

City of Santa Ana Eviction Prevention Program Program Guidelines

Contents

General Provisions.....	2
Introduction.....	2
Background	2
Use of Funds.....	3
Timeframe	3
Administrative Requirements	3
How it Works	3
Financial Assistance	4
Direct Assistance to Tenants.....	4
Program Eligibility.....	5
Eligible Households	5
Required Documentation	6
Documentation of Eviction	6
Documentation of Rental Arrears	7
Documentation of Income	7
Duplication of Benefits.....	8
Fraud Prevention and Misinformation Policies and Procedures	9
Documentation and Administration.....	10
Payment Documentation.....	10
Maximum Allowed Administrative Costs.....	10
Reporting Requirements	10
Non-Discrimination Policies and Procedures.....	11
Appeal Process.....	11
Program Design and Court Coordination	12
Program Application.....	12
Application Requirements	12
Application Submittal	14
Application Notification	16
Closeout.....	16
Exhibit A	16

General Provisions

Introduction

The City of Santa Ana recognizes the ongoing financial hardships faced by many residents due to the shortage of affordable housing, housing rent burdens, and continued economic consequences of the COVID-19 pandemic. In response, the City of Santa Ana has established the Eviction Prevention Program to provide emergency rental assistance and supportive services to qualified, very low-income households impacted directly or indirectly by COVID-19 who have received an eviction notice due to non-payment of rent. Very low-income Santa Ana renters who have received an eviction notice due to non-payment of rent may apply to receive assistance with rental arrears and certain housing stability services. Charges for any utilities included in the rental price shall be included in the rental arrears. The City of Santa Ana does not provide payment of separately billed charges for utilities and home energy or prospective rental payments.

- **Applications are available** on the Rent Stabilization Division – Eviction Prevention Program website (www.santa-ana.org/renter-protections) or can be requested directly from Families Forward.
- **If you do not have internet access** or need assistance applying please contact Families Forward at familynavigator@families-forward.org or (657) 210-2628 or the City of Santa Ana at ERA@santa-ana.org or (714) 565-2655.

Background

The City of Santa Ana (“City”) launched its first response to the COVID-19 pandemic with an emergency rental assistance program for low-income residents on May 18, 2020. Two years later on September 30, 2022, the City had assisted 3,018 families with over \$29.5 million in rental assistance. As those programs come to a close, the City recognizes the ongoing financial hardships faced by many residents due to the shortage of affordable housing, housing rent burdens, and continued economic consequences of the COVID-19 pandemic. The Eviction Prevention Program (“Program”) is the latest effort by the City of Santa Ana to strengthen the safety net for families at risk of displacement and homelessness. The program is designed to build upon the Rent Stabilization and Just Cause Eviction Ordinance adopted by the Santa Ana City Council on October 18, 2022.

Eviction from one’s home can lead to prolonged homelessness; increased residential mobility; loss of community; strain on household finances due to the necessity of paying rental application fees and security deposits; stress and anxiety experienced by those displaced; increased commute times and traffic impacts if displaced workers cannot find affordable housing within the city in which they work; and interruption of the education of children in the home. Eviction creates particular hardships for individuals and households of limited means, given the shortage of affordable housing within the City of

Santa Ana and the region generally. Further, eviction judgements remain on a tenant's record for many years, which affects the ability to find new housing ultimately creating lasting negative impacts for families.

The City of Santa Ana is following the Department of Treasury's guidance that allows for unobligated ERA2 funds to be used for eviction prevention purposes, as defined by the Secretary, serving very low-income families. The purpose of this Program is to reduce the number of evictions in Santa Ana by providing emergency rental assistance and supportive services to qualified, very low-income households impacted directly or indirectly by COVID-19 who have received an eviction notice due to non-payment of rent. These funds can serve households who fall at or below 50 percent of the median family income for the area, as determined by the Secretary of Housing and Urban Development.

Use of Funds

On July 27, 2022, the Department of Treasury Frequently Asked Questions were updated to provide grantees with information on obligating ERA2 funds to affordable housing and eviction prevention purposes. Grantees that have obligated 75 percent of their allocation may use any of their ERA2 funds that are unobligated on October 1, 2022 for eviction prevention purposes serving very low-income families.

Timeframe

ERA2 funds expire September 30, 2025. Unobligated funds are subject to being recaptured and reallocated to another jurisdiction.

