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MEMO

To: TLS Service Providers, All Populations

From: Rachel Johnson, Chief of Staff

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Re: TLS Lease in Place Using Tenant Based Subsidies (Vouchers and Certificates)

This memorandum outlines guidelines to assist participants enrolled in the Time-Limited Subsidy (TLS) program who have been issued a Tenant-Based (TB) subsidy and are in receipt of Department of Health Services (DHS) Intensive Case Management Services (ICMS). Some participants have already received such opportunities, while others may receive them in the future. ***The process of transferring a participant from TLS to PSH should be completed within 60 days of TB PSH subsidy issuance.*** This memo focuses on the role of the TLS provider; there is companion guidance for ICMS providers.

Who does this guidance apply to?

This guidance applies to any TLS participant who is offered an opportunity to apply to a TB PSH subsidy and ICMS.

How long can a participant remain in TLS after they've been approved for a TB subsidy?

A TLS participant will have 60 days remaining in the TLS program after they are issued a TB rental subsidy. The timeframe of 60 days allows for processes like the unit inspection and lease signing so the TB PSH subsidy can be fully utilized. Upon TB PSH subsidy issuance, participants will be given 60 days to remain in their current unit and use their TB PSH subsidy there or find a unit of their choice. **Participants are strongly discouraged from attempting to locate another**

unit since most rental searches take more than 60 days. TLS providers should strongly encourage the participant to “lease in place” with their newly issued TB rental subsidy. If a participant wants to relocate but does not find a unit of their choice with enough time to get the unit inspected and approved within the 60-day window, they will be expected to use the TB PSH subsidy in their current unit. Upon submission of a Request for Tenancy Approval (RFTA) to the subsidy administrator (usually the PHA), approved unit inspection, and execution of the Housing Assistance Payment (HAP) Agreement, TLS providers must coordinate TLS program exit and termination of TLS rental subsidy for the participant to align with the start of the PSH rental payment (there should be no overlap) and full handoff of service provision to the ICMS provider.

Limited exceptions to the 60-day TLS subsidy transition period may be granted if there are delays related to negotiations with the landlords, but it is important to transition quickly, since it is not reasonable for a single household to utilize a TLS and PSH slot simultaneously. **TLS providers should NOT automatically exit participants 60 days after TB PSH subsidy issuance.** If the participant has still not transitioned to the TB PSH subsidy within the 60-day period, please contact your LAHSA TLS coordinator to get approval for a Financial Assistance Extension Request (FAER).

What should the TLS staff do to support a participant who has been matched to a TB PSH?

If a TLS participant is matched to a TB rental subsidy, the TLS Case Manager (CM) that is listed in HMIS as their assigned staff will receive notification of the match. The TLS CM should:

- 1) Confirm Interest:
 - a. **Within 2 days of match notification**, confirm the participant’s interest in the PSH opportunity.
 - b. While the participant is technically able to decline the match, the TLS subsidy is time limited and will not provide ongoing assistance. It is critical for the participant to understand the importance of securing the TB PSH subsidy which is long-term.
- 2) Connect Participant to the assigned ICMS provider:
 - a. Once interest is confirmed, provide an introduction to the ICMS provider for ongoing support and linkage to services.
 - b. ICMS Point of Contact (POC) information can be found inside the TