

Los Angeles County Affordable Housing Solutions Agency
Renter Protection and Homeless Prevention (RPHP) Contractor – 3.A.1
Renter Protection and Homeless Prevention Grant Management
Monitoring Checklist

MONITORING INFORMATION

RPHP Contractor:	Contractor Name		
Staff Consulted:	Enter Contractor Staff Name(s)		
Reviewer(s):	Enter MDG-LDM Staff Name	Date:	Select Date

NOTE: All questions that address the Los Angeles County Affordable Housing Agency (LACAHS) requirements contain the citation for the source of the requirement [Senate Bill 679, Measure A Ordinance, LACAHS Transitional Guidelines, Government Code, or Funding Agreement (Agreement)]. If the requirement is not met, the reviewer must make a finding of noncompliance. All other questions (questions that do not contain the citation for the requirement) do not address requirements but are included to assist the reviewer in understanding the Contractor's program more fully and/or to identify issues that, if not properly addressed, could result in deficient performance. Negative conclusions to these questions may result in the inclusion of a "concern" in the monitoring review letter.

The provisions outlined above are subject to change and may be modified as necessary in response to monitoring findings, updates to applicable laws or policies, and operational considerations.

This form contains fillable form fields, screen tips (tips available by holding the "Ctrl" button and clicking on "i" symbol) and was intentionally designed to ensure responses only include pertinent information.

Program Management

GENERAL PROGRAM MANAGEMENT (Q 1-6)

1.	Does the Contractor have written policies and procedures to determine each household's eligibility for RPHP Emergency Renter Protection and Flexible Financial Assistance (ERFFA) support and the amount and types of assistance the household needs to regain housing stability, to target assistance to those most at risk of eviction or homelessness, and to ensure all payments are made to eligible parties and used for their intended purpose? [TPG P. 45 and P.51]		
	Inclusion of ERFFA Eligibility Criteria: Do the Contractor's policies and procedures include requirements to ensure households meet ERFFA eligibility criteria as defined in the Transitional Program Guidelines (TPG)?	Select Conclusion	
	Initial Evaluation Process: Do the procedures outline a process for conducting an initial evaluation of households to determine eligibility?	Select Conclusion	
	Documentation Requirements: Do the procedures require collection of sufficient documentation to determine eligibility?	Select Conclusion	
	Zero-Income Affidavit Provision: Do the policies and procedures allow households with no income to complete an affidavit of zero income?	Select Conclusion	

	Verification of Amounts Owed: Do the policies and procedures require verification and documentation of amounts owed by the renter for eligible expenses?	Select Conclusion
	Determination of Assistance Type and Amount: Do the procedures include guidance for determining the type and amount of assistance needed to help households regain housing stability?	Select Conclusion
	Proper Disbursement of Funds: Do the policies and procedures require that financial assistance payments are made to eligible parties and include controls to ensure funds are used for their intended purpose?	Select Conclusion
	Fraud, Waste, and Abuse (FWA) and Conflict of Interest Controls: Do the policies and procedures include measures to prevent and detect fraud, waste, and abuse, and avoid actual or perceived conflicts of interest?	Select Conclusion
	Duplication of Benefits (DOB) Check: Do the policies and procedures require a duplication of benefits check prior to providing financial assistance?	Select Conclusion
	Implementation of Eligibility and Control Requirements: Is there evidence that the Contractor is implementing these eligibility and control requirements in practice?	Select Conclusion
	Alignment with Transitional Program Guidelines Requirements: Do the policies, procedures, and their implementation align with Transitional Program Guidelines requirements?	Select Conclusion
Describe basis for conclusion		
	Contractor Policies and Procedures / Program Records	

2.	Documentation of Participant Eligibility: Does the Contractor's policies and procedures and operating procedures contain documentation demonstrating that all program participants receiving ERFFA support were eligible in accordance with Transitional Program Guidelines requirements and the Funding Agreement (Agreement)? [TPG P. 45]	
	Verification of Los Angeles County Residency: Do policies and record demonstrate that households receiving assistance reside in Los Angeles County?	Select Conclusion
	Verification of Eligible Renter Status: Do policies and records demonstrate that households receiving assistance meet the definition of an eligible renter, including those with a written lease, verbal agreement, or other informal tenancy arrangement, in accordance with TPG requirements?	Select Conclusion

	Income Eligibility ($\leq$ 80% AMI): Do policies and records demonstrate that households had an annual income at or below 80% of Los Angeles County Area Median Income (AMI)?	Select Conclusion
	Housing Emergency or Crisis: Do policies and records demonstrate that households experienced an emergency, crisis, or unexpected event within the previous 12 months that puts the household at risk of losing their housing as identified in the Household Eligibility Criteria under the Transitional Program Guidelines?	Select Conclusion
	Alignment with TPG and SB 679 Requirements: Do policies and records align with Transitional Program Guidelines and Agreement requirements?	Select Conclusion
Describe basis for conclusion		
	Contractor Policies and Procedures / Program Records / Agreement	