Administrative Requirements

The City of Santa Ana will comply with the State of California requirements (SB91 and AB 832) in the distribution of these funds. Compliance with certain federal laws is required of all federal fund recipients and include Civil Rights Act of 1964; Fair Housing Act; Title VIII-IX of the Civil Rights Act of 1968; Section 504 of the Rehabilitation Act of 1973; The Age Discrimination Act of 1975; and the Americans with Disabilities Act of 1990, as amended. The City of Santa Ana shall comply with the administrative and reporting requirements set forth in the Act and shall satisfy the reporting and performance requirements set forth in the law and their agreement with Treasury Department. The City shall commit to tracking block grant funds separately from federal allocation funds.

How it Works

Very low-income renters impacted directly or indirectly by COVID-19 who have received an eviction notice due to non-payment of rent can apply to receive assistance in the form of a payment to their landlord for 100% of their rental arrears / past due rent owed, up to a maximum of 6 months. The City will provide assistance to eliminate rental arrears, stabilize households through the eviction process, and provide financial incentives to landlords for eligible households if needed.

The City of Santa has partnered with Families Forward, a local nonprofit organization, to review applications and determine the eligibility of families for assistance. Applications must be complete, including the required documents, before the application can be submitted. Applications may be submitted by both tenants or a landlord on behalf of their tenant.

Payments will be made by Families Forward directly to the landlord. For any payments made by the Families Forward to a landlord on behalf of an eligible household, Families Forward shall provide documentation of such payments to the household and the landlord. Payment to the landlord is conditioned on the landlord's agreement to accept payment as payment-in-full and includes a release of the tenant from landlord claims including unlawful detainer.

Financial Assistance

The City may provide financial assistance for 100% of rental arrears to eligible applicants that were, directly or indirectly, impacted by COVID-19 who have received an eviction notice due to non-payment of rent, up to a maximum of 6 months. Rent is the regular payment to a landlord for the use of the residence. Rent includes utilities and home energy costs that are covered by the landlord. Fees that are the result of tenant damage to the unit, such as late fees, attorney fees, or other non-rent charges, are not eligible for relief through the program and should not be counted as eligible rental arrears.

Payments may be made for residences including but not limited to the following:

- Apartment and condominium
- Single family house,
- Townhouse, or
- Manufactured home and/or the parcel of land the manufactured home occupies.

Direct Assistance to Tenants

Financial assistance for housing stability will not be paid directly to households except in cases where the landlord does not agree to participate in the program. The City recognizes the guidance of the U.S. Department of the Treasury in allowing direct payments. Where possible, the City prefers to work directly with landlords in the facilitation of paying rental arrears to prevent an eviction from proceeding. Families Forward will make reasonable efforts to obtain the cooperation of landlords to accept payments from the Eviction Prevention Program. Housing stability payments may be made directly to tenants if (i) the City or Families Forward has made at least three attempts by phone or email over a 7 calendar-day period to request the landlord participation; or (ii) a landlord confirms in writing to the City or Families Forward that the landlord does not wish to participate.

Program Eligibility

Eligible Households

The term “eligible household” means a household of one (1) or more individuals who are obligated to pay rent on a residential dwelling with an address in the City of Santa Ana. For a tenant to be considered an eligible household, the following eligibility criteria must be met:

1. Household income is 80 percent or less of Area Median Income
 - a. HUD FY 2024 Income Limits:

Family Size	Maximum Family Income (80% AMI)	Family Size	Maximum Family Income (80% AMI)
1	\$88,400	5	\$136,350
2	\$101,000	6	\$146,450
3	\$113,650	7	\$156,550
4	\$126,250	8	\$166,650

