

PROTECTIONS FROM TENANT HARASSMENT
SCOPE OF WORK AND NARRATIVES

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SCOPE OF WORK

I. General Purpose and Requirements of Statement of Work

The ULA Protections from Tenant Harassment Program is designed to complement other United to House LA (ULA) initiatives focused on eviction prevention and housing stability. The program emphasizes collaboration with community-based organizations to educate tenants about their rights under the Tenant Anti-Harassment Ordinance (TAHO) (Los Angeles Municipal Code (LAMC) § 45.30 et seq.) and other rights. Its implementation is intended to align with and support the broader goals of ULA's Homelessness Prevention Programs through coordinated and consistent efforts.

Focused outreach and strategic engagement are central to the mission of the ULA Homelessness Prevention efforts in maintaining housing stability and avoiding displacement due to harassment tactics. Due to the complexity and multifaceted nature of TAHO complaints, the contractor must be knowledgeable of other related municipal laws, including but not limited to the Los Angeles Rent Stabilization Ordinance (LARSO) (LAMC § 151.00 et seq.), Just Cause for Eviction Ordinance (JCO) (LAMC § 165.00 et seq.), Eviction Threshold Ordinance (LAMC § 151.09 and 165.03), Economic Displacement Ordinance (LAMC § 165.09), and the Tenant Protection Act of 2019 (California Civil Code §§ 1946.2 and 1947.12).

The eligible constituents for targeted anti-harassment outreach and education are those who: 1) reside in a residential unit in the City, 2) meet the definition of a tenant under the Los Angeles Municipal Code, and 3) make an allegation that can be supported by documentation or proof sufficient to establish evidence of harassing conduct by a landlord.

Additionally, landlords of residential structures in the City may request and receive education about their rights and responsibilities and may request technical support to better ensure TAHO compliance.

II. Services To Be Provided

The selected contractor (Contractor) shall provide contractual services identified in this section. All work is subject to prior approval by the City.

A. Outreach Plan

The Contractor is to develop a work plan and perform targeted outreach and education for the TAHO protections available to tenants, including the Los Angeles Rent Stabilization Ordinance (LARSO), Just Cause for Eviction, Eviction Threshold Ordinance, Economic Displacement Ordinance, and the Tenant Protection Act of 2019.

B. Targeted Educational Workshops

The Contractor is to conduct at minimum twenty-four (24) educational workshops and targeted outreach to tenants residing in high-risk areas of displacement, rental properties involving landlords who have been cited for harassment violations, or referrals to the City Attorney's Office for further enforcement. The Contractor will provide informational materials and guidance in TAHO complaint process, fact gathering, evidentiary standards, and timelines.

C. Multilingual Services

The Contractor shall engage and educate tenants by targeting outreach and education efforts toward high-displacement areas. The Contractor needs to communicate in Spanish, Korean, Armenian, Chinese, Filipino, Farsi, Cantonese, and additional languages as needed, to educate residential tenants about their rights and responsibilities under city, county, state, and federal laws.

D. Coordination and Data Sharing

The Contractor is expected to coordinate with LAHD in planning targeted anti-harassment activities. Various tools and resources are available to assist the Contractor in performing targeted engagement efforts, including LAHD internal complaint records, data on council districts with high Rent Escrow Account Program (REAP) inventories, neighborhoods with high Administrative Citation Enforcement Program (ACE) citation activity, and properties LAHD staff has flagged as having a high influx of complaints for harassment.

Additionally, the Contractor must be knowledgeable about specific industry trends, such as issues involving 24-Hour Notice to Enter. The TAHO Task Force and the Contractor will inform/instruct each other regarding such trends.

E. Direct Tenant Support and Evidence Gathering

The Contractor will assist tenants in documenting evidence of unlawful landlord harassment in order to substantiate allegations of harassment for legal referral by: conducting field site interviews and follow-up with tenants, assisting tenants in recording notes or logs of incidents of harassment, and gathering evidence. The Contractor will instruct tenants on drafting a written declaration of harassment, including instruction on required elements, such as date, signature, and the circumstances of harassment. The Contractor will also provide tenants relevant LAHD resources, such as the Buyout Rejection Form, the Tenant Request for Repairs, and direct tenants to other self-help tools.

