



CA COVID-19 Rent Relief Program Utility Provider Listening Session

March 11, 2021



Legislative Background



AB 3088

- Originally passed in August of 2020 to cover through January 2021
- Provides protection from eviction for tenants unable to pay full rents due to COVID-19
- Requires tenants to pay at least 25% of rents due to maintain protections
- Amended to extend through June 2021.

SB 91

- State's enactment of the Consolidated Appropriations Act, 2021 that allocated \$25b nationally for emergency rental assistance
- Permanent solution for rental arrears incurred between April 1, 2020 and March 31, 2021 provides landlords with 80% of arrears in return for debt forgiveness
- Temporary solution for current rents, provides 25% of rent to maintain AB 3088 protections.



Implementation Options

OPTION A State-Administered Program

Jurisdictions that did not receive a federal allocation will have their funds administered by the state program.

Jurisdiction that did receive a federal allocation may opt into the state-run program.

OPTION B Locally Administered Program

Jurisdictions that received a direct federal allocation agree to follow the SB 91 state program parameters and administer their state reservation as a block grant.

OPTION C Dual Program

Jurisdictions with direct federal allocation opt not to follow SB 91 program parameters.

State administers jurisdiction's state reservation.

OPTION A

- All counties under 200 K population and the cities within them

Jurisdictions that opted into state-run program:

- City of Fontana
- City of Oxnard
- Butte County
- **Contra Costa County**
- **Los Angeles County**
- San Luis Obispo County
- San Mateo County
- Santa Cruz County
- Tulare County
- **Ventura County**
- Yolo County

OPTION B

- City of Anaheim
- City of Bakersfield
- City of Chula Vista
- City of Fremont
- City of Fresno
- City of Irvine
- City of Long Beach
- City of Los Angeles
- City of Modesto
- City of Sacramento
- City of San Diego
- City of Stockton
- Alameda County
- Fresno County
- Kern County
- Marin County
- Monterey County
- Sacramento County
- San Diego County
- San Joaquin County
- Sonoma County
- Stanislaus County

OPTION C

- **City of Moreno Valley**
- **City of Oakland**
- **City of Riverside**
- **City of San Bernardino – councilmember mtg**
- **City of San Jose**
- City of Santa Ana
- **City of Santa Clarita**
- Merced County
- Orange County – next week
- **Placer County**
- **Riverside County**
- San Bernardino County – tomorrow
- Santa Barbara County
- **Santa Clara County**
- **San Francisco City & County**
- **Solano County**

State Program Overview

Program Overview

- **Focus:** Stabilize low-income households through the payment of rental and utility arrears to landlords and providers
- **Eligibility:**
 - Income must be below 80% Area Median Income (AMI) based on total household income for calendar year 2020 or the household's monthly income at the time of application.
 - Household must have a COVID-19 impact.





Program Overview

- Participating utilities will be compensated 100% of unpaid utility arrears from April 1, 2020 – March 31, 2021.
- If a landlord declines to participate, eligible households can still apply for and receive 25% of back rent owed for the covered period, however utilities are still at 100%.
- Utilities paid as part of the unit's rent are managed by the landlord and not eligible for separate utility assistance.
- Rental and utility arrears will be prioritized over current and prospective rental and utility payments.





Partner Network

- Nonprofit and community partners with capacity to provide local on the ground and in-language support to residents.
- Three-tiered strategy:
 1. Promotion of the program
 2. Targeted outreach to eligible households
 3. Technical assistance to provide guidance to individuals as they navigate the application process





Outreach & Education

- People centered and culturally sensitive messaging.
- Outreach campaign includes:
 - Message development
 - Paid and earned media
 - Social media
 - Digital buy
 - Partnership development to supplement local partner network
- Develop local partner network toolkit and materials for jurisdictions.