2. Household has qualified for unemployment or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship during or due, directly or indirectly, to the novel coronavirus disease (COVID-19) outbreak. Complete Declaration of Financial Hardship via Neighborly application.
3. Household resides in the City of Santa Ana with a lease agreement or sublease (a rental agreement between a primary tenant acting as a lessor and a secondary tenant acting as lessee) with an address in the City.
 - a. The lease or sublease agreement must be signed by the applicant and the landlord or sublessor that identifies the unit where the applicant resides and establishes the rental payment amount.
 - b. If a household does not have a signed lease, documentation of residence may include evidence of paying utilities for the residential unit, an attestation by a landlord who can be identified as the verified owner or management agent of the unit, or other reasonable documentation.
 - c. In the absence of a signed lease, evidence of the amount of a rental payment may include: 1) a written statement signed by both tenant and landlord indicating the residential unit address, monthly rent amount, who the tenant is and who the landlord is; 2) bank statements, check stubs, or other documentation that reasonably establishes a pattern of paying rent; 3) a written attestation by a landlord who can be verified as the legitimate owner or management agent of the unit; or 4) proof of payments from the tenant & balance owed (provided by the landlord/owner – rent ledger).
 - d. A hand-written or typed written statement signed by both tenant and landlord indicating the residential unit address, monthly rent amount, who the tenant is and who the landlord is satisfies both requirements to identify where the applicant resides and their rental payment amount. A hand-

written or typed written statement is preferred in the absence of a signed lease.

4. Household has received a written eviction notice for non-payment of rent
 - a. If the landlord is not willing to provide an eviction notice in writing: an informal eviction may be accepted with an affidavit by the case manager or the family of the circumstances surrounding the informal eviction (e.g. an off-the-book displacement not processed through the Court or when a landlord pays a tenant to leave their unit or hires a private security to force the tenant's removal)
 - b. Involuntary removal by a landlord may be considered a form of eviction notice.

Citizenship Status

While the Program requires identification for all members of your household, the City will not ask about the tenant's citizenship status. The City will ask about the tenant's race and ethnicity on the application as part of the Department of Treasury's data collection purposes. The tenant's race or ethnicity does not impact their eligibility for rental assistance.

Households that occupy a federally subsidized rental unit may receive assistance provided that the funds are not applied to costs that have been or will be reimbursed under any other federal assistance program.

Co-Signer

If an applicant has a Co-Signer, but is not part of the Co-Signer's household, then the applicant can be treated as a stand-alone household without reference to the Co-Signer's income. Such applicants shall provide documentation to support their claim that they are not part of the Co-Signer's household. This documentation can include but is not limited to:

1. Tax returns identifying the applicant household as separate from the Co-Signer's household (applicant shall not be declared as a dependent on the Co-Signer's tax return), or
2. Applicant household participates in a public assistance program that verifies eligibility through household income – such as CalFresh or WIC, or
3. Affidavit from the applicant household indicating that the Co-Signer is an outside party that has agreed to take responsibility for the rent and is not part of the applicant's immediate household.

An applicant will be eligible for assistance if they (i) can demonstrate that they do not have a household relationship with their Co-Signer; and (ii) meet all program eligibility criteria.

Required Documentation

Documentation of Eviction

In order to be eligible, a household must have received written eviction notice for non-payment of rent.

- **A 3-Day Notice to Quit (Non-Payment of Rent)** form is used to notify a tenant that they are in violation of the lease for the non-payment of rent, and the tenant has three (3) days to correct the issue or be evicted. By law, the notice must accurately state the amount of rent that is due and the name, address, and telephone number of the person/company to whom the rent must be paid.
- If the landlord is not willing to provide an eviction notice in writing: an informal eviction may be accepted with an affidavit by the case manager or the family of the circumstances surrounding the informal eviction (e.g. an off-the-book displacement not processed through the Court or when a landlord pays a tenant to leave their unit or hires a private security to force the tenant's removal)
- Involuntary removal by a landlord may be considered a form of eviction notice.

Prospective emergency rental assistance is ineligible.

Documentation of Rental Arrears

Requests for rental arrears assistance to prevent an eviction should be for the amount of rental debt that is still outstanding after adjusting it for any prior partial payments made by the tenant or another entity acting on behalf of the tenant. The City must be able to verify that the total assistance requested for rental arrears matches the total rent owed as indicated or confirmed by the landlord. The City must also be able to verify that the accuracy of the past due rent by comparing the notice of non-payment of rent to any of the following documents:

- Signed letter or other notice from landlord indicating time period, expected rent amount, actual rent received, and total rent amount owed
- Lease agreement signed by the Eligible Household and Landlord or designee
- Rent due statement/letter from the landlord or management company
- Rent roll
- Other formal attempt to collect rents or notify tenants of rents due

Documentation of Income

With respect to each household applying for assistance, the City uses the U.S. Department of Housing and Urban Development's (HUD) definition of "annual income" in 24 CFR 5.609. The City will determine income eligibility based on either (i) the household's total income for calendar year 2023, or (ii) sufficient confirmation of the household's monthly income at the time of application.

