residents. | 900 low-income Santa Monicaresidents receive individual legal counseling including assessment of legal position and recommendations foradditional steps toimprove or maintain theirlegal situation. | At year end, we have counseled and closed cases for 590 unduplicated Santa Monica residents.\*47 Santa Monica residents came to LAFLA for multiple cases or services.At least 166 active cases are not reflected in reporting total of 590 unduplicated residents. |
| 450 low-incomeindividuals receive legal counseling and brief servicesincluding referrals and recommendations foradditional actions. Of those:* 20 will receive help with consumer issues
* 40 will receive help with gov’t benefits issues
* 350 will receive help with housing issues
* 90 will receive help in other areas that meet legal aid criteria for services (including up to 6 clients per month attending immigration clinic)
* 200 persons will avoid having legal actions filed against them (such as an eviction or default).
 | At year end, we closed cases for 437 unduplicated Santa Monica residents who received individual legal counseling and brief services including referrals. Of those:* 16 received help with consumer issues including bankruptcy
* 51 received help with gov’t benefits issues
* 251 received help with housing issues
* 119 received help or referrals in other areas that meet legal aid criteria for services (47 of 119 were unclassified by specific legal issue)
* Approximately 175 persons avoided having legal actions filed against them
 | To maintain a diverse/inclusive community, increase income, and prevent homelessness, 450 residents will access legal services. | At year end, 437 unduplicated Santa Monica residents received individual legal counseling and brief services including referrals (97 percent of the year end goal of 450 unduplicated Santa Monica residents).\*  |
| 450 low-income individuals receive extended or multiple legal services including document preparation, or representation in negotiations, at court or administrative hearings. (Of those residents, 150 are expected to be persons with a disability)5 receive help with consumer issues105 receive help with government benefits issues290 receive help with housing issues10 receive multiple services | At year end, we closed cases for 153 unduplicated Santa Monica residents who received extended legal services including document preparation or representation in negotiations, at court, or in administrative hearings. (Of those residents, 60 were persons with a disability.)\*At least 166 cases that were opened in 2020 or before remain active and are not reflected in the total of 153 cases. As of June 30, 2021, LAFLA is providing full-scope representation in at least 24 active unlawful detainer cases.5 received help with consumer issues20 received help with a government benefit issue\*121 received help with housing issues\*6 received multiple or extensive services\* | 70 of 150 persons with a disability receive legal services regarding housing thatwill enable them to locate or maintain stable housing.5 persons with a disability receive help with a consumer issue30 of the 105 persons obtain first time government benefits, obtain SSI/SDI and/or VA benefits, obtain an increase in government benefits, have benefits restored or have a payment obligation or obtain an increase in SSI/SDI and/or VA benefits.100 low-income persons over 55 receive assistance with extended advocacy, and 50persons of the 80 of 55 remain in their housing or obtain permanent housing. | 50 of 60 persons with a disability received legal services that located or maintained stable housing.\*1 person with a disability received help with a consumer issue.\*9 of the 18 persons with a disability obtained an increase or restoration of SSI benefits.\*87 low-income persons over age 55 received assistance with extended advocacy, and 71 persons over age of 55 remained in or obtained permanent housing.\* |
| 100 low-incomeindividuals receive general legal informationthrough communityeducation | 312 low-income individuals received general legal information through community education. | N/A |  |
| 3 Santa Monica socialservice agencies receive training to assist their staffs inidentifying and referringSanta Monica clients forlegal assistance | 2 Santa Monica agencies received training.\* | N/A |  |

###### \*See variance report for details

###### VARIANCE REPORT:

###### Year-end: Please provide an explanation for each output or outcome for which achievement is above or below 10% of the projected target.

At year end, LAFLA reached 97 percent of its goal for unduplicated Santa Monica participants receiving legal counseling and brief services, including referrals and recommendations for additional actions. However, the year-end number of total unduplicated clients as well as Santa Monica participants who received extended services is behind target for several reasons.

First, the current reporting scheme only counts closed cases and program participants during the reporting period; thus, it fails to account for hundreds of hours of work put into active cases. For instance, at the close of this reporting period, at least 166 cases that were opened in or before 2020 remain active; therefore, 166 cases and are not reflected in the reported totals. Of those 166 active cases, at least 24 are UD cases in which LAFLA is providing full-scope representation; and one case is an affirmative lawsuit brought to combat income discrimination. Furthermore, the “number of unduplicated residents” served does not encompass the number of *actual cases* handled by staff. Indeed, a single resident that approaches LAFLA with five cases counts as a *single participant* toward reported totals. Accordingly, the current scheme underrepresents residents with the most problems, who suffer the worst conditions, and require the most help. To remedy these reporting issues, a new reporting scheme will be employed beginning in fiscal year 2021 to 2022 to give the city and its residents a more accurate snapshot of LAFLA’s work for the community.

Second, LAFLA works with clients to de-escalate cases and avoid litigation unless necessary. LAFLA consistently meets or exceeds output goals for legal counseling and brief advice services. We have a strong track record of resolving cases before litigation, which clearly benefit our clients. Despite resulting in a lower number of extended cases on paper, we consider avoiding litigation successful representation

Third, LAFLA was awarded a separate grant from the city provides an additional attorney for right to counsel in unlawful detainer cases. The new grant is a fantastic development for Santa Monica residents; it will ensure representation to enforce tenants’ rights and defenses to keep tenants housed during the pandemic. However, new funding means that fewer extended cases will be available for this grant; as they will be handled by right to counsel. At year end, we are offering full scope representation in eleven, active right-to-counsel cases that are not reflected in reported numbers.

Finally, due to the pandemic, LAFLA’S Santa Monica office has been unable to conduct its numerous in-person clinics, such as twice weekly night clinics, the WISE clinic, and the monthly VAP clinic, which account for the bulk of pre-COVID-19 intake. We have been largely successful in finding new ways to reach residents, including a more robust telephone and online intake system. We continue to maintain relationships with our partners, such as WISE, for direct referrals, and will explore effective methods to reinitiate in-person clinics when safe to do so.

In summary, the COVID-19 pandemic affected our services, and contributed to a deficit in deliverables, in the following ways:

* Many COVID-19 related cases have remained open to deal with the ongoing actions of landlords who fail to follow the moratorium rules. Open cases are not reflected in year-end reporting numbers. (They will, of course, appear in a future report.)
* Physical offices were closed to walk-in clients for the entire reporting period.
* In-person clinics were closed to the public for the entire reporting period.
* In order to reach additional clients, LAFLA placed large signs in its office windows advertising the telephone number and website for intake. However, signs do not address the technology gap for clients who are without telephone and internet services, especially unhoused individuals in need of assistance.

Despite the COVID-19 pandemic—the single largest event affecting the nation during the reporting period, causing widespread joblessness and court closures and exacerbating an existing housing crisis—LAFLA never closed, never ceased working, and continues to protect the rights of low-income tenants in Santa Monica and across Los Angeles County.

**SECTION VII: PROPERTY MANAGEMENT**

**If this program has entered into a lease agreement with the City of Santa Monica, please provide a status report of facility improvements and routine maintenance performed during the reporting period.**

We have not entered into a lease agreement with the City of Santa Monica.

**By submitting this report to the Housing and Human Services Division, I certify that this report is true, complete and accurate to the best of my knowledge and that all disbursements have been made in compliance with the conditions of the Grantee Agreement and for the purposes indicated.**