Program Operations

- Centralized online portal with options for tenants and landlords to apply
- Multiple languages, accessibility assistance, live-person tutorials, and in-person support through the partner network
- Case management for applications that need assistance to reach completion
- Transparent eligibility screening with additional resources
- Portal routes applicants to appropriate jurisdictions for Options B and C
- Portal provides guidance to help applicants prepare necessary documents
- Application designed to collect the minimum information necessary to meet state and federal standards while also addressing de-duplication and fraud prevention
- Application facilitates landlord engagement in tenant submitted applications
- Application allows multiple options for utility assistance
- Utility assistance requests must be verified with the Utility provider and are paid directly to the provider.

Utility Assistance Application Water and Gas



Home

Tenant: Rental & Utility Assistance Application

Id: 300324



View Users (1)



Print Application

- Program Overview
- A. Eligibility
- B. Applicant Information
- C. Household Members
- D. Income Verification
- E. COVID-19 Impact
- F. Rent Assistance Requested
- G. Water & Gas Utility Assistance *
- H. Electric & Other Utility Assistance
- I. Prior Assistance Received
- J. Other Required Paperwork
- Submit

G. Water & Gas Utility Assistance

If you are requesting Water and Gas utility assistance, please complete the amount you are requesting by each month below. **Late fees or penalties should be entered in G.7 and G.14.**

WATER/SEWER/ TRASH REMOVAL ASSISTANCE REQUESTED

G.1. Are you requesting Water/Sewer/Trash assistance?

- Yes
- No

G.2. If you are requesting water/sewer/trash assistance, you must upload your most recent water/sewer/trash utility statement.

Water/Sewer Utility Statement ***Required** [Upload File](#)

G.3. Water/Sewer/Trash Company Name [?](#)

G.4. Water/Sewer/Trash Company Address [?](#)

City CA Zip

G.5. Water/Sewer/Trash Account Number

G.6. Water/Sewer/Trash Assistance Request

April 2020

GAS/PROPANE ASSISTANCE REQUESTED

G.8. Are you requesting gas/propane assistance?

- Yes
- No

G.9. If you are requesting gas/propane assistance, you must upload your most recent gas/propane utility statement.

Gas/Propane Utility Statement ***Required** [Upload File](#)

G.10. Gas/Propane Company Name [?](#)

G.11. Gas/Propane Company Address [?](#)

City CA Zip

G.12. Gas/Propane Account Number

G.13. Gas/Propane Assistance Request

April 2020

Utility Assistance Application Electricity



Home

Tenant: Rental & Utility Assistance Application

Id: 300324



View Users (1)



Print Application

- Program Overview
- A. Eligibility
- B. Applicant Information
- C. Household Members
- D. Income Verification
- E. COVID-19 Impact
- F. Rent Assistance Requested
- G. Water & Gas Utility Assistance
- H. Electric & Other Utility Assistance *
- I. Prior Assistance Received
- J. Other Required Paperwork
- Submit

H. Electric & Other Utility Assistance

If you are requesting Electric and Other utility assistance, please complete the amount you are requesting by each month below. **Late fees or penalties should be entered in H.7 and H.14.**

ELECTRIC UTILITY ASSISTANCE REQUESTED

H.1. Are you requesting electric utility assistance?

- Yes
- No

H.2. If you are requesting electric assistance, you must upload your most recent electric utility statement.

Electric Utility Statement *Required [Upload File](#)

H.3. Electric Company Name [?](#)

H.4. Electric Company Address [?](#)

Address Line 1

Address Line 2

City CA Zip

H.5. Electric Account Number

H.6. Electric Assistance Request

April 2020

OTHER UTILITY ASSISTANCE REQUESTED

H.8. Are you requesting Other utility assistance?

- Yes
- No

H.9. If you are requesting other energy cost assistance, you must upload your most recent other energy utility statement.

