

# ERA Compliance Report - State of Louisiana - ERA 1 Quarter 2 2022

## Report Period : Quarter 2 2022 (April-June)

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### Recipient Profile

#### Recipient Information

Recipient DUNS	110613903
Recipient DUNS (+4)	0000
Recipient TIN	841702974
Recipient Legal Entity Name	HOMELAND SECURITY & EMERGENCY PREPAREDNESS, LA GOVERNOR'S OFFICE OF
Recipient Type	State/DC
Recipient Address	7667 Independence Blvd.
Recipient Address 2	
Recipient Address 3	
Recipient City	Baton Rouge
Recipient State/Territory	LA
Recipient Zip5	70806
Recipient Zip+4	
Country Name	

#### Recipient Information

Discrepancies Explanation	
Is the Recipient Registered in SAM.Gov?	Yes

## Subrecipients

### Name: Caddo Parish

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	726000223
Recipient Type	County Government
POC Email Address	<a href="mailto:wwilson@caddo.org">wwilson@caddo.org</a>
Recipient Address	P.O. Box 1127
Recipient Address 2	
Recipient Address 3	
Recipient City	Shreveport
Recipient State/Territory	LA
Recipient Zip5	71163
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	Yes

### Name: Louisiana Housing Corporation

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	454619102
Recipient Type	State
POC Email Address	<a href="mailto:jhollins@lhc.la.gov">jhollins@lhc.la.gov</a>
Recipient Address	2415 Quail Dr
Recipient Address 2	
Recipient Address 3	
Recipient City	Baton Rouge
Recipient State/Territory	LA
Recipient Zip5	70808
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	

### Name: Cohn Reznick

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	521088612
Recipient Type	For-Profit Organization (Other than a Small Business)
POC Email Address	<a href="mailto:frank.banda@cohnreznick.com">frank.banda@cohnreznick.com</a>

Recipient Address	1301 Avenue of the Americas
Recipient Address 2	
Recipient Address 3	
Recipient City	New York
Recipient State/Territory	NY
Recipient Zip5	10019
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	

**Name: Employbridge Holding Company**

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	272269356
Recipient Type	For-Profit Organization (Other than a Small Business)
POC Email Address	<a href="mailto:bmcknight@westaff.com">bmcknight@westaff.com</a>
Recipient Address	PO Box 116834
Recipient Address 2	
Recipient Address 3	
Recipient City	Atlanta
Recipient State/Territory	GA
Recipient Zip5	30368
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	

**Name: Emergent Method**

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	460737994
Recipient Type	For-Profit Organization (Other than a Small Business)
POC Email Address	<a href="mailto:nick@emergentmethod.com">nick@emergentmethod.com</a>
Recipient Address	200 Laurel St Ste 200
Recipient Address 2	
Recipient Address 3	
Recipient City	Baton Rouge
Recipient State/Territory	LA
Recipient Zip5	70801
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	

**Name: Louisiana Association of United Way**

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	204586416
Recipient Type	For-Profit Organization (Other than a Small Business)
POC Email Address	<a href="mailto:sarah@launitedway.org">sarah@launitedway.org</a>
Recipient Address	PO Box 3416
Recipient Address 2	
Recipient Address 3	
Recipient City	Baton Rouge
Recipient State/Territory	LA
Recipient Zip5	70821
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	

**Name: City of Baton Rouge/ East Baton Rouge Parish**

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	726000137
Recipient Type	City or Township Government
POC Email Address	<a href="mailto:tssaunders@brla.gov">tssaunders@brla.gov</a>
Recipient Address	222 S Street 7th Floor
Recipient Address 2	
Recipient Address 3	
Recipient City	Baton Rouge
Recipient State/Territory	LA
Recipient Zip5	70802
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	

**Name: City of New Orleans**

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	726000969
Recipient Type	City or Township Government
POC Email Address	<a href="mailto:marjorianna.willmann@nola.gov">marjorianna.willmann@nola.gov</a>
Recipient Address	"1300 Perdido Street, 10th Floor"
Recipient Address 2	
Recipient Address 3	

Recipient City	New Orleans
Recipient State/Territory	LA
Recipient Zip5	70112
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	

