

MOTION

During consideration of the FY 2023-24 ULA Interim Program Guidelines and Expenditure Plan, the Los Angeles Housing Department (LAHD) was instructed to include a new applicant category of Small Housing Providers in order to allow Small Housing Providers to initiate applications for emergency rental assistance (Council File No. 23-0038).

Since implementation of the ULA ERAP in September 2023, LAHD created a landlord application portal per Council instruction and additional funding is necessary to continue to provide vital services to landlords and tenants who have applied for the rental assistance program.

Additional funding of \$165,000 will allow Cerida Investment Corp. dba AnswerNet to continue to provide inbound and outbound call center services through December 29, 2023, respond to application status inquiries, assist applicants to complete their eligibility requirements, provide general information, and assist both tenants and landlords to make appointments to submit supporting documentation in person.

I THEREFORE MOVE that \$165,000 in the LAHD United LA Fund No. 66M/43, Account No. 43Y00B - Administration be appropriated for inbound and outbound call center services to support the ULA Short-Term Emergency Assistance Program.

I FURTHER MOVE that the Los Angeles Housing Department be instructed and authorized to prepare, process and execute the necessary documents including any amendment to City Contract No. C-144185 with Cerida Investment Corp. dba AnswerNet, in the above amount, to provide inbound and outbound rental assistance call center services for the ULA short-term emergency assistance program, subject to the approval of the City Attorney as to form.

I FURTHER MOVE that Los Angeles Housing Department be authorized, with the assistance of the City Administrative Officer, to make any corrections, clarifications or revisions, including any corrections and changes to fund or account numbers to effectuate the intent of this Motion; said corrections/clarifications may be made orally, electronically or by any other means.

PRESENTED BY: MARQUEECE HARRIS-DAWSON
Councilmember, 8th DistrictSECONDED BY: 
NOV 08 2023

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