













Community
Stabilization
Manual



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Introduction

Keeping residents in their homes helps stabilize communities. The City of San Fernando is committed to preserve existing affordable housing and ensuring that lower-income families can stay in San Fernando.

This manual provides City agencies, decision-makers, and the public with a summary of local, regional, and state resources and programs to prevent displacement. It acts as a directory for a variety of services related to housing assistance. Contact information is provided for each resource, as well as information on eligibility.



Homelessness Assistance:

Resources that provide temporary housing, shelter, meals, transportation, and counseling services to help individuals and families achieve stable housing, as well as contact information for San Fernando residents to make outreach requests.



Rehabilitation Programs:

Provides financial assistance for homeowners to make modifications and repairs or assist with accessibility improvements.



Legal Services: Provides free or affordable legal assistance for various housing related issues and tenant-landlord disputes.



Eviction Prevention: Offers emergency legal assistance, rental assistance, and ongoing support services to help tenants avoid eviction and maintain housing stability.



Rental Assistance: Provides financial aid to help cover rent, rental arrears, and utilities for eligible renters facing financial hardship.



Utility Assistance: Offers one-time financial assistance to help low-income households pay their utility bills and manage energy costs.



Homeownership: Provides grants, loans, and educational programs to help families purchase their first home.



Fair Housing: Resources to help with housing discrimination complaints, including counseling, legal action, and educational resources.



Affordable Rental Housing:

Connects residents with affordable housing options and provides resources to find and apply for rental units.



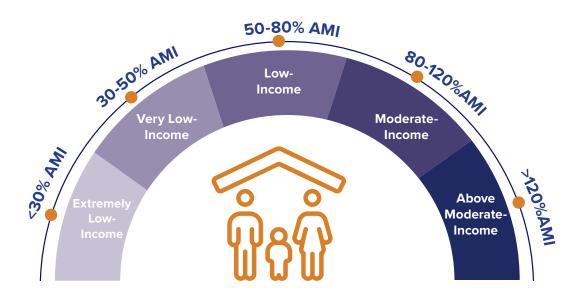
Income Eligibility

Eligibility for housing programs is usually based on household income. The US Department of Housing and Urban Development (HUD) sets income limits to determine who can qualify for assisted housing programs. These limits are based on Area Median Income (AMI) estimates for each metropolitan area and are updated regularly. The latest income limits by household size can be found on the <u>HUD website</u>.

HUD calculates AMI annually for metropolitan and non-metropolitan areas using data from the U.S. Census Bureau's American Community Survey.

Percentages of AMI categorize families by income group and help define affordability. Eligibility for housing programs is based off of percentages of AMI. The AMI percentages and associated income levels are defined as follows:

- Low-income households earns between 50% and 80% of the AMI.
- Very low-income households earns between 30% and 50% of the AMI
- Extremely low-income households earn less than 30% of AMI







Homelessness Assistance

Homeless Outreach: On-the-ground engagement with people experiencing homelessness and connecting them with essential services.

Outreach Request. The City partners with local organizations to provide outreach and services for individuals experiencing homelessness.



- Email: homeless@sfcity.org
- **Phone:** Call the Outreach Line at (818) 898-1210. Please provide specific concerns about the individual's well-being, their location, and any identifying details. If the person is trespassing, harassing, or engaging in illegal activity, contact the Police Department at (818) 898-1267.



• App: user.govoutreach.com/sanfernandocityca/support.php?cmd=shell

Homelessness Assistance: Support and resources for people experiencing homelessness to improve their overall well-being and to help them find stable housing.

Los Angeles Homeless Services Authority (LAHSA). Provides shelter, housing, and services to homeless individuals in Los Angeles County.



• Address: 707 Wilshire Blvd. Suite 1000, Los Angeles, CA 90017

• **Phone:** (800) 548-6047

Website: lahsa.org/







LA Family Housing. Helps people transition out of homelessness and poverty through a continuum of housing enriched with supportive services.



Family Solution Center:

• Address: 7817 Lankershim Blvd, North Hollywood

• Hours: Monday-Friday: 8:00 am-5:00 pm

• Phone: (818) 255-2766

Individual Solution Center:

Address: 7843 Lankershim Blvd, North Hollywood

• Hours: Monday-Friday: 8:00 am-5:00 pm

• **Phone:** (818) 255-2703

Website: lafh.org/connect-to-services



LA County Mobile Triage Team. Responsible for the administration and coordination of all field response operations by overseeing and monitoring programs that travel to the individual to deliver same-day services/intervention/transportation to individuals and families experiencing mental health crises/symptoms.



• Phone: 24/7 Help Line: (800) 854-7771

Website: dmh.lacounty.gov/our-services/countywide-services/eotd/pmrt/



Hope the Mission. Provides shelter, food, and comprehensive support services to individuals and families experiencing homelessness, empowering them to transition towards stability and self-sufficiency.



Navigation Center

Address: 11839 Sherman Way, CA 91605

• **Phone:** (818) 301-7988

Website: hopethemission.org/our-programs/navigation-job-centers/

Access Center

Address: 6425 Tyrone Ave, Van Nuys, CA 91401

• **Phone:** (818) 804-5507

Website: hopethemission.org/our-programs/help-center/









Village Family Services, Inc. Provides protection for children from abuse and preserve families by building a stronger, safer community.



• Address: 6801 Coldwater Canyon Avenue, North Hollywood, CA 91605

• Hours: Monday-Saturday: 9:00 am-5:00 pm; Sunday: 9:30 am-1:30 pm

• **Phone:** (818) 755-8786

• Website: thevillagefs.org/for-youth/



San Fernando Valley Rescue Mission. Provides shelter and guidance for homeless families at their Home Again Family Success Center in Northridge.



• Address: 8756 Canby Ave., Northridge, CA 91325

Phone: (818) 960-0404

Website: sfvrescuemission.org/i-need-help/



North Valley Caring Services. Provides street outreach, food distribution, homeless prevention, housing placements, and case management.



Address: 15453 Rayen St., Los Angeles, CA 91343

Phone: (818) 891-0481Website: nvcsinc.org/



CalWORKs Temporary Homeless Assistance. Helps families pay the costs of temporary shelter. Sixteen days of temporary shelter with exceptions, including hotel or motel costs (\$85 per day for a family of four or fewer + \$15 for each additional family member, up to \$145 daily).



CDSS Housing and Homelessness Division

Email: housing@dss.ca.gov

• **Phone:** (916) 651-5155

• **Website:** <u>cdss.ca.gov/inforesources/cdss-programs/housing-programs/calworks-homeless-assistance</u>



Rehabilitation Programs

Information and resources to support those in need of housing accessibility improvements that enhance the quality of life for individuals and families.

Home Rehabilitation Grant. In partnership with the City of San Fernando, Habitat for Humanity of Greater Los Angeles (Habitat LA) can assist City of San Fernando homeowners with up to \$10,000 in FREE home modifications and repairs, making their homes accessible and enabling them to age in place comfortably. This includes installing handrails, wheelchair ramps, safety bars, and more.



- U.S Citizenship
- · San Fernando homeowner
- Habitable single-family residences, manufactured homes, condominiums, townhomes, and duplexes
- Household income must be below 80% AMI

CONTACT

- Email: homepreservation@habitatla.org
- Phone: (310) 323-4663 ext. 314
- Website: habitatla.org/wp-content/uploads/2020/02/Home-Rehabilitation-Grant-Application.pdf







Accessible and comprehensive legal services that protect and empower individuals and families facing housing challenges.

Housing Rights Center. Toll-free hotline for housing discrimination complaint and predatory lending information. Accepts walk-ins. Investigations counseling, and legal assistance with housing discrimination complaints including reasonable accommodations and modifications. Counseling and referrals on predatory lending issues. All services free, no income limits.