**Name: Hunt Guillot and Associates**

Recipient DUNS	
Recipient DUNS (+4)	
Recipient TIN	721354146
Recipient Type	For-Profit Organization (Other than a Small Business)
POC Email Address	<a href="mailto:jhunt@hga-llc.com">jhunt@hga-llc.com</a>
Recipient Address	PO Box 580
Recipient Address 2	
Recipient Address 3	
Recipient City	Ruston
Recipient State/Territory	LA
Recipient Zip5	71273
Recipient Zip+4	
Is the subrecipient registered in SAM.gov	



# Projects

## Project Overview

Federal Award Identification Number (FAIN)	ERA0424
CFDA #	21.023
Award Date	1/27/2021
Grant Funds Received	\$248,664,567.60
Recipient Project ID	LAERA12021
Name of the ERA Project	Gov Office of Homeland Security and Emergency Prep ERA Project
ERA Project Website URL	<a href="https://erap.lacovidhousing.com/">https://erap.lacovidhousing.com/</a>
Geographic Service Area	State-Wide
System for Prioritizing Assistance Narrative	<p>The State in its Applicant Management System (AMS) prioritizes applicant applications by tiers. Tier 1 is made up of those below 50% AMI and those who have experienced unemployment for more than 90 days are given first priority for processing. The State serves households up to 80% AMI and will continue to pay applicants who have forward-only rents based on funding availability. The State's Program Guide as posted on the website <a href="https://erap.lacovidhousing.com/">https://erap.lacovidhousing.com/</a> provides details of prioritization (page 9).</p> <ul style="list-style-type: none"> <li>• In Q2 2022, the program continues to prioritize and expedite renters who have an eviction notice and in risk of imminent eviction. The State closely tracks all files with an eviction notice. Through the end of June 2022, there are 7,696 applicants reporting having received eviction notices. Of these, 6,940 have been approved for payment, and 742 are being prioritized in case management or QC review. Further, the PMO has established direct relationships with the primary utility providers to prioritize assistance to those with notices of upcoming disconnections of service. Direct email outreach is made to place a 'hold' on accounts when payments are issued in an effort to avoid a disruption in service, which is critical for the hot summer months in LA. The State continues communication and outreach to inform local Justices of the Peace and court systems of the ERA Program and continues to respond to the established "hotline" for communication where the courts can call directly to confirm a tenant's standing in the program and potentially seek a delay in the eviction going forward if approved for funding.</li> </ul> <p>URL Address: <a href="https://erap.lacovidhousing.com/">https://erap.lacovidhousing.com/</a></p>
	<p>The main objectives of the program are as follows:</p> <ul style="list-style-type: none"> <li>• Keep people housed during the pandemic by preventing evictions for failure to pay rent.</li> <li>• Serve the maximum number of households as quickly as possible while prioritizing those in greatest need.</li> <li>• Ensure equitable geographic, race, ethnicity, and gender distribution of assistance.</li> <li>• Compensate landlords for unpaid rent during eviction moratoria.</li> <li>• Pay overdue utilities to promote housing stability for</li> </ul>

Project Description

vulnerable households.

The Program provides statewide emergency rental and utility assistance to individuals and households who are at risk of experiencing homelessness or housing instability due to the COVID-19 pandemic. Eligible applicants may receive assistance for rental and utility arrears (back to April 2020) or forward rent payments (maximum of 3 months), not to exceed a total of 15 months. Payments under the program are primarily made to landlords, property owners or management companies (hereinafter referred to as “landlord”) and utility providers but, in certain circumstances, may be made directly to the tenant, consistent with federal guidance when landlords or unresponsive or uncooperative. Direct payments to tenants are limited to a maximum of 6 months.

The LA ERA Program launched utilizing ERA 1 funds on March 5, 2021, prioritizing applications and issuing award payments for rental assistance. The State anticipates receiving an estimated 30,000 applications and assisting all eligible households that complete the application process. ERA 1 projection is to fund 16,000 applicants at an estimated \$79 million, which appears to be on target. With the inclusion of ERA 2 funds, the Program anticipates funding an additional 9,000 applicants over the next 6-8 months. The Program has determined to pay supported monthly rents up to and not to exceed 120% of Fair Market Rents (FMR).

