

ERA Compliance Report - State of Louisiana - ERA 1 Quarter 3 2022

Report Period : Quarter 3 2022 (July-September)

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	wwilson@caddo.org
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	jhollins@lhc.la.gov
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	frank.banda@cohnreznick.com

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	bmcknight@westaff.com
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	nick@emergentmethod.com
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	sarah@launitedway.org
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	tssaunders@brla.gov
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	marjorianna.willmann@nola.gov
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	jhunt@hga-llc.com
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	https://erap.lacovidhousing.com/
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 https://erap.lacovidhousing.com/ provides details of prioritization (page 9).</p> <ul style="list-style-type: none"> • In Q3 2022, the program prioritized expediting renters who have an eviction notice and in risk of imminent eviction. Through the end of September 2022, there are 9,287 applicants reporting having received eviction notices. Of these, 7,895 have been approved for payment, and 1,362 are being prioritized in case management or QC review. All remaining payments will be in ERA2. <p>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 to provide special access for local Justices of the Peace and court systems of the ERA Program as a "hotline" for communications to avoid eviction.</p>
	<p>The main objectives of the program are as follows:</p> <ul style="list-style-type: none"> • Keep people housed during the pandemic by preventing evictions for failure to pay rent. • Serve the maximum number of households as quickly as possible while prioritizing those in greatest need. • Ensure equitable geographic, race, ethnicity, and gender distribution of assistance. • Compensate landlords for unpaid rent during eviction moratoria. • Pay overdue utilities to promote housing stability for vulnerable households. <p>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</p>

Project Description

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 Program has determined to pay supported monthly rents up to and not to exceed 120% of Fair Market Rents (FMR).

The LA ERA Program launched utilizing ERA 1 funds on March 5, 2021. The State has received nearly 50,000 applications with over 12,000 started and not yet submitted. ERA 1 fund has been fully expended in Q3 2022, wrapping up funding to over 15,200 applicants at \$79 million. With the inclusion of ERA 2 funds, the Program has funded another 8,700 renters and anticipates funding an additional 4,000 applicants over the next 3-4 months.

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 Q3 2022 remained high having an average of over 800 new applications started per week (high of 2,081 for the last week of August) and an average of 400 applications fully submitted (high of 731 in the last week of August) 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 (previously www.lastaterent.com) contains tutorials on the application process and link to submit applications, as well as program policies. During Q3 2022, the website continues to receive direct inquiries and 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 Q3 2022, the Inbound Calls increased from an averaged 3000/week to an avers of 6,000/week for August and September. 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, the Contact Center increased text message status updates to an average of 500 per week.

- The Case Managers prioritize utility needs by communicating pledges to various utility providers to delay or avoid any disconnect. The program sends an average of 200 pledges a month to utility companies. The Contact Center/Program Management Office (PMO) monitors the info@lastaterent.com inbox to respond quickly to incoming inquiries.

- The Program also continues to support housing stability

	services through providing flyers and outreach literature for distribution in the court system and responding to direct requests from the legal aids. The program Case Managers provide assistance to renters in linking them to other resources through LHC and the Continuums of Care in order to avoid incidences of homelessness.
Use of Fact Based Proxies for Determining Eligibility	No
Explanation for Use of Fact Based Proxies for Determining Eligibility	

Subawards

Subaward 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

Subaward 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

Subaward No: 2000581492

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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

Subaward No: 2000561016

Subaward Type	Subaward
Subaward Obligation	\$16,174,913.89
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: 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

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: 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: 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

Subward 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

Expenditures

Aggregate Expenditures more than \$30,000

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	9/27/2022
Expenditure Amount	\$379,134.50
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	Subaward
Subrecipient Name	Louisiana Housing Corporation
Expenditure Start	4/20/2021
Expenditure End	7/27/2022
Expenditure Amount	\$16,174,913.89
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-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-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	

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-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-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-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	

Aggregate Disbursements less than \$30,000

Expenditure: EN-00588693

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	\$226,284.79
Total Quarterly Obligation Amount	\$226,284.79

Aggregate Disbursements to Individuals

Expenditure: EN-00474212

Project Name	Gov Office of Homeland Security and Emergency Prep ERA Project
Expenditure Category	Financial Assistance: Rent
Total Quarterly Expenditure Amount	(\$25,802.00)
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	(\$29,414.00)
Total Quarterly Obligation Amount	\$0.00