CONTACT

Address: 3255 Wilshire Blvd., Suite 1150 Los Angeles, CA. 90010

• Hours: Monday-Friday: 8:30 a.m.-5:00 p.m.

• **Phone:** (800) 477-5977

Website: housingrightscenter.org



Neighborhood Legal Services of LA County. Call for phone advice or to make an appointment. Free legal assistance to low-income people living in the San Fernando and San Gabriel Valleys, Glendale, Pasadena, and Pomona. Also call if your case is filed in the Van Nuys Court. Counsel and advice, brief help filling out papers and representation depending on case.

CONTACT

Address: 13327 Van Nuys Blvd. Pacoima, CA 91331

• Hours: Monday-Friday: 9:00 a.m.- 5:00 p.m.

• Phone: (800) 433-6251

Website: nlsla.org







Legal Aid Foundation of Los Angeles. LAFLA focuses on both increasing and preserving affordable, quality housing. LAFLA helps people keep their homes in various ways, including fighting illegal harassment by landlords, challenging unfair termination from programs such as Section 8, and getting tenants needed repairs made to their homes. Depending on the case, LAFLA may offer legal education, counsel and advice, representation at hearings, or help with negotiations to help our clients solve housing issues.

LAFLA also provide transactional assistance and negotiate community benefits agreements for community-based nonprofits that seek to increase and preserve affordable housing as well as support groups focusing on community land trusts, co-operatives or other avenues to achieve this goal.

CONTACT

· Address: 1550 W 8th St. Los Angeles, CA. 90017

• **Phone:** (800) 399-4LAW (4529)

Evictions, utility shut-offs, lockout

• Phone: (213) 487-7609 / (213) 640-3881.

Website: lafla.org/get-help/housing-homelessness/



LA County Public Health Department Environmental Health Center. The District Inspection Branch of the Environmental Health Division ensures that residential housing within LA County is safe, sanitary, and fit for human habitation. Conduct inspections for health code violations such as cockroaches and rodents, and lack of maintenance (i.e. electrical, plumbing, structural). Call to request a housing inspection.

CONTACT

Address: 14500 Roscoe Blvd. 5th Floor Panorama City, CA. 91402

• Hours: Monday-Friday: 8:00 a.m. - 5:00 p.m.

• Phone: (888) 700-9995

Website: <u>publichealth.lacounty.gov</u>







Bet Tzedek Legal Services. Free legal assistance to low-income people, including older adults and those with disabilities. Counseling or legal representation, depending on case. Handles housing issues and a wide range of other legal needs. Call for an appointment.

CONTACT

• Address: 3250 Wilshire Blvd., 13th Floor Los Angeles, CA. 90010

• Hours: Monday-Friday: 9:00 a.m.-5:00 p.m.

• Phone: (323) 939-0506

Website: <u>bettzedek.com</u>



Inner City Law Center. Free legal assistance to low-income people. Counsel and advice, brief service, and help filling out documents.

CONTACT

• Address: 1309 E. 7th Los Angeles, CA. 90021

• Hours: Wednesday-Friday: 9:00 a.m.-5:00 p.m.

• **Phone:** (213) 891-2880

• Website: www.innercitylaw.org



Inquilinos Unidos - United Tenants. Call/Email for a phone consultation within 1-2 business days. Counseling and advice with any housing issues and landlord-tenant disputes including pest infestations, toxic hazards, lack of repairs, illegal evictions, and unlawful rent increases.

CONTACT

Address 1709 W. 8th St. Los Angeles, CA. 90017

• **Phone:** (213) 487-7497

• Email: info@inquilinosunidos.org

• Website: inquilinosunidos.org





Fair Housing Council of the San Fernando Valley. The Fair Housing Council of the San Fernando Valley seeks to eradicate housing discrimination against all persons because of race, color, religion, sex, national origin, familial status, disability, marital status, age, ancestry, sexual orientation, source of income, and arbitrary discrimination, and to take all appropriate actions in furtherance of ensuring equal housing opportunities for all.

CONTACT

• Address: 8134 Van Nuys Blvd. Panorama City CA 91402

Website: <u>fhcsfv.org</u>Phone: (818) 373-1185









Services that empower tenants to maintain secure housing and offer emergency legal aid, financial assistance, and continuous support to protect the rights of renters facing financial hardship.

Eviction Defense Network. Walk-in only. Assistance in pre-eviction, non-eviction, and eviction matters, as well as Notice to Vacate. Before and after eviction consultations and trial preparations. First-come, first-served basis. Sliding fee scale, no income limit.

CONTACT

Address: 1930 Wilshire Blvd. Suite 208 Los Angeles, CA. 90057

• Hours: Monday-Friday: 9:00 a.m.-6:00 p.m.

• **Phone:** (213) 385-8112

Website: evictiondefensenetwork.com



Stay Housed LA. Stay Housed LA provides tenants w/ important information about their rights and the laws that protect them, online and through tenant education workshops and clinics, and provides free legal services to eligible tenants facing eviction.



- Live in LA County
- Low Income
- Immigration status does not matter
- · You do not need to have a written lease



Website: <u>stayhousedla.org/</u>







CalWORKs Permanent Homeless Assistance. Permanent HA helps eligible families secure housing by providing security deposit costs, including last month's rent, or maintain housing by providing up to two months of rent arrearages. The monthly rent cannot exceed 80 percent of the total monthly household income.



Website: cdss.ca.gov/inforesources/cdss-programs/housing-programs/calworks-homeless-assistance

Los Angeles County Department of Consumer and Business Affairs. The DCBA Foreclosure Prevention unit can help homeowners work with lenders to explore options to avoid a foreclosure.



• Phone: (800) 593-8222.

• Email: homehelp@dcba.lacounty.gov

• Website: dcba.lacounty.gov/foreclosure-prevention/









Financial resources and support to assist renters maintain stable housing.

Housing Choice Voucher Program (Section 8 Voucher). Section 8 Voucher provides a rent subsidy to qualifying families (including singles) based on income eligibility, allowing renters to choose where they want to live, provided that the property owner accepts the Section 8 vouchers. The Los Angeles County Development Authority (LACDA) is the administering agency for the City of San Fernando Housing Choice Vouchers. **Note:** the waitlist is currently closed for public registration. Current waitlisted families are prioritized if they are currently experiencing homelessness.

ELIGIBILITY:

- Qualify as a family (single person or a group of persons who are related).
- U.S. citizens or non-citizens with eligible immigration status.
- Gross annual income must be below 50% of the Area Median Income (AMI) in Los Angeles County.
- More information on eligibility: lacda.org/section-8/shared-info/eligibility



• **Phone:** (800) 399-6993

• Website: lacda.org/section-8









Financial support to low-income households, ensuring they can afford essential utilities and manage energy costs effectively.

Low Income Home Energy Assistance Program (LIHEAP). LIHEAP can offer a benefit of up to \$1,500 to help you pay your heating or cooling bills, or in an emergency or energy crisis, such as a utility disconnection. In addition to help with paying your energy bill, LIHEAP can also provide in-home weatherization services for improved energy efficiency, potential bill savings, and a more comfortable, safe home. The LIHEAP program is operated by the Maravilla Foundation. **Note:** Applications are currently only being accepted by mail.



- Applicant must be 18+ years
- · Have a social security number
- Meet income requirements (see more information here: <u>ladwp.com/residential services/assistance-programs/low-income-home-energy-assistance-program-liheap</u>)





Maravilla Foundation

Address: 5729 Union Pacific Avenue, Commerce, CA 90022

• Phone: (323) 721-4162

• Website: maravilla.org/ourservices/utilityassistance







Energy/Gas Assistance Fund

United Way of Greater Los Angeles, in partnership with Southern California Edison and SoCalGas®, provides one-time assistance to households across the Southland who are struggling to pay their utilities bills. The program is operated by St. Ferdinand Outreach Center.



- Household must be a SoCal Edison or SoCal Gas customer
- Household must be 200% under the federal poverty line
- Not received assistance in the last 12 months



St. Ferdinand Outreach Center

Address: 1040 Coronel Street, San Fernando, CA 91340

• **Phone:** (818) 365-3194

• Email: gabriel@stfoutreach.org

• Website: stferdinandchurch.org/outreach-center



Home Again Los Angeles

• Phone: (818) 898-1210

• Email: info@HomeAgainLA.org

• Website: homeagainla.org









Essential information for grants, loans, and guidance that make purchasing a first home accessible and sustainable.

Los Angeles County DCBA Greenline Home Program. The LA County DCBA Greenline Home Program is a \$35,000 grant for down payment or closing cost assistance towards the purchase of a home. is making homeownership a reality for low to moderate income families in LA County.



- First-time homebuyers living in Los Angeles County
- · Residents with low to moderate income
- Residents living in high-/highest-need areas

CONTACT

• **Phone:** (213) 381-2862

Website: DCBA.LACounty.gov/Greenline



Home Ownership Program (HOP). The Los Angeles County Development Authority's (LACDA) HOP80 and HOP120 Home Ownership Programs provide a second mortgage loan for first-time homebuyers. HOP80 offers assistance up to \$100,000, or 20% of the purchase price, whichever is less. HOP120 offers assistance up to \$85,000, or 20% of the purchase price, whichever is less. The loan provides down payment and/or closing assistance and is secured with a Deed of Trust and Promissory Note. The loans accrue 0% interest with deferred repayment and shared equity. When the home is sold, there is a transfer of title, or the home is no longer owner-occupied, the homebuyer repays the loan, plus a share of the appreciation.





ELIGIBILITY:

- Household income of 80% or 120% AMI
- First-time homebuyers
- Homebuyer must occupy the home as their primary residence
- The loan is secured by a second Trust Deed and Promissory Note.
- Applicants must invest a minimum of 1% of the down payment, not including closing costs, of their own funds. Applicants' total contribution into escrow, including initial deposit, gift funds, and closing funds, cannot exceed \$150,000 for HOP80 and \$200,000 for HOP120.
- Applicants must complete an eight-hour homebuyer education seminar

CONTACT

Email: HOP@lacda.orgPhone: (626) 586-1853

Website: lacda.org/home-ownership/home-ownership-program



Mortgage Credit Certificate (MCC). The MCC Program offers qualified first-time homebuyers a Federal income tax credit. The credit can reduce potential Federal income tax liability, creating additional net spendable income for qualified first-time homebuyers to possibly use toward their monthly mortgage payment. This MCC Program enables qualified first-time homebuyers to convert a portion of their annual mortgage interest into a direct dollar-for-dollar tax credit on their U.S. individual income tax returns. The qualified homebuyer is awarded a tax credit of up to 20% of the annual interest paid on the mortgage loan. The remaining 80% of the mortgage interest will continue to qualify as an itemized tax deduction. The MCC can be combined with the HOP Program for greater financial benefit.

ELIGIBILITY:

- Household income of 80% or 120% AMI
- First-time homebuyers
- Homebuyer must occupy the home as their primary residence

CONTACT

- Email: Terese.Ramirez@lacda.org; Am.Vuong@lacda.org
- Website: lacda.org/home-ownership/mortgage-credit-certificate-program





Affordable Rental Housing

Resources to help residents have access to safe, affordable housing by providing comprehensive resources and support.

Los Angeles County Housing Resource Center. Helps individuals locate affordable, special needs, emergency and other housing in the County of Los Angeles. The website includes an affordability calculator, rental checklist, and information about renters' rights and responsibilities.