If the City uses a household's monthly income to determine eligibility, the City will review the monthly income information provided at the time of application and extrapolate over a 12-month period to determine whether household income exceeds 50 percent of area median income. For example, if the applicant provides income information for two months, the City will multiply it by six to determine the annual amount. Income must be re-calculated each time assistance is requested by an applicant.

Documentation of Income Determination: The City will have a reasonable basis under the circumstances for determining income. The City will generally require a written attestation from the applicant as to household income **and** also documentation available to the applicant to support the determination of income, such as paystubs, W-2s or other wage statements, tax filings, bank statements demonstrating regular income, or an attestation from an employer. Under limited circumstances, the City may rely on a written attestation from the applicant without further documentation of household income as described below.

Categorical Eligibility: If an applicant's household income has been verified to be at or below 50 percent of the area median income in connection with another local, state, or federal government assistance program, the City will rely on a determination letter from the government agency that verified the applicant's household income, provided that the determination for such program was made on or after January 1, 2024.

Documentation of current participation in any one of the below provided that the eligibility determination for such program was made on or after January 1, 2024:

- a. Medicaid, known as Medi-Cal in California
- b. Women, Infants, and Children (WIC) benefits
- c. Free and Reduced Lunch participation
- d. Supplemental Nutrition Assistance Program (SNAP), known as CalFresh in California
- e. Food Distribution Program on Indian Reservations (FDPIR)
- f. Temporary Assistance for Needy Families (TANF), known as CalWORKs in California
- g. School Nutrition Programs (SNP), such as the Free and Reduced Lunch program for California families
- h. Subsidized housing (not including housing choice, project-based, or Section 8 vouchers) that required income documentation as a condition of residency
- i. Any state or federally funded assistance program for low-income persons or households
- j. Any locally operated assistance program for low-income persons or households that requires household income verification and uses federal income limits

Written Attestation without Further Documentation: To the extent that a household's income, or a portion thereof, is not verifiable (for example, because a place of employment has closed) or has been received in cash, or if the household has no qualifying income, the City may accept a written attestation from the applicant regarding household income. In appropriate cases, the City may rely on an attestation from a caseworker with knowledge of a household's circumstances from local community partner organizations to certify that an applicant's household income qualifies for assistance.

Duplication of Benefits

A duplication of benefits happens when a household receives assistance in excess of documented need. The City, in partnership with Families Forward, shall ensure that any

rental assistance provided to an eligible household is not duplicative of any other rental assistance provided to such household including assistance provided with CARES Act funds, entitlement funds, HUD funds and other state and federal funds.

An eligible household that occupies a federally subsidized residential or mixed-use property may receive assistance, provided that the funds are not applied to costs that have been or will be reimbursed under any other federal assistance. If an eligible household receives a monthly federal subsidy (e.g., a Housing Choice Voucher, Public Housing, or Project-Based Rental Assistance) and the tenant rent is adjusted according to changes in income, the renter household may receive assistance for the tenant-owned portion of rent or utilities that is not subsidized.

Pursuant to section 501(k)(3)(B) of Subdivision N of the Act and 2 CFR 200.403, when providing assistance, the City will review the household's income and sources of assistance to confirm that the assistance does not duplicate any other assistance, including federal, state, or local assistance provided for the same costs. The City will rely on an attestation from the applicant regarding non-duplication with other government assistance in providing assistance to a household.

1. Every applicant receiving assistance through the Eviction Prevention Program must complete and sign the Duplication of Benefits Analysis Form
2. Families Forward will review each application for eligibility and collect supporting documentation for the Duplication of Benefits Analysis Form to confirm that a duplication of benefits will not occur if approved for rental assistance.

Fraud Prevention and Misinformation Policies and Procedures

The City of Santa Ana has sufficient fraud protections to prevent misuse and mitigate risk. Every reasonable precaution is taken to identify fraudulent claims. The City maintains a copy of every notification, as well as proof of delivery, for record keeping and fraud prevention purposes.

All applications for rental assistance are entered into one program, the Neighborly Software system, and reports are run regularly to identify any duplication of applicant names or addresses. City staff and Families Forward, responsible for administering the program, have access to all applications in the Neighborly Software system.

Families Forward conducts application review and data validation; applicant verification; and de-duplication checks. Application forms and documentation requirements are carefully evaluated for fraud risks and training is provided to all application reviewers to identify and discuss potential red flags so that reviewers can take appropriate action. City staff and Families Forward meet regularly to discuss program updates and unique cases. Application forms clearly state that fraud will be prosecuted to the fullest extent of the law.

Households that confirm they have no source of income may complete a declaration under penalty of perjury, certifying that they have either no income or are unable to

provide documentation of their income. Additional documentation will not be required of applicants unless there are indicators of fraud in connection with the application.

Documentation and Administration

Payment Documentation

Both eligible households and landlords shall be notified of all rental assistance payments. The notification shall identify the specific dwelling unit and eligible household, the total amount of rental assistance, the time period for which payment is provided, and the date the payment was disbursed. The notification will also include a check number or transaction number to assist the landlord with cross-referencing and tracking receipts and assistance for eligible households. Families Forward will maintain a copy of every notification, as well as proof of delivery for record keeping and fraud prevention purposes.

Maximum Allowed Administrative Costs

A grantee's administrative costs with respect to affordable rental housing and eviction prevention purposes may be paid with ERA2 funds only in an amount up to 10 percent of the grantee's expenditures for these purposes. Examples of direct and indirect administration costs include:

1. Program marketing and outreach.
2. Program administration (both jurisdiction staff time and third-party service provider costs).
3. Acquisition and/or subscription costs for technology equipment and/or services to support required reporting and activity tracking.

Administrative costs incurred by the City include any fees charged by contractors for necessary services rendered in support of the Eviction Prevention Program. Administrative expenses not directly related to administering the Program are not allowable. The City and its contractors will maintain the documentation supporting administrative expenses for five years.

Reporting Requirements

The City of Santa Ana shall comply with the reporting requirements set forth in the Acts, AB 832, and the interpretive guidance and guidelines issued by the U.S. Treasury and State of California Department of Housing and Community Development (HCD), respectively. The U.S. Treasury requires quarterly reporting. Activity reports for the block grant award shall be submitted to HCD no less frequently than quarterly in alignment with the U.S. Treasury reporting schedule. Block grant reporting will be due five (5) business days after the close of the quarter, and it shall be submitted in a form that is acceptable to HCD.

At a minimum, in order to ensure that U.S. Treasury is able to fulfill its quarterly reporting requirements under Section 501(g) of Division N of the Act and its ongoing monitoring

and oversight responsibilities, the City shall collect and maintain records on all of the following:

1. Address of the rental unit.
2. For landlords: the name, address, and Social Security number, tax identification number, or DUNS number.
3. Amount of rent covered by Program assistance.
4. Total amount of each type of assistance provided to each household (e.g., past-due rent, housing stability services).
5. Amount of outstanding unpaid rent for each household.
6. Number of months of rental payments for which assistance is provided.

Non-Discrimination Policies and Procedures

Compliance with certain federal laws is required of all federal fund recipients and include Civil Rights Act of 1964; Fair Housing Act; Title VIII-IX of the Civil Rights Act of 1968; Section 504 of the Rehabilitation Act of 1973; The Age Discrimination Act of 1975; and the Americans with Disabilities Act of 1990, as amended. The City of Santa Ana shall comply with the administrative and reporting requirements set forth in the Act. Additionally, the City shall not add requirements to the Eviction Prevention Program that deter or prevent access, such as:

1. Requirements that intentionally or unintentionally result in discrimination against protected classes.
2. Legal resident status requirements.
3. Requirements that condition access on driver's license, formal leases, or citizenship documentation.
4. Requirements of unnecessary information, such as personally identifying information from the tenant household other than the minimal information required to validate the application and prevent fraud.
5. Required accounts with a specific financial institution or other financial partners to receive funds.
6. Other related documentation requirements that HCD deems could inhibit landlord or household participation in the program.

Appeal Process

Applicants may contest any determinations or denials based on program policy or calculations. However, an applicant may not challenge the application of federal law and requirements. Applicants may file an appeal, for example, if they believe there is an error within the program eligibility determinations.

The process for applicant appeals of a determination is called the "informal review". Informal reviews are provided for program applicants and will be administered by the City. An applicant is someone who has applied to the program (submitted an application) but has not been approved for assistance.