The Program continues to meet expectations on the number of new applications started per week and the number of applications that get 100% submitted per week. The trend over Q2 2022 remained constant receiving an average of over 700 new applications started per week (high of 1027 in the last week of June) and an average of 400 applications fully submitted (high of 570 in the last week of June) per week over the Quarter.

Effective and targeted outreach and engagement efforts, above and beyond program-wide communications efforts, were instituted heavily for the first 4 months to ensure that those most in need of this assistance can navigate the application process and receive the assistance. The following represent public messaging and communication about the Program application process, policies and status updates to keep the public and applicant informed.

- The program’s website [www.erap.lacovidhousing.com](http://www.erap.lacovidhousing.com) (previously [www.lastaterent.com](http://www.lastaterent.com)) was established on March 5th for program information, tutorials on the application process and link to submit applications, as well as program policies. During Q2 2022, the website updated program contact information and details on reporting suspected incidences of fraud, waste or abuse.

- The program operates a Contact Center staffed by Intake Specialists. The Contact Center receives inbound calls (877-459-6555) from 8:00am – 5:00pm, Monday-Friday. In the early part of Q2 2022, the Inbound Calls averaged 3000/week. The Contact Center continues with its “Status Text” protocol which allows applicants to send and receive a text message with the latest status of their application. During the quarter, Contact Center was averaging 300-400 text message status updates per week, with a high of 634 in the last week of June.



	<ul style="list-style-type: none"> <li>• Further, under the Outreach and Engagement Strategy the program initiated direct ERA program awareness efforts in communities of greatest need and to provide or facilitate the provision of the support needed for Renters and Landlords to participate in the program – ensuring high and equitable application rates and more successful application processing, while reducing the possibility for widespread evictions once moratoria expire. The program also launched coordination with LA Realtors Association and Apartment Association. The program issued a Press Release in Q2 2022 announcing the achievement of over \$100 Million in assistance approved to over 20,000 renters. The press release highlighted that the program remains open and encouraged applications, resulting in an uptick in overall applications, call and website traffic.</li> <li>• The Contact Center/Program Management Office (PMO) monitors the <a href="mailto:info@lastaterent.com">info@lastaterent.com</a> inbox to respond quickly to incoming inquiries. The program also established a judicial ‘hotline’ for communication where the courts can call directly to confirm a tenant’s standing in the program and potentially seek a delay in the eviction going forward if approved for funding.</li> <li>• The Program also continues to support housing stability services through a contractual arrangement with the Southern University Law Center who assists applicants and landlords in avoiding evictions. The Program provides flyers and outreach literature for distribution in the court system. The Contact Center/PMO also responds to Southeast LA Legal Services to assist tenants at risk of eviction through providing details on program eligibility and funding.</li> </ul>
Use of Fact Based Proxies for Determining Eligibility	No
Explanation for Use of Fact Based Proxies for Determining Eligibility	

## Subawards

### Subaward No: 2000605221

Subaward Type	Contract: Purchase Order
Subaward Obligation	\$29,518.17
Subaward Date	8/4/2021
Place of Performance Address 1	PO Box 3416
Place of Performance Address 2	
Place of Performance Address 3	
Place of Performance City	Baton Rouge
Place of Performance State	LA
Place of Performance Zip	70821
Place of Performance Zip+4	
Place of Performance Country	United States
Description	State contractor for communications.
Subrecipient	Louisiana Association of United Way
Period of Performance Start	8/4/2021
Period of Performance End	12/31/2022

### Subaward No: 2000577807

Subaward Type	Contract: Purchase Order
Subaward Obligation	\$387,643.50
Subaward Date	5/15/2021
Place of Performance Address 1	1100 Mead Rd
Place of Performance Address 2	
Place of Performance Address 3	
Place of Performance City	Baton Rouge
Place of Performance State	LA
Place of Performance Zip	70816
Place of Performance Zip+4	
Place of Performance Country	United States
Description	State contractor for communications and outreach.
Subrecipient	Emergent Method
Period of Performance Start	5/15/2021
Period of Performance End	9/30/2022

