HUMAN SERVICES GRANTS PROGRAM (HSGP)

FY 2021-22 PROGRAM STATUS REPORT

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

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

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| **SELECT** |
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| X |

###### FY 2021-22 SUBMISSION CALENDAR

**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.**

At the end of the reporting period, we are pleased to report that LAFLA Santa Monica has been very busy, to the benefit of the City’s low-income residents; particularly to a number of returning residents who dealt with multiple recurring actions against them. While housing cases continue to comprise the bulk of our work, during the reporting period, we helped low-income residents with public benefits issues such as social security, SSI and SSDI, general relief, Medicare and Medi-Cal, and access to food stamps. We also helped residents with employment discrimination, wage claims, and student loan debt cases.

LAFLA has successfully shifted intake and many of its services to telephone or online platforms in an effort to provide residents options and access when they need help. We have also continued to make court appearances remotely and in person when necessary. In March 2022, in the second half of the reporting period, we returned to full time office hours five days a week. Increased access and open doors make it easier for those residents unable to contact us by phone, without access to the internet, or in the most urgent need to see an attorney the same day.

These foundation-wide efforts, as well as the hard work of the individual Santa Monica staff attorneys, are reflected in year-end numbers. The revised reporting structure that incorporates both active and closed cases, in addition to reporting on unduplicated program participants, gives a far more accurate picture of the work both completed and still ongoing during the reporting period. Notably, while the closed case rate remained steady into the second half of the period, the number of unduplicated participants dropped significantly. The revised reporting structure allows us to identify and highlight this statistical trend, which indicates that while workloads remained steady, our past clients with the most aggressive and egregious landlords came back to us for second or third cases that required our defense.

Finally, although separately funded, the results of the Santa Monica right to counsel position are reported below; because the scope of work directly overlaps with this General Office grant. Indeed, these grants provide complimentary services; and, despite the overlap, both grants were able to deliver significant and crucial services to our low-income residents. It has been our goal to offer full-scope representation to any tenant who comes to us with an unlawful detainer (UD) case. To this point, between both grants, we have largely met that goal. Keeping Santa Monicans housed has never been more important.

During the still ongoing public health crisis, our commitment to serving Santa Monica residents has not wavered; and we remain dedicated to delivering high quality advice and representation despite the continued health and safety challenges we all face.

Other accomplishments during the grant year include:

* The number of unlawful detainer cases continue to grow each day, many aimed at our long-term and elderly, rent-controlled tenants in an apparent effort to raise their units to market rent. In addition to all the existing litigation, between the Santa Monica Office grant and the Right to Counsel grant, we opened approximately 34 new UD cases since January 1, 2022, with more coming every day. LAFLA has successfully defeated many of these cases at either the demurrer or summary judgment stage before they ever get to trial. Our eviction defense attorneys (from both the General Office and Right to Counsel grants) have provided more full-scope UD defense than at any time in recent history in the Santa Monica office. Keeping tenants housed and combatting improper eviction attempts prevents them from becoming unhoused and preserves the diversity of our community.
* We continue to combat income discrimination by Santa Monica landlords through affirmative litigation. 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. LAFLA and its co-counsel spent significant time defeating an improper anti-SLAPP motion to strike filed by defendants, which we did. We are now 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 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: (i) through declaratory relief actions challenging the terms of oral leases; and (ii) through unlawful detainers based on alleged “nuisance” for tenants’ failure to relocate at the owner’s demand when the tenants were not legally required to do so. There have also been myriad issues of improper billing and record-keeping practices, which we have been working to correct for these groups of tenants. We have also been collaborating with City agencies to combat these practices.
* During the reporting period, we brought back our twice weekly night clinic to address housing issues faced by residents. The clinic was operated over Zoom with the help of law students from UCLA’s El Centro Legal. We also continue to expand the reach of our other online-based assistance using platforms such as Zoom to: (i) reach more clients in their homes; and, (ii) participate in “Know Your Rights” public education seminars for tenants affected by COVID-19. We are planning new presentations in the second half of the grant year as COVID-related protections for tenants continue to change and evolve.

###### 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 our clients to ensure that they are getting the best legal advice and representation possible. Evaluation processes start at the beginning when a client comes in for service, and the team reviews each application for services during a 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 also monitors program staff by measuring progress and outcomes toward meeting the goals and objectives through case management (clients are tracked through LAFLA's computerized case management system to make sure that cases are resolved in a professional and timely manner), statistical reporting (data is compiled on a quarterly basis to determine that we are serving the targeted number of clients), and case review (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 interviews. We use data and field observations and make adjustments to the types of outreach and service delivery we engage in to improve client access and outcomes.

**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 City Attorney’s office on a number of issues, including a cooperative investigation into the business practices of a large local landlord on behalf of many of its low-income tenants, which is ongoing.
* 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.
* LAFLA resumed its twice weekly night clinic via Zoom through its partnership with UCLA law school’s El Centro Legal, offering expanded hours and access to tenants seeking housing assistance.

###### SECTION III: BOARD INVOLVEMENT

Please indicate:

* **Number of Board meetings conducted during the reporting period:** 3
* **Average Board member attendance:** 25
* **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. The board also participated in the NLADA Virtual Conference in November 2021. The board is actively reviewing and updating LAFLA’s bylaws.
* **Significant policy directions or actions taken by the Board during the reporting period:** The board worked on adopting the 2022 budget and determining program priorities. In addition, the board adopted a certificate of integrity and renewed/extended its ACH Line with its financial institution. The board also elected new officers and renewed board members’ terms. Finally, the board approved a conflict of interest policy; an allocation to LAFLA’s Equity & Inclusion Fellowship education assistance program; a PAI plan; and resolution to annual bank authorizations, signers, and lines of credit and investment authorization;
* **Number of board members who reside and/or work in Santa Monica:** 1
* **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, there were no permanent changes in attorney staffing. However, for the last two months of the period, one of the two full-time housing attorneys took an extended leave. We expect that attorney to return in October 2022. Another provisional attorney took two weeks during the reporting period for bar study.

**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 had a total of 4 law clerks and 24 law students donate time during the reporting period for a total of 536.8 unpaid hours toward the General Office grant.

**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. 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. LAFLA has also provided de-identified information when requested.

*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 its clients, visitors, and staff. In response to recommendations of local government officials, LAFLA’s physical offices were closed in March 2020. In October 2021, we opened our doors twice weekly to walk-in and in person clients for the first time since the pandemic began. Unfortunately, because of the surge in COVID-19 cases, we closed again for a portion of the winter. However, in March 2022, we returned to full-time office hours five days a week. Masks are required by all staff and clients in LAFLA offices, and supplies are available for clients who need personal protective equipment to enter.

In response to the closure of our offices, we extended call center hours to accommodate increased streams of calls. Our courthouse-based domestic violence clinics have seamlessly transitioned to providing assistance with restraining orders by phone on Mondays, Wednesdays, and Fridays from 9 a.m.–12 p.m. and 1–3 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 virtual platforms such as Facebook Live and YouTube. Virtual outreach has allowed us to reach a wide audience and is something we plan to continue 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 built-in capacity to tailor presentations given to community groups and translate written material into the key languages anticipated for the audiences. LAFLA devotes significant resources to working with non-English speaking clients. LAFLA staff members speak Spanish (more than 50%), 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, and LAFLA also operates Asian language hotlines in Mandarin, Cantonese, Korean, Vietnamese, Japanese, and Khmer. Bilingual staff are formally tested and receive supplements for their oral and/or written language skills. If other languages are needed, LAFLA staff are mandated by our internal protocols to obtain comprehensive translation and interpretative services immediately in order to provide the same level of quality services to all clients regardless of language. LAFLA also ensures that if needs cannot be met with properly trained staff, LAFLA will contract with outside interpreters to provide appropriate language services to LEP, deaf, and hard of hearing individuals. Assistive technology and other accommodations will be made for individuals with disabilities. We also utilize language line when necessary. To bolster our commitment to the LEP population, LAFLA employs special counsel on language access.

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

Board of directors composition:

44 members (20 female/24 male)

4% Asian American

23% Black/African American

16% White/Latinx

57% White/Caucasian

Executive management composition:

11 staff (seven female/four male)

4 Asian American

1 Black/Caribbean-American

2 White/Latinx

1 White/Middle Eastern

3 White/Caucasian

Supervisory staff composition:

One managing attorney (White male)

*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 have been assisting 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 the use of 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 its ethical obligations if LAFLA determines at any time that a client has provided false or misleading information to establish eligibility. If through the course of the relationship LAFLA becomes aware of a change in 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 staff are guided by an advocacy policies and procedures manual; and, 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 has a written accounting manual in line with generally accepted accounting practices, which is 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: SERVICE NEEDS AND REFERRALS**

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 2021-22****Number Responding “Yes”****at Mid-year** | **FY 2021-22****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 2021-22****Number****at Mid-year** | **FY 2021-22****Number****at Year-end** |
| Participants referred by another agency | 50\* | 100\* |
|  **Please list the top 3 referring agencies** |  |  |
| * 1. **City of Santa Monica/City Attorney’s Office**
 | Approx. 15\* | Approx. 40\* |
| * 1. **Rent Control Board**
 | Approx. 15\* | Approx. 30\* |
| * 1. **WISE**
 | Approx. 15\* | Approx. 30\* |

\*Figure was generated on an average of two to three referral clients per week throughout the reporting period.