Decisions Subject to Informal Review

Families Forward must give an applicant the opportunity for an informal review of a decision denying assistance. Families Forward will only offer an informal review to applicants for whom assistance is being denied. One appeal may be filed for each denial.

Notice to the Applicant

Families Forward must give an applicant prompt notice of a decision denying assistance. The notice must contain a brief statement of the reasons for the decision, and must also state that the applicant may request an informal review of the decision. The notice must describe how to obtain the informal review.

Scheduling an Informal Review

A request for an informal review must be made in writing and delivered to the City of Santa Ana either in person or by first class mail, by the close of the business day, no later than 14 days from the date of notice of denial of assistance. The City of Santa Ana will schedule and send written notice of the informal review within 14 days of the family's request. A request for an informal review may be e-mailed to: ERA@santa-ana.org.

Program Design and Court Coordination

Families Forward will serve as the primary point of contact for the Eviction Prevention Program, fielding all of the administrative, reporting, and evaluation processes outlined in **Exhibit A**. This Scope of Services was developed by: 1) evaluating lessons learned from the City administering the Emergency Rental Assistance Program for over two years; 2) engaging with four community stakeholders to gather information on best practices in eviction prevention; and 3) reviewing the literature and other sources on evictions and eviction prevention programs.

Best practices in eviction prevention shows that partnerships with local court systems and legal services organizations are critical tools for preventing housing insecurity and helping tenants and landlords recover from rental arrearages. The Eviction Prevention Program is intended to take a multi-faceted approach to work in collaboration with local courts, legal aid organizations, and other stakeholders to reach households with the greatest need for assistance—those facing imminent eviction.

Ultimately, it is the goal of the program to foster a data-sharing relationship with the local court system. This partnership would afford program administrators real-time information about neighborhoods with increased eviction activity, allowing more targeted outreach towards tenants and landlords.

Program Application

Application Requirements

Applications for the Eviction Prevention Program are available on the City's webpage, in-person or can be requested directly from Families Forward. The following documents are required at the time of submittal for a complete application packet:

- A valid photo I.D for each adult family member (if a photo I.D. is not available, the City will consider other forms of verifiable identification such as a form of government-issued identification or an employment identification card from the applicant's employer)
- Landlord/Property Management's name and contact information including phone number, email, and/or fax number.
- Copy of tenant's lease or sublease agreement.
 - The lease or sublease agreement must be a lease signed by the applicant and the landlord or sublessor that identifies the unit where the applicant resides (or previously resided if the household is being assisted with unpaid rents from a vacated unit) and establishes the rental payment amount. Households assisted with unpaid rents from a vacated unit require landlord participation for eligibility consideration and direct payment to the landlord. If a household does not have a signed lease, documentation of residence may include evidence of paying utilities for the residential unit, an attestation by a landlord who can be identified as the verified owner, management agent or sublessor of the unit, or other reasonable documentation. In the absence of a signed lease, evidence of the amount of a rental payment may include: 1) a written statement signed by both tenant and landlord indicating the residential unit address, monthly rent amount, who the tenant is and who the landlord is; 2) bank statements, check stubs, or other documentation that reasonably establishes a pattern of paying rent; 3) a written attestation by a landlord who can be verified as the legitimate owner, management agent or sublessor of the unit; or 4) proof of payments from the tenant & balance owed (provided by the landlord/owner – rent ledger). A hand-written or typed written statement signed by both tenant and landlord indicating the residential unit address, monthly rent amount, who the tenant is and who the landlord is satisfies both requirements to identify where the applicant resides and their rental payment amount. A hand-written or typed written statement is preferred in the absence of a signed lease.
- Copy of an outstanding eviction notice due to non-payment of rent.
 - *If the landlord is not willing to provide an eviction notice in writing:* an informal eviction may be accepted with an affidavit by the case manager or the family of the circumstances surrounding the informal eviction (e.g. an off-the-book displacement not processed through the Court or when a landlord pays a tenant to leave their unit or hires a private security to force the tenant's removal)