### Subaward No: 2000602746

Subaward Type	Contract: Purchase Order

Subaward Obligation	\$126,696.05
Subaward Date	9/14/2021
Place of Performance Address 1	1100 Mead Rd
Place of Performance Address 2	
Place of Performance Address 3	
Place of Performance City	Baton Rouge
Place of Performance State	LA
Place of Performance Zip	70816
Place of Performance Zip+4	
Place of Performance Country	United States
Description	State contractor used for staff augmentation.
Subrecipient	Employbridge Holding Company
Period of Performance Start	9/14/2021
Period of Performance End	9/13/2022

**Subward No: 2000462471**

Subaward Type	Contract: Purchase Order
Subaward Obligation	\$379,134.50
Subaward Date	8/9/2021
Place of Performance Address 1	1100 Mead Rd
Place of Performance Address 2	
Place of Performance Address 3	
Place of Performance City	Baton Rouge
Place of Performance State	LA
Place of Performance Zip	70816
Place of Performance Zip+4	
Place of Performance Country	United States
Description	State contractor used for staff augmentation.
Subrecipient	Hunt Guillot and Associates
Period of Performance Start	8/9/2021
Period of Performance End	9/30/2022

**Subward No: 2000488781**

Subaward Type	Contract: Purchase Order
Subaward Obligation	\$1,000,691.00
Subaward Date	3/23/2021
Place of Performance Address 1	1100 Mead Rd
Place of Performance Address 2	
Place of Performance Address 3	

Place of Performance City	Baton Rouge
Place of Performance State	LA
Place of Performance Zip	70816
Place of Performance Zip+4	
Place of Performance Country	United States
Description	State quality control contractor responsible for reviewing program policies and files for compliance with Federal regulations
Subrecipient	Cohn Reznick
Period of Performance Start	3/23/2021
Period of Performance End	9/30/2022

**Subaward No: 2000561016**

Subaward Type	Contract: Purchase Order
Subaward Obligation	\$16,165,838.07
Subaward Date	2/3/2021
Place of Performance Address 1	2415 Quail Dr
Place of Performance Address 2	
Place of Performance Address 3	
Place of Performance City	Baton Rouge
Place of Performance State	LA
Place of Performance Zip	70808
Place of Performance Zip+4	
Place of Performance Country	United States
Description	Quasi-public State agency responsible for the administration of the Emergency Rental Assistance Program.
Subrecipient	Louisiana Housing Corporation
Period of Performance Start	2/3/2021
Period of Performance End	9/30/2022

**Subaward No: 2000581492**

Subaward Type	Subaward
Subaward Obligation	\$12,801,311.81
Subaward Date	2/3/2021
Place of Performance Address 1	"1300 Perdido Street, 10th Floor"
Place of Performance Address 2	
Place of Performance Address 3	
Place of Performance City	New Orleans
Place of Performance State	LA
Place of Performance Zip	70112

Place of Performance Zip+4	
Place of Performance Country	United States
Description	Local Government subrecipient of funds used for rent and utility direct payments to applicants.
Subrecipient	City of New Orleans
Period of Performance Start	2/3/2021
Period of Performance End	9/30/2022

**Subward No: 2000597198**

Subaward Type	Subaward
Subaward Obligation	\$11,629,393.49
Subaward Date	2/3/2021
Place of Performance Address 1	222 S Street 7th Floor
Place of Performance Address 2	
Place of Performance Address 3	
Place of Performance City	Baton Rouge
Place of Performance State	LA
Place of Performance Zip	70802
Place of Performance Zip+4	
Place of Performance Country	United States
Description	Local Government subrecipient of funds used for rent and utility direct payments to applicants.
Subrecipient	City of Baton Rouge/ East Baton Rouge Parish
Period of Performance Start	2/3/2021
Period of Performance End	9/30/2022

**Subward No: 2000592413**

Subaward Type	Subaward
Subaward Obligation	\$21,694,609.85
Subaward Date	7/19/2021
Place of Performance Address 1	P.O. Box 1127
Place of Performance Address 2	
Place of Performance Address 3	
Place of Performance City	Shreveport
Place of Performance State	LA
Place of Performance Zip	71163
Place of Performance Zip+4	
Place of Performance Country	United States
Description	Local Government subrecipient of funds used for rent and utility direct payments to applicants.