CONTACT

• Phone: (877) 428-8844

Website: housing.lacounty.gov



Housing Rights Center Project. Support and promote fair housing through education, advocacy and litigation, to the end that all persons have the opportunity to secure the housing they desire and can afford, without discrimination based on their race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, familial status, marital status, disability, genetic information, ancestry, age, source of income or other characteristics protected by law.

CONTACT

Hours: 8:30 AM - 5:00 PM

• Email: Housing counseling questions: info@housingrightscenter.org

• **Phone: (**1800) 477-5977

• Website: housingrightscenter.org/rental-listing







Senior Housing. Below is a list of senior housing properties in the City of San Fernando. If you're interested in finding a unit in any of these senior housing properties, please contact the property management company listed below for each property.

Project Name	Address and Contact Number of Units	
Park Vista Apartments #1	202 Jessie St., San Fernando, CA 91340 (818) 270-9070 – Management Company	8 Units
Park Vista Apartments #2	222 Jessie St., San Fernando, CA 91340 (818) 270-9070 – Management Company	
Las Palmas I and II	333 Kalisher St., San Fernando, CA 91340 (818) 270-9070 — Management Company	25 Units
Park Avenue Senior	499 Kalisher St., San Fernando, CA 91340 (818) 270-9070 — Management Company	
La Graciela	101 Park Ave, San Fernando CA 91340 (818) 270-9070 — Management Company	52 Units





Tenant Protection Act

The Tenant Protection Act provides statewide protections against high rent increases and requires landlords to have a valid reason to evict tenants from residential rental properties. Senate Bill 567, effective April 1, 2024, strengthens these protections and introduces new penalties for violations.

Just cause for eviction means the tenant is at fault for specific reasons, such as not paying rent or breaking a lease term. It also includes four "no fault" situations where the tenant isn't at fault:

- The landlord is taking the unit off the rental market.
- The landlord or certain family members are moving into the unit.
- The landlord is demolishing or significantly remodeling the unit.
- The unit needs to be vacated to comply with a law or a court/government order.

The Act also limits rent increases for qualifying units to either 5% plus the increase in the regional consumer price index (CPI), or 10% of the lowest rent charged in the past 12 months—whichever is lower. Rent can only be raised twice in any 12-month period.





Support Service Agency Contacts

Program	Contact	Website
City of San Fernando Business & Community Resource Center	Kanika Kith Deputy City Manager & Economic Development Kkith@sfcity.org (818) 898-7316 Cristina Moreno Social Services Coordinator Cmoreno@sfcity.org (818) 898-7350	ci.san-fernando.ca.us/economic-development/
City of San Fernando Housing and Community Resources	Kenya Marquez Housing Coordinator Kmarquez@sfcity.org (818) 837-1540	ci.san-fernando.ca.us/housing-community-resources/
City of San Fernando Senior Services	(818) 898-7340	ci.san-fernando.ca.us/sfrecreation/#senior-services
City of San Fernando Community Preservation Division	(818) 898-1227	ci.san-fernando.ca.us/community- development/#community-preservation
Department of Social Services San Fernando Sub Office 32	(818) 701-8200	extra.dpss.lacounty.gov/dpss/offices/default. cfm?orgid=386
US Department of Housing and Urban Development	(213) 894-8000	www.hud.gov/
Housing Discrimination Hotline	(800) 947-3752	www.hud.gov/contactus/file-complaint
Fair Housing & Equal Opportunity	(202) 708-1112	www.hud.gov/stat/fheo/rights-obligations
Childhood Lead Poisoning Prevention Program (CLPPP)	(800) LA-4-LEAD	publichealth.lacounty.gov/lead/
Los Angeles Homeless Services Authority (LAHSA) Coordinated Entry	(.213) 225-6581	www.lahsa.org/ces





Community Development Department

City Hall | 117 Macneil Street, San Fernando, CA 91340 (818) 898-1227 | CommunityDevelopment@sfcity.org