- Involuntary removal by a landlord may be considered a form of eviction notice.
- Verification of Income Eligibility:
 - A written attestation from the applicant as to household income **and** also documentation available to the applicant to support the determination of income, such as paystubs, W-2s or other wage statements, tax filings, bank statements demonstrating regular income, or an attestation from an employer. Under limited circumstances, the City may rely on a written attestation from the applicant without further documentation of household income as described below.
 - If an applicant's household income has been verified to be at or below 50 percent of the area median income in connection with another local, state, or federal government assistance program, the City will rely on a determination letter from the government agency that verified the applicant's household income, provided that the determination for such program was made on or after January 1, 2023.
 - To the extent that a household's income, or a portion thereof, is not verifiable (for example, because a place of employment has closed) or has been received in cash, or if the household has no qualifying income, the City may accept a written attestation from the applicant regarding household income. In appropriate cases, the City may rely on an attestation from a caseworker with knowledge of a household's circumstances from local community partner organizations to certify that an applicant's household income qualifies for assistance.

The City and contracted program administrator will be flexible as to the particular form of documentation required, including by permitting photocopies or digital photographs of documents, e-mails, or attestations from employers, landlords, caseworkers, or others with knowledge of the household's circumstances. The City requires all applications for assistance to include an attestation from the applicant that all information included is correct and complete, as well as a Duplication of Benefits Analysis Form.

Application Submittal

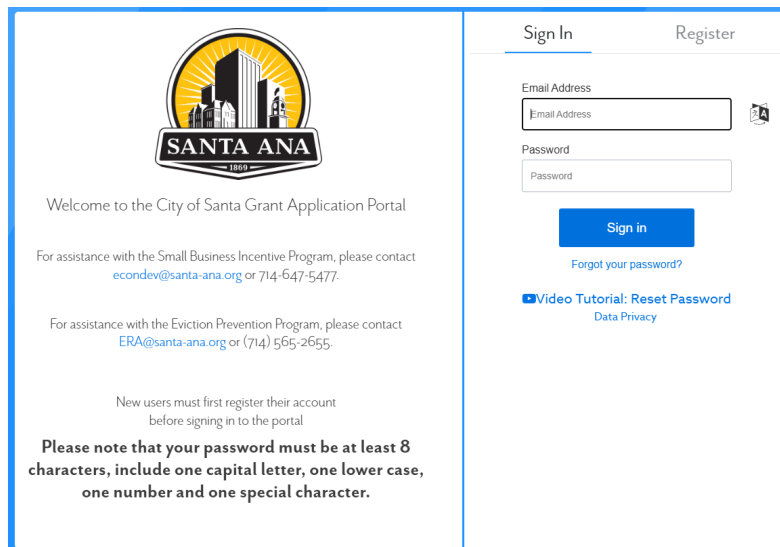
Households with access to the Internet, including computers, smart phones or tablets can complete the on-line application themselves. An email address is required to register. Registrant must have access to their email account to verify registration. The application is available in English, Spanish and Vietnamese.

Applicants will be able to view the status of their application by going online and logging into their account. Applicants will need to log-in using the username and password that they used to complete their application. If they have any trouble logging in, they may contact Families Forward.

For Households with Internet Access and an Email Address:

Step 1. Visit the Neighborly online application portal at this link:
<https://portal.neighborlysoftware.com/SANTAANACA/Participant>

Step 2. Select the option to “Register” and create your account information.



The screenshot shows the 'Sign In' and 'Register' options on the Santa Ana Grant Application Portal. The 'Sign In' tab is active, showing fields for 'Email Address' and 'Password', a 'Sign in' button, and links for 'Forgot your password?' and 'Video Tutorial: Reset Password'. The 'Register' tab is also visible.

Passwords must be eight letters long, have one upper case and one number and one special character.

Step 3. After registering, log into your email account and click on the email from Neighborly, follow the instructions to confirm your email.

Step 4. Return to the Neighborly portal at
<https://portal.neighborlysoftware.com/SANTAANACA/Participant> and “Sign In” using your account information.

Step 5. Read the instructions for the application and proceed to enter your household’s information into the application portal.

Step 6. Upload the supporting documents as requested by the application portal. Applications will be reviewed to ensure the correct documents have been uploaded in order to receive assistance.

Step 7. Make sure you have completed all information properly and correctly before submitting.

Important! Applications cannot be submitted without all of the supporting documents.

YOU CANNOT EDIT YOUR APPLICATION ONCE IT HAS BEEN SUBMITTED.