Subrecipient	Caddo Parish
Period of Performance Start	7/19/2021
Period of Performance End	9/30/2022

# Expenditures

## Aggregate Expenditures more than \$30,000

Expenditure: EN-00471707

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0148005
Subaward No	2000605221
Subaward Type	Contract: Purchase Order
Subrecipient Name	Louisiana Association of United Way
Expenditure Start	10/12/2021
Expenditure End	2/22/2022
Expenditure Amount	\$29,518.17
Expenditure Category	Administrative Costs
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	

Expenditure: EN-00258714

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0148004
Subaward No	2000577807
Subaward Type	Contract: Purchase Order
Subrecipient Name	Emergent Method
Expenditure Start	6/17/2021
Expenditure End	4/11/2022
Expenditure Amount	\$387,643.50
Expenditure Category	Administrative Costs
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	

Expenditure: EN-00258651

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0148000

Subaward No	2000561016
Subaward Type	Contract: Purchase Order
Subrecipient Name	Louisiana Housing Corporation
Expenditure Start	4/20/2021
Expenditure End	5/4/2022
Expenditure Amount	\$14,676,016.23
Expenditure Category	Administrative Costs
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	

Expenditure: EN-00258748

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0148002
Subaward No	2000462471
Subaward Type	Contract: Purchase Order
Subrecipient Name	Hunt Guillot and Associates
Expenditure Start	7/7/2021
Expenditure End	2/17/2022
Expenditure Amount	\$341,221.05
Expenditure Category	Administrative Costs
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	

Expenditure: EN-00258706

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0148003
Subaward No	2000602746
Subaward Type	Contract: Purchase Order
Subrecipient Name	Employbridge Holding Company
Expenditure Start	10/7/2021
Expenditure End	3/8/2022
Expenditure Amount	\$126,696.05
Expenditure Category	Administrative Costs
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	



Expenditure: EN-00258678

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0148001
Subaward No	2000488781
Subaward Type	Contract: Purchase Order
Subrecipient Name	Cohn Reznick
Expenditure Start	5/5/2021
Expenditure End	3/15/2022
Expenditure Amount	\$1,000,691.00
Expenditure Category	Administrative Costs
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	

Expenditure: EN-00258643

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0147999
Subaward No	2000581492
Subaward Type	Subaward
Subrecipient Name	City of New Orleans
Expenditure Start	6/30/2021
Expenditure End	12/20/2021
Expenditure Amount	\$12,801,311.81
Expenditure Category	Financial Assistance: Rent
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	

Expenditure: EN-00258641

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0147998
Subaward No	2000597198
Subaward Type	Subaward
Subrecipient Name	City of Baton Rouge/ East Baton Rouge Parish
Expenditure Start	9/7/2021

Expenditure End	9/21/2021
Expenditure Amount	\$11,629,393.49
Expenditure Category	Financial Assistance: Rent
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	

Expenditure: EN-00258638

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Subaward ID	SUB-0147997
Subaward No	2000592413
Subaward Type	Subaward
Subrecipient Name	Caddo Parish
Expenditure Start	8/13/2021
Expenditure End	12/9/2021
Expenditure Amount	\$21,694,609.85
Expenditure Category	Financial Assistance: Rent
Is the subrecipient complying with terms and conditions of the grant?	
If No above, provide a brief description	

### Aggregate Disbursements less than \$30,000

Expenditure: EN-00375636

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Administrative Costs
Subaward Type (Aggregates)	Aggregate of Direct Payments for less than \$30,000
Total Quarterly Expenditure Amount	\$9,491.67
Total Quarterly Obligation Amount	\$9,491.67

### Aggregate Disbursements to Individuals

Expenditure: EN-00474218

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Administrative Costs
Total Quarterly Expenditure Amount	\$0.00
Total Quarterly Obligation Amount	\$0.00