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-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	\$111,601.00
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-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-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

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 (#):	10
Number of Unique Households that Received their Initial ERA Assistance in the Current Reporting Period:	10

ERA Assistance Provided

Number of unique households that received ERA assistance by type: Rent	10
Number of unique households that received ERA assistance by type: Rental Arrears	8
Number of unique households that received ERA assistance by type: Utilities/Home Energy Bills	6
Number of unique households that received ERA assistance by type: Utilities/Home Energy Arrears	6
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	0
Number of unique households at certain income levels: Between 30 and 50% of Area Median Income	0
Number of unique households at certain income levels: Between 50 and 80% of Area Median Income	10
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:	\$169,155
Average Number of Months of Rent or Utility/Home Energy Payments Covered for Each Participant Household:	2.00

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	\$56,385
Total Dollar Amount of ERA funds Paid (Expended) for Administrative Expenses	\$1,579,291
Total Dollar Amount of ERA Award Funds Approved (Obligated) for Administrative Expenses	\$1,579,291
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

Performance Narrative	<p>By the end of the September 2022 the program had nearly 90,000 applications started and over 23,000 renters approved for payment. Within this Q3 of 2022, the Program reached nearly \$114 million awarded on behalf of renters. ERA 1 funds were fully expended by the end of Q3 2022. By the end of Q3 2022 LA ERAP has funded over 15,200 tenants with ERA 1 funds and an additional 8,100 tenants with ERA 2 funds – funding over 23,000 renters in total. The Program anticipates funding an additional 4,000 applicants over the next 3-5 months. Program participation continues to be steady with a slight increase in end of August. There were nearly 29,000 tenant applications connected to their landlords in the Applicant Management System (AMS) through the Q3 2022 of the program.</p> <p>The Program focused on improved speed of award determinations and diligence reviews in case management. A notable challenge continues to be confirming the landlord and tenant relationship, particularly when a landlord is uncooperative or chooses not to participate. The Program has seen a steady increase in the Direct Tenant Payments, after making numerous outreaches to landlords. These Direct Tenant Payments are limited to a maximum of 6 months under the State policy. By the end of Q3 2022, a total of over 5,100 tenants have received Direct Tenant Payments totaling \$18.9 million. The Program has also seen a slight decline in the average total rent payment per tenant, which in Q3 2022 was \$4,000, whereas previously was \$4,400. This trend is assumed due to lower number of months in arrears.</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 Program in Q3 2022 is issuing nearly 200 “pledges” a month (600 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 15,500 utility payments, totaling over \$7 million through Q3 2022, in ERA 1 and ERA 2. The LA ERAP only pays utilities upon rental payment approval.</p> <p>In Q3 2022, the Program continued with the “QuickSend</p>
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	<p>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 increased to average 400-500 text message status updates per week. Housing stability services consist of the Program’s intensive effort at the Contact Center and Case Managers. The Case Managers respond to the needs of applicants in identifying needed resources and completing their application for rent and utility assistance. Many applicant cases are elevated to more intense assistance via a phone application entry or assistance from a senior 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 with eligibility for award. The State has also reviewed expired payments or those not cleared and returned those funds to the Program.</p>
Narrative on Effective Practices	<p>Quarter 3 2022: July – September 2022</p> <p>The program continues to update direct 3rd party data feed data from the Louisiana Workforce Commission (LWC) to validate income eligibility and reducing the documentation intake for application submittal. Receiving updated quarterly data allows direct confirmation of income changes over time. 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 a substantial increase of files moving forward without 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> <p>The close relationship with the utilities and their understanding of the Program due to PMO outreach has also enabled the Program in Q3 2022 to provide an estimated 200 “pledges” a month for payments that have been approved but not yet arrived, in order to avoid utility disconnects. This has been critical in the hot summer months in Louisiana. In total, the Program has approved over 15,500 utility payments, totaling over \$7 million through Q3 2022.</p>

Federal Financial Reporting

Current Quarter Obligations	\$0.00
Current Quarter Expenditures	\$1,635,675.79
Cumulative Obligations to Date	\$142,560,569.00
Cumulative Expenditures to Date	\$142,560,569.00

Certification

Name	ERIN SINDELAR
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Submission Date	11/9/2022 7:21 PM