For Households with No Internet or Email Address

If you do not have internet access or need assistance submitting an application please contact the Santa Ana Work Center. Assistance is available by appointment only. Please contact the Work Center at (714) 565-2655 or by email at ERA@santa-ana.org to schedule your appointment.

Family members, friends, or a case manager from Families Forward can also assist you with completing the application by computer. If you do have someone to assist you, please ensure you have the required documents for the application. The documents will need to be uploaded to complete the application. If you do not have access to the internet, please call Families Forward that can provide assistance in English, Spanish and Vietnamese. Please contact Families Forward at familynavigator@families-forward.org.

Application Notification

The applicant will be notified throughout the application process. The Neighborly system will automatically send a notification when the applicant submits an application. They will be contacted by Families Forward and informed if additional documents are required. Families Forward will contact the landlord to confirm eviction status and any rental arrears. If the applicant is approved and selected to receive rental assistance, the applicant and their landlord will receive an email notification that their application has been selected and they will be awarded the rental assistance payment paid directly to their landlord.

Closeout

Closeout items are detailed in the Standard Agreement and include final reports, such as the Final Activity Report and Final Financial Report, in form and substance that is acceptable to HCD.

The City complies with federal regulations that require that financial records, supporting documents and statistical records be retained for a period of five (5) years from the date of submission of the final expenditure report. See the Closeout Manual for details about Program closeout requirements.

Exhibit A Scope of Services

The non-profit organization(s) selected to administer the City of Santa Ana's Eviction Prevention Program must provide the following Scope of Services:

1. Emergency Rental Assistance

- Provide emergency rental assistance for qualified, very low-income households directly or indirectly impacted by COVID-19 who have received a written eviction notice for nonpayment of rent.

- i. *If the landlord is not willing to provide an eviction notice in writing:*
an informal eviction may be accepted with an affidavit by the case manager or the family of the circumstances surrounding the informal eviction (e.g. an off-the-book displacement not processed through the Court or when a landlord pays a tenant to leave their unit or hires a private security to force the tenant's removal)
- ii. Involuntary removal by a landlord may be considered a form of eviction notice.
- iii. Prospective emergency rental assistance is ineligible.
- Must be able to make payment to a landlord within 24 to 72 hours after negotiating the prevention of the eviction and the landlord's confirmation that the eviction will be rescinded.
- Must ensure application is easy to access, understand and is user-friendly. The application must be available in English, Spanish and Vietnamese, both electronically and in hard-copy format.
 - i. Neighborly is the preferred format for the electronic application.

2. Eviction Navigation and Supportive Services

- Negotiate, communicate, coordinate, and mediate with landlords to prevent evictions using emergency rental assistance funds in return for the landlord to revoke their eviction notice.
- Inform tenants of their rights under the Rent Stabilization and Just Cause Eviction Ordinance.
- Enroll each household in CalAIM's Enhanced Care Management services available through CalOptima Health.
- Make referrals to supportive services, including legal assistance.

3. Outreach to Tenants and Landlords

- Provide information about the Eviction Prevention Program to all relevant stakeholders — including landlords, tenants, other community-based organizations, and the Court.
- Utilize methods that reach households with the greatest level of need, including those with limited access to the internet or limited English-language proficiency.

4. Program Administration

- Serve as the primary point of contact for the Eviction Prevention Program, fielding inquiries via phone and email.
- Screen and identify eligible households and eligible expenses.
- Collect all documentation required, including but not limited to documentation of eviction notice, rent ledgers, and income documentation.

- Inform eligible households and eligible landlords of all emergency rental assistance payments. Provide payment status updates to both parties.
- Ensure there is no duplication of services.
- Provide timely reports, invoices, and backup documentation to the City of Santa Ana.
- Pass the appeals process to City Staff.
- Comply with reporting requirements for the State of California Department of Housing and Community Development's monthly and quarterly reports to the Department of Treasury.

5. Program Evaluation

- Maintain comprehensive data on key metrics and program outcomes
- Map evictions in the City of Santa Ana and target outreach to areas with the highest rates of eviction. Pinpoint neighborhoods with the highest rates of displacement and eviction.
- Gather feedback from staff, landlords, assisted families, other service providers, and the City. Recommend programmatic changes and budgetary changes to improve the effectiveness and impact of the Eviction Prevention Program to prevent evictions.