Expenditure: EN-00474217

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Housing Stability Services (Including Eviction Prevention/Diversion)
Total Quarterly Expenditure Amount	\$0.00
Total Quarterly Obligation Amount	\$0.00

Expenditure: EN-00474216

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Financial Assistance: Other Housing Costs
Total Quarterly Expenditure Amount	\$0.00
Total Quarterly Obligation Amount	\$0.00

Expenditure: EN-00474215

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Financial Assistance: Utility/Home Energy Costs Arrears
Total Quarterly Expenditure Amount	\$134,715.22
Total Quarterly Obligation Amount	\$111,996.00

Expenditure: EN-00474214

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Financial Assistance: Utility/Home Energy Costs
Total Quarterly Expenditure Amount	\$0.00
Total Quarterly Obligation Amount	\$0.00

Expenditure: EN-00474213

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Financial Assistance: Rental Arrears
Total Quarterly Expenditure Amount	\$22,468.88
Total Quarterly Obligation Amount	\$179,530.40

Expenditure: EN-00474212

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Financial Assistance: Rent
Total Quarterly Expenditure Amount	\$5,767.20
Total Quarterly Obligation Amount	\$8,100.00

## Demographics

### ERA Applicants

Number of unique households that completed and submitted an application for ERA assistance:	0
Number of Unique Households that Received ERA Assistance (#):	34
Number of Unique Households that Received their Initial ERA Assistance in the Current Reporting Period:	34

### ERA Assistance Provided

Number of unique households that received ERA assistance by type: Rent	34
Number of unique households that received ERA assistance by type: Rental Arrears	28
Number of unique households that received ERA assistance by type: Utilities/Home Energy Bills	18
Number of unique households that received ERA assistance by type: Utilities/Home Energy Arrears	18
Number of unique households that received ERA assistance by type: Other expenses related to housing	0
Number of unique households that received ERA assistance by type: Housing stability services	0

### Participant Households at Certain Income Levels

Number of unique households at certain income levels: Less than 30% of Area Median Income	19
Number of unique households at certain income levels: Between 30 and 50% of Area Median Income	1
Number of unique households at certain income levels: Between 50 and 80% of Area Median Income	14
Total number of recipient households whose income eligibility was determined based on their eligibility for other federal benefit programs: Households Eligible- Prior Enrollment	0
Total number of recipient households whose income eligibility was determined using a fact-based proxy:	0
Total amount of ERA award paid to or for participant households:	\$488,854
Average Number of Months of Rent or Utility/Home Energy Payments Covered for Each Participant Household:	3.00

## Award Activity Amounts Approved (Obligated) and Amounts Paid (Expended) During the Quarter

Total Dollar Amount of ERA Award Funds Approved (Obligated) to or for Participant Households	\$162,951
Total Dollar Amount of ERA funds Paid (Expended) for Administrative Expenses	\$1,880,099
Total Dollar Amount of ERA Award Funds Approved (Obligated) for Administrative Expenses	\$1,880,099
Total Dollar Amount of ERA Award Funds Paid (Expended) for Housing Stability Services	\$0
Total Dollar Amount of ERA Award Funds Approved (Obligated) for Housing Stability Services	\$0