Other Utility Cost Assistance Provider Statement *Required [Upload File](#)

H.10. Other Company Name [?](#)

H.11. Other Energy Cost Address as appeared on bill [?](#)

Address Line 1

Address Line 2

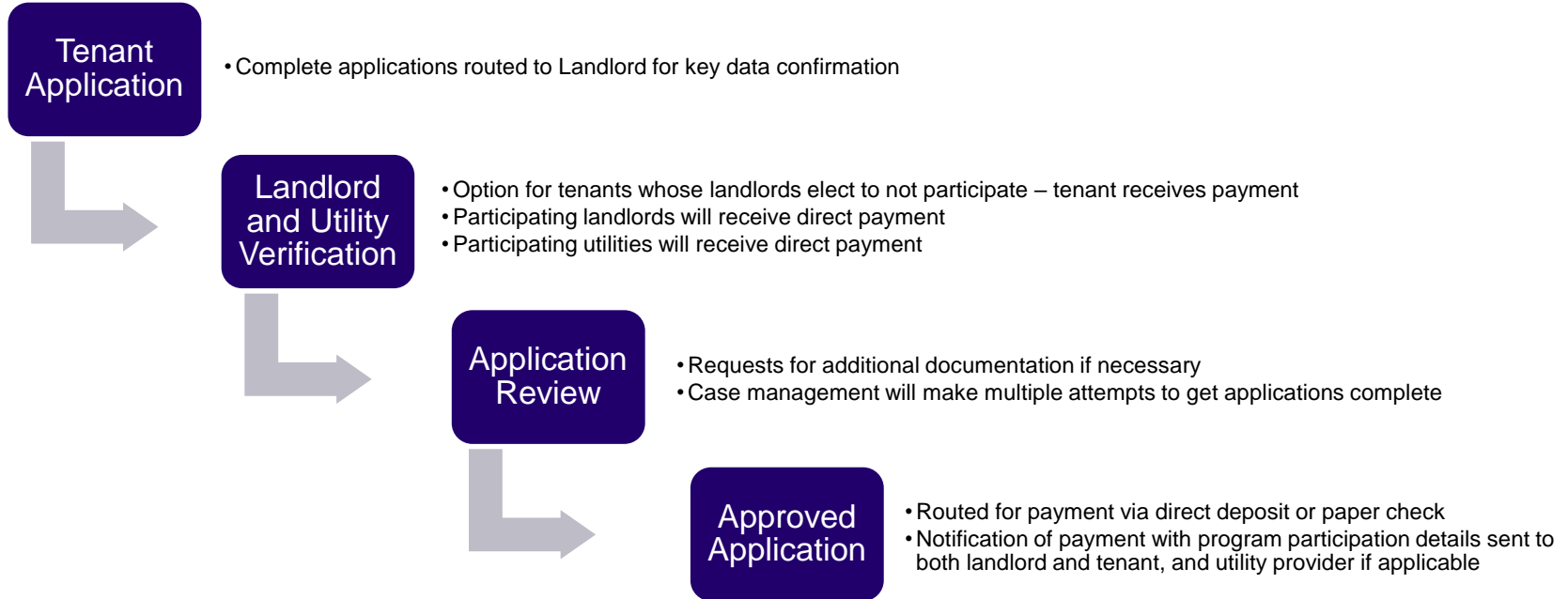
City CA Zip

H.12. Account Number

H.13. Other Assistance Request

April 2020

Application Steps



Implementation Timeline

March 2021

- State Program Call Center opens
- Communications and Outreach ramp-up
- March 15, 2021 State Program Portal opens for applications
- Priority Window 1 Priorities
 - Households earning less than 50% Area Median Income

April 2021

- Applications reviewed and payments issued on a rolling basis
- Ongoing education and outreach
- Add partners to the local partner network as necessary
- Priority Window 2 Priorities
 - areas disproportionately impacted by COVID-19

May 2021 and beyond

- Communications and outreach efforts continue
- Ongoing support and cooperation with locally run programs
- Program accepts applications and distributes rental payments until all funds are obligated

Opportunities for Utility Engagement

- Help get the word out to potential applicants
 - Inserts, emails, customer communications
- Encourage enrollment in low-income support programs
 - CARE, FERA, ESA, <https://www.cpuc.ca.gov/iqap/>
- Establish protocols for inquiries from Rent Relief Program Case Managers looking to validate applicant information
- Continue to engage with HCD and local partners to help identify gaps and bottlenecks in the program

Questions / Comments?

Questions

ERAP@hcd.ca.gov

Landlord / Tenant / SB 91 Information

[Housingiskey.com](https://www.housingiskey.com)