The Contractor will assist the tenant in navigating LAHD services, as well as publicly accessible services. The Contractor will instruct tenants in navigating the LAHD website to learn about housing services, such as ASK Housing email inquiry link and Property Look-Up, or to file Rent Investigation or Code Enforcement complaints, respectively. The Contractor will also provide tenants additional information concerning complaint filing with third-party agencies (LA Police Department, LA Department of Building and Safety, LA County Public Health, Housing Rights Center, and LA County Consumer and Business Affairs). As appropriate, the Contractor will instruct the tenant on technology available at LA Public Libraries that will enable the tenant to produce electronic or physical documents (Tenant Declaration, Request for Maintenance, etc).

III. Data Collection and Reporting

The data collection is critical to help inform the program's implementation progress (for example, where harassment violations are most frequently occurring and how different demographic populations and neighborhoods are impacted) as well as to help assess outcomes for each of the outlined interventions and to identify best practices and/or needed program adjustments.

As part of its ongoing tracking of outcomes and tenants served, the Contractor is expected to provide data on the reporting requirements as mandated by each funding source, which may include but not limited to the following:

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- Number and demographics of people served, including client names, age, race, gender, disability, single-parent status, number of people in household, and number under 18 and over 65, veteran status, survivor of DV, and number of formerly homeless people in the household, and the services rendered;
- Number of households served, tracking of rent stabilized and non-rent stabilized units;
- Type, number and outcomes of anti-harassment campaigns focused on problem properties or problem landlords;
- Number of virtual TAHO workshops, tenant clinics, or other TAHO engagement events;
- Geographic location of evictions filed and households served;
- Referral to other services/providers; and
- Any other pertinent service delivery/outcome data mutually agreed upon by the Contractor and the City.

A client intake instrument will be developed and used for eligibility determination and data gathering, and will be administered by the Contractor to ensure tenants' ease in answering questions. Intake is to be administered in a manner that addresses linguistic and literacy barriers, as well as any other communication, comprehension barriers, and reasonable accommodation needs.

The Contractor will collaborate with the City for the purposes of collecting anonymized data, obtaining client feedback surveys, and voluntary follow-up tenant interviews and interviews with the Contractor and subcontractors.

Reporting Requirements

Every month, the Contractor will report to the LAHD programmatic data, like demographics and household compositions of those served, number of tenants served, services administered, referring party, hotline calls received, as applicable. Where relevant, all data shall be disaggregated by race, family composition, sexual orientation, age, ability, gender, and location (address, zip code, and Council District).

This information includes, but is not limited to:

- Number of constituents served
- Outcomes of services provided
- Property profiles services (RSO, single-family dwelling, condominiums, etc)
- Identify the type of TAHO enumerated harassment.
- Number of clients assisted with evidence and fact gathering (broken down by category: call, webinar, clinic, in-person meeting, virtual meeting, site visit).

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- Number of residents served by location, disaggregated and searchable by service provided, race, family composition, sexual orientation, age, ability, and gender.
- Number of tenant education workshops, clinics, and other educational events by location.

IV. Program Goals and Outcomes

Program success will be evaluated based on the goals outlined below, with overall impact determined through outcome-based measurements.

Goal	Outcome Metrics
Conduct targeted outreach and education for TAHO	<ul style="list-style-type: none"> • Number of constituents served. • Number of landlords served. • Outcomes of services provided • Types of harassment reported • Number of clients assisted with evidence collection, categorized by call, webinar, clinic, in-person meeting, virtual meeting and site visit. • Number of TAHO cases assisted (complaint filing complaint, evidence gathering, and site visits)
Strengthen tenant awareness by increasing understanding of legal rights and responsibilities through outreach and education.	<ul style="list-style-type: none"> •Number of Tenant Education workshops, clinics, and other educational events conducted. •Number of tenant harassment complaints filed with LAHD. •Number of Landlord Education workshops, clinics, and other educational events held. •Number of inquiries made by Landlords regarding TAHO obligations and tenant harassment.

NARRATIVES

Narrative 1: Demonstrated Ability (30 points)

Proposers must respond to the questions and instructions below to demonstrate your organization's experience, qualifications, and capability to manage administrative requirements for the services solicited. Use concrete language and quantifiable measurements whenever possible.