## Performance & Financial Report

<p>Performance Narrative</p>	<p>By the end of the June 2022 (1 year of operation) the program had nearly 76,000 applications started and over 20,000 renters approved for payment. Within this Q2 of 2022, the Program reached funding of over \$100 million awarded on behalf of renters. ERA 2 funds were launched at the end of Q1 2022, and by end of Q2 2022 have funded over 6,000 with ERA 2 funds and over 16,000 with ERA 1 funds – funding over 20,000 renters in total. With the inclusion of ERA 2 funds, the Program anticipates funding an additional 9,000 applicants over the next 6-8 months. Program participation continues to be steady with a slight increase from previous quarter with applications submitted averaging over 400/week. There were nearly 25,000 tenant applications connected to their landlords in the Applicant Management System (AMS) through the Q2 2022 of the program.</p> <p>The Program focused on improved speed of award determinations and assisting applicants to get over the finish line with their application. A notable challenge continues to be confirming the participation of the landlord to receive payment and complete their part of the application. The Program continues to implement its policy of Direct Tenant Payment when a landlord is unresponsive or unwilling to participate. These Direct Tenant Payments are limited to 6 months under the State policy. By the end of Q2 2022, a total of over 3,800 tenants have received Direct Tenant Payments totaling \$14.2 million. The Program has also seen a slight decline in the average rent payment per tenant, which in Q2 2022 was \$4,400, whereas previously was \$4,600.</p> <p>The program continues to have a strong record of paying past due utilities to bring renters to current on their utility bills. The direct data sharing agreement with Entergy and Cleco, the State’s largest energy providers is a best practice and has successfully facilitated quick and more up-to-date payments. The relationship with the utilities and their understanding of the program due to PMO outreach has also enabled the Program in Q2 2022 to over 100 “pledges” in the quarter for payments that have been approved but not yet arrived, in order to avoid any utility disconnects. In total, the Program has approved over 12,000 utility payments, totaling</p>
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	<p>over \$6 million through Q2 2022, in ERA 1 and ERA 2. The LA Program only pays utilities upon rental payment approval.</p> <p>Effective and targeted communications were undertaken and continued to ensure that those most in need of this assistance are informed of the application processes and the review process, as well as when approval is reached.</p> <ul style="list-style-type: none"> <li>• In Q1 2022, the Program continued with the “QuickSend Text Update” process where applicants can send and receive a text message updating their status of their application in the review and approval process. Contact Center was averaging 300-400 text message status updates per week, with a high of 634 in the last week of June.</li> </ul> <p>Housing stability services consist of the Program’s intensive effort at the Contact Center and Case Managers. The Contact Center Intake Specialists respond to the needs of applicants in identifying needed resources and completing their application for rent and utility assistance. The Program Contact Center responds to an average of 3,000 incoming inquiries a week through phone, text and email. Many applicant cases are elevated to more intense assistance via a phone application entry or assistance from a Case Manager, who can move them forward with their application or refer to other resources as needed in an effort to maintain housing stability. The program works on an ongoing basis with housing advocacy groups to refer applicants and to increase the effectiveness of the engagement efforts.</p> <p>The State and Program have prioritized Anti-Fraud, Waste and Abuse efforts to ensure validity of applications and full compliance to commitments by landlords and tenants. The State has also reviewed expired payments or those not cleared and returned those funds to the Program.</p>
<p>Narrative on Effective Practices</p>	<p>The program continues to implement revisions to the use of attestations and third party data to reduce the documentation requirements for full application submittal. This has resulted in an expedited review of files by Case Managers and increase in funding approvals. The State continues to effectively use Direct Tenant Payments for unresponsive or uncooperative landlords. This has allowed for an over doubling of files to move forward previously waiting on landlords. To ensure compliance and reduce fraud potential, the State limited direct tenant pay to 6 months total and implemented a policy of checking third party assessor record and other sources to confirm the property ownership and residency.</p> <ul style="list-style-type: none"> <li>• In Q2 2022, the Program continued with the “QuickSend Text Update” process where applicants can send and receive a text message updating their status of their application in the review and approval process. The Contact Center was averaging 300-400 text message status updates per week, with a high of 634 in the last week of June.</li> </ul> <p>The program continues to use 3rd party data on income from SNAP and the Louisiana Workforce Commission to confirm unemployment benefits and income. Receiving updated quarterly data allows direct confirmation of income changes over time.</p> <p>The close relationship with the utilities and their understanding of the Program due to PMO outreach has also</p>

	<p>enabled the Program in Q2 2022 to provide over 100 “pledges” in the quarter for payments that have been approved but not yet arrived, in order to avoid utility disconnects. This is critical in the hot summer months in Louisiana. In total, the Program has approved over 12,000 utility payments, totaling nearly \$6 million through Q2 2022. The LA ERA Program only pays utilities upon rental payment approval.</p>
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**Federal Financial Reporting**

Current Quarter Obligations	\$299,626.40
Current Quarter Expenditures	\$162,951.30
Cumulative Obligations to Date	\$248,664,567.60
Cumulative Expenditures to Date	\$247,028,891.81

**Certification**

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