3.	Does the Contractor use an appropriate database and/or shared data collection method such as the Neighborly for collecting and reporting household-level program data including eligibility, and prioritization factors? [TPG P. 38, Agreement]	
	Use of Data Collection System: Did the Contractor utilize a database or shared data collection system (e.g., Neighborly Software) to collect and report household-level program data?	Select Conclusion
	Required Use of System for Reporting: Is the use of the database or shared data collection system required for program data reporting?	Select Conclusion
	Collection of Household-Level Data: Does the system capture required household-level data, including eligibility, household composition and demographics, end destination, and prioritization factors?	Select Conclusion
	Data Accuracy and Completeness: Do records demonstrate that household-level data entered into the system is complete and accurate?	Select Conclusion
	Duplication of Benefits (DOB) Review Functionality: Does the database or shared system include functionality to conduct duplication of benefits (DOB) reviews?	Select Conclusion
	Implementation of DOB Reviews: Do records demonstrate that duplication of benefits checks is performed prior to providing assistance?	Select Conclusion
	Alignment with TPG Requirements: Do the data collection system and its use align with Transitional Program Guidelines requirements?	Select Conclusion

Describe basis for conclusion	
	Contractor Policies and Procedures / Program Records

4.  Does the Contractor have procedures for informing potential ERFFA participants what the income/benefits and tax implications are for participants who receive financial assistance, including individual assessments for participants regarding potential impacts? [TPG P. 36, Agreement]	
Policy and Procedure Requirement: Are there written procedures requiring disclosure of financial assistance impacts to participants?	Select Conclusion
Participant Notification: Are participants informed about potential impacts of receiving assistance, including: - Income implications - Public benefits eligibility impacts - Tax considerations	Select Conclusion
Individual Assessments: Does the Contractor conduct individual assessments of how assistance may impact each participant?	Select Conclusion
Documentation of Acknowledgment: Is there documentation showing that participants received and acknowledged this information?	Select Conclusion
Staff Training & Implementation: Are staff trained to communicate these implications to participants?	Select Conclusion
Describe basis for conclusion	
	Contractor Policies and Procedures / Participant Records

5.  Does the Contractor maintain and enforce RPHP Grievance and Appeal Policies and Procedures allowing participating and eligible households the right to grieve any RPHP service that they believe was not properly delivered and to appeal any decision resulting in a denial or limitation of service? [TPG P. 39, Agreement]	
Policy & Procedure: Are there written grievance and appeal policies and procedures for the RPHP program?	Select Conclusion
Scope of Policies: Do policies allow participants to: - File complaints about services not properly delivered? - Appeal decisions regarding denial or limitation of assistance?	Select Conclusion
Accessibility to Participants: Are grievance and appeal procedures communicated and accessible to participants?	Select Conclusion

Implementation: Is there evidence that grievances and appeals are processed in accordance with established procedures?	Select Conclusion
Timeliness & Resolution: Are grievances and appeals handled within required timeframes and resolved appropriately?	Select Conclusion
Documentation & Tracking: Are grievances and appeals documented and tracked?	Select Conclusion
Describe basis for conclusion	
	Contractor Policies and Procedures / Grievance and Appeal Forms

6.  Does the Contractor maintain and follow nondiscrimination policies which ensure that no person shall be excluded from participation in, denied benefit of, or be subject to discrimination based on protected classes identified in Transitional Guideline requirements? [TPG P. 68]	
Policy Existence: Does the Contractor have written nondiscrimination policies?	Select Conclusion
Protected Classes Coverage: Do policies include all protected classes required under TPG and applicable laws?	Select Conclusion
Communication & Accessibility: Are nondiscrimination policies communicated to participants and staff?	Select Conclusion
Implementation: Is there evidence that nondiscrimination policies are followed in program delivery?	Select Conclusion
Complaint Handling: Are there procedures for handling discrimination complaints?	Select Conclusion
Staff Training: Are staff trained on nondiscrimination requirements?	Select Conclusion
Describe basis for conclusion	
	Contractor Policies and Procedures / Nondiscrimination Policy

MARKETING, ASSESSMENT, ELIGIBILITY AND REFERRAL (Q-7)

7.	Did the Contractor include in its written policies and procedures and intake system, marketing, assessment, eligibility, and referral activities to identify households at risk of losing their housing, and connect them directly with ERFFA resources including the following activities: [TPG P. 38]	
	Inclusion of ERFFA System and Activities in Policies: Do the Contractor's written policies and procedures include marketing, assessment, eligibility, and referral activities to identify and assist households at risk of losing housing?	Select Conclusion
	Marketing and Outreach Activities: Do the policies and procedures include marketing and outreach strategies to identify	Select Conclusion

	and engage eligible households, including affirmative marketing to vulnerable and historically excluded populations?	
	Assessment and Prioritization Processes: Do the policies and procedures include processes for assessing applicants, determining likely eligibility, and prioritizing households based on need or vulnerability?	Select Conclusion
	Application and Intake Systems: Do the policies and procedures include mechanisms for application intake and assessment, such as electronic portals, tools, and assistance for applicants?	Select Conclusion
	Eligibility Determination Process: Do the policies and procedures include processes for reviewing applications, verifying eligibility, documenting need, and enrolling households?	Select Conclusion
	Assistance with Documentation; Do the policies and procedures include provisions to assist households in gathering required documentation to determine eligibility?	Select Conclusion
	Referral and Case Management: Do the policies and procedures include processes for connecting eligible households to RPHP resources and providing ongoing housing-focused case management?	Select Conclusion
	Implementation of ERFFA Activities: Is there evidence that the Contractor is implementing marketing, assessment, eligibility, and referral activities in practice?	Select Conclusion
	Alignment with TPG Requirements: Do the policies, procedures, and implementation of ERFFA activities align with Transitional Program Guidelines (TPG) requirements?	Select Conclusion
Describe basis for conclusion		
	Contractor Policies and Procedures / Program Records	

ELIGIBILITY AND FINANCIAL ASSISTANCE (Q 8-11)

8.	Household Eligibility - Eligible Renter Status: Does the Contractor maintain policies, procedures, and documentation that comply with Transitional Program Guideline requirements related to the definition of renter households? [TPG P. 34]	
	Inclusion of Eligible Renter Definitions in Policies: Do the Contractor's policies and procedures include the full definition of an eligible renter, including written leases, verbal agreements, and informal arrangements?	Select Conclusion
	Acceptance of Informal Housing Arrangements: Do the policies and procedures allow households with verbal agreements or informal housing arrangements to qualify for assistance?	Select Conclusion

	Inclusion of Temporarily Housed Individuals: Do the policies and procedures include households temporarily staying in another housing setting who lack sufficient resources to maintain housing?	Select Conclusion
	Alignment with Transitional Program Guideline Requirements: Do policies, procedures, and participant records align with Transitional Program Guidelines requirements for defining eligible renters?	Select Conclusion
Describe basis for conclusion		
	Contractor Policies and Procedures / Program Records	

9.	Did the Contractor establish and implement prioritization policies and procedures that align with the Transitional Program Guidelines requirements? [TPG P. 45]	
	Existence of Prioritization Policies and Procedures: Did the Contractor establish written policies and procedures for prioritizing ERFFA assistance?	Select Conclusion
	Prioritization of Households $\leq$ 50% AMI: Do the policies and procedures prioritize households at or below 50% of Area Median Income (AMI)?	Select Conclusion
	Consideration of Risk of Eviction or Homelessness: Do the policies and procedures include criteria to prioritize households at risk of eviction or homelessness?	Select Conclusion
	Assessment and Prioritization Tool: Did the Contractor use a required targeting tool or method to assess household needs and target services to those most at risk of eviction or homelessness?	Select Conclusion
	Prioritization Process and Methodology: Do the policies and procedures define how households are evaluated and prioritized (e.g., scoring system, ranking, first-come/first-served with prioritization overlays)?	Select Conclusion
	Alignment with TPG Requirements: Do the prioritization policies align with Transitional Program Guidelines and Agreement requirements?	Select Conclusion
Describe basis for conclusion		
	Contractor Policies and Procedures / Program Records	

10.	Do Contractor's program policies and records describe how each household's total ERFFA support does not exceed \$36,000 from any combination of eligible RPHP financial assistance activities within a 24-month period, and were housing payments only authorized for one month at a time (excluding arrears payments)? [TPG P. 46]	
	Compliance with \$36,000 Cap: Do program policies and records demonstrate that total ERFFA assistance provided to each household does not exceed \$36,000 within a 24-month period?	Select Conclusion
	Monitoring of 24-Month Period: Do policies and records demonstrate that assistance is tracked within a defined 24-month period for each household and authorized for one month at a time?	Select Conclusion
	Alignment with Transitional Program Guidelines Requirements: Do payment practices and controls align with Transitional Program Guidelines requirements?	Select Conclusion
Describe basis for conclusion		
	Contractor Policies and Procedures / Program Records	

11.	Did the Contractor establish and implement policies and procedures for providing additional support for households who reach either the assistance limits of \$36,000 or time limit of 24 months, after the six-month waiting period? [TPG P. 46]	
	Existence of Procedures for Additional Assistance: Do the Eligible Jurisdiction's or Subrecipient/Contractor's policies and procedures address the provision of additional ERFFA assistance after a household reaches the \$36,000 cap or 24-month limit?	Select Conclusion
	Six-Month Waiting Period Requirement: Do the policies and procedures require a six-month waiting period before a household may receive additional ERFFA assistance?	Select Conclusion
	Criteria for Additional Assistance: Do the policies and procedures define criteria for determining eligibility for additional assistance after the waiting period?	Select Conclusion
	Tracking of Limits and Waiting Period: Do records demonstrate that the Eligible Jurisdiction tracks when households reach the \$36,000 cap or 24-month limit and monitors the six-month waiting period?	Select Conclusion
	Implementation of Additional Assistance Procedures: Do records demonstrate that additional ERFFA assistance, when provided, complies with established procedures, including the six-month waiting period?	Select Conclusion
	Consistency of Application: Are procedures for providing additional assistance applied consistently across participant files?	Select Conclusion

Describe basis for conclusion	
	Contractor Policies and Procedures / Program Records