1. Summarize your organization's knowledge and qualifications to successfully advance the intent of the Tenant Anti-Harassment Ordinance (TAHO) and the ULA Homelessness Prevention Programs, as it relates to providing services to prevent homelessness and to promote housing stability by providing targeted outreach and education to eligible tenants and landlords.
2. Describe your organization's experience conducting outreach and education as it relates to the TAHO and other Tenant Protections, including any collaborative or subcontracting efforts.
3. Describe your organization's experience working with vulnerable residents and special needs communities, such as veterans and persons with disabilities. Including the ability to provide services in the primary language of the recipient, accommodate disability-related needs, and provide services in person to those who may lack access otherwise.
4. Describe past and current programs you have managed, the sources of program funding, and the types of relevant services provided in the last two years for eviction defense and prevention. Include accomplishments, which can be demonstrated by data or other tangible markers of achievement.
5. Describe your organization's and collaborators', if any, experience in:
 - a. Resource development efforts to secure support from a variety of sources and ensure that the organization's funding is diversified, stable, and sufficient for its mission and goals.
 - b. Electronic communication and technological abilities, recordkeeping, and internal controls to ensure accountability and compliance with fiscal and contract requirements.
 - c. Program monitoring practices to achieve fiscal and programmatic performance, and corrective action to be implemented, if needed. Provide qualitative and quantitative descriptions, including housing discrimination complaints, investigations, resolutions, education and outreach, training sessions, and collaborative efforts.
6. Describe any other partnerships that significantly advance the TAHO and related Tenant Protections of the ULA Homelessness Prevention Programs to achieve the goals of housing stability and tenant protection. This must clearly describe how

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subcontractors, if applicable, will coordinate with the Contractor to ensure oversight of any subcontractor's activity.

Narrative 2: Demonstrated Capacity (25 points)

Respond to the following questions to describe your organization's capacity to provide the services solicited. Use concrete language and quantifiable measurements whenever possible.

1. Describe your proposed staffing model. Include the following:
 - a. Explain how each staff position's functions support achieving the intent, goals, and objectives of the Tenant Anti-Harassment Ordinance (TAHO). Include resumes for proposed staff that include this information.
 - b. Discuss how the proposed program staff members reflect or address unserved and underserved communities' cultural and linguistic responsiveness.
 - c. Discuss training procedures related to appropriate certifications, confidentiality, and best practices.
 - d. Prepare and attach an organization chart that displays the program's services and how the program will fit into the organization's existing structure.

Documents Supporting Demonstrated Capacity

The Organizational Chart should be submitted as an attachment for Narrative 2, labeled **Exhibit A**, and will not count toward the page limit.

Resumes should be submitted as an attachment for Narrative 2, labeled **Exhibit B** and will not count toward the page limit.

Narrative 3: Program Design (25 points)

Proposers must respond to the following questions to explain the activities you will undertake and describe the deliverables you will produce in order to address the Scope of Work. Use concrete language and quantifiable measurements whenever possible.

1. Describe the approach and strategies your organization proposes to use for effectively implementing and carrying out the needed services for the Tenant Anti-Harassment Ordinance (TAHO).
2. Describe in detail the structure and flow of the TAHO program by answering the following:
 - a. Describe how outreach and education efforts will be conducted to increase awareness of the TAHO.

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- b. Explain how the community-at-large and residents will be made aware of the TAHO.
- c. Describe your organization's referral, intake, and assessment process for the TAHO.

Identify any community partners or collaborators involved in the program. Explain their roles and how they will contribute to the program's success. Describe your organization's referral network and how you will ensure the City of Los Angeles residents have access to comprehensive harassment and eviction defense and prevention, and corresponding support services.

Narrative 4: Cost Reasonableness and Financial Viability (20 points)

Proposers must prepare a budget and identify all non-city resources and program income that will be used in support of the ULA Protections from Tenant Harassment program categories. Budgets must clearly align proposed expenditures with the number of individuals served and the scope of services delivered, with emphasis on proposals that effectively leverage external resources to expand reach and enhance program impact.

1. Describe how the proposed budget supports the TAHO objectives and activities. Further, discuss how funds are allocated in order to minimize administrative costs and support direct services. Additionally, justify any subcontract expenditures.
2. Submit a funding allocation plan detailing the allocation of supplemental funding received from federal, state, and local municipalities. The funding allocation plan should demonstrate how program expenses will be supported by multiple funding sources.

Budget Guidelines

Proposers must prepare a 12-month funding plan tailored to the specific program category for which you are applying.