


Date: August 21, 2020

To: Thomas B. Modica, City Manager 

From: Oscar W. Orci, Director of Development Services 

For: Mayor and Members of the City Council

Subject: **Long Beach CARES Emergency Rental Assistance Program Update**

At its June 9, 2020 meeting, the City Council approved the Long Beach CARES Emergency Rental Assistance Program (LB CARES). LB CARES will provide up to \$1,000 per month of rental assistance payments for up to three months on behalf of qualifying Long Beach residents who have lost income due to COVID-19 and meet federal low-income requirements. The monthly assistance payments will be provided directly to property owners or landlords, on behalf of qualifying residents, and be applicable to rent due during the eligible period from March 27, 2020 until the end of the City's Safer at Home Order.

All information and application materials, including eligibility requirements, were included on the program website: longbeach.gov/lbcares. If requested, applicants received a copy of the application materials by postal mail by calling (562) 570-3000 or emailing: LBCares@longbeach.gov. Applications were also available in-person on Tuesdays and Thursdays, from 9:00 a.m. to 11:00 a.m., in the Long Beach City Hall plaza, until July 23, 2020.

The following are the results of LB CARES call center and website activity starting June 29, 2020 through July 27, 2020, the deadline to submit applications:

- 4,400 applications mailed out;
- 1,900 in-person applications picked up from outside City Hall;
- 2,500 calls received/returned on (562) 570-3000;
- 1,300 emails to LBCares@longbeach.gov received/returned; and,
- 54,643 visitors to longbeach.gov/lbcares website:
 - 371 seconds, or roughly 6 minutes, average time spend on website
 - Program materials accessed (downloaded information is not available):

English: 12,903 Applications
 4,998 Guidelines
 2,085 FAQs
 2,374 Checklists

Spanish: 2,316 Applications
 632 Guidelines
 253 FAQs
 209 Checklists

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Khmer: 71 Applications
15 Guidelines
28 FAQs
13 Checklists

Tagalog: 23 Applications
6 Guidelines
4 FAQs
6 Checklists

As of August 14, 2020, 2,410 applications were received. The applications were randomly assigned a number through a lottery selection process on August 17, 2020. Staff is currently reviewing the first 1,767 applications selected through the lottery. Additional applications will be reviewed, if funding permits. Checks to property owners/landlords will be mailed as applications are approved, beginning on, or around, September 7, 2020.

If you have any questions regarding this matter, please call Neighborhood Improvement Officer Margaret Madden at (562) 570-6830, or email her at Margaret.Madden@longbeach.gov.

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