**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 VII 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.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Service Category/ Program Goal** | **Activity Type** | **Activity Description** | **Annual Target\***  | **Documentation****Method** | **Mid-Year Status Report** | **Year-End Status Report** |
| 1 | Information and referral services | Output | Total number of calls to Santa Monica Office | N/A | Call center logs | 3,427 | 7,073 |
| 2 | Individual legal services provided ranging from referrals to extended service in court or administrative hearings | Output | Total number of cases (active and closed) | 925 | client case management system | 453 | 824 |
| Output | Total number of unduplicated clients receiving any services | 850 | client case management system | 410 | 705 |
| Outcome |  % of closed cases with positive outcomes | 85% | client case management system | 100% | 100% |
| 3 | Legal Education and trainings to community and Santa Monica social service agencies  | Output | Number trainings held (community members and service providers) | 3 | client case management system | 4 | 4 |
| Output | Number people trained (community members and service providers) | 100 | Sign-in sheetsWebinar attendance records | Approx. 200 | Approx. 200 |

**Breakdown of Services for Closed Cases for Grant Year 21-22**

|  |  |  |  |
| --- | --- | --- | --- |
| **Legal Problem Code** | **Limited Services** | **Extended Services** | **Total Closed Cases** |
|  | **Referrals** | **Counsel and Advice** | **Limited Action** | **Subtotal** | **Negotiated** **Settlement** **without** **Litigation** | **Negotiated** **Settlement** **with** **Litigation** | **Administrative** **Agency** **Decision** | **Court** **Decision** | **Extensive** **Services** | **Subtotal** |
| **Housing** | 82 | 225 | 68 | 375 | 24 | 12 | 4 | 5 | 36 | 81 | 456 |
| **Other (Employment, Income Maintenance/ Benefits, etc.)** | 46 | 47 | 13 | 106 | 1 | 0 | 1 | 2 | 5 | 9 | 115 |
| **Right to Counsel services\*\***  | 4 | 44 | 15 | 63 | 4 | 5 | 0 | 9 | 4 | 22 | 85 |

**\*SMPP = Unduplicated Santa Monica Program Participants**

**\*\* funded separately through City Attorney’s Office**

###### 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 was at 89% of its goal for total cases on behalf of low-income Santa Monica residents, just barely outside of the 10% variance range. We believe this is a very successful outcome, especially given the fluctuating nature of COVID-19 during the reporting period. We also had one housing attorney take an extended leave for the last two months of the period, which temporarily reduced available attorneys and our capacity to take more cases. We are confident these numbers will increase in the next grant year when the attorney returns.

LAFLA assisted 705 unduplicated Santa Monica participants, which is 83% of the annual goal. Interestingly, the number of new unduplicated clients dropped 39% between the first and second half of the grant year, but the number of closed cases remained consistent. This is notable, because it illustrates what LAFLA attorneys already know – the landlords most actively trying to evict low-income tenants keep filing new cases even after we defeat them the first time. This means that the most vulnerable tenants in Santa Monica are under constant and continuing attack and threat of eviction.

Further, we had a 52% increase in cases remaining open at the end of the reporting period versus a year ago (166 a year ago, 252 now). Many of these open cases are unlawful detainers (housing evictions). In 2022 alone (the second half of the reporting period), we had at least 34 new intakes for unlawful detainer cases between the Office and Right to Counsel grants. This is in addition to cases already opened in 2021 and before. This data supports another trend we have observed: a significant and rapid increase in unlawful detainer cases this year, especially since we opened our doors again full time in March. Unlawful detainer cases take significantly more time to properly litigate than advice and limited cases, and they also stretch over longer periods depending on the court’s docket.

Finally, due to the pandemic, and as stated earlier, the Santa Monica office was closed to walk-in clients for a portion of the reporting period. We opened our doors on a limited basis in October 2021 twice weekly to walk-in and in person clients. Unfortunately, because of the surge in COVID-19 cases, we closed again for a portion of the winter. However, in March 2022, we returned to full time office hours five days a week. While COVID-19 continues to pose a significant health risk to all residents, LAFLA has safeguards in place for staff and clients alike, and we expect our doors to remain open moving forward. This means increased access to low-income clients, and, almost certainly, even more cases on their behalf.

**SECTION VIII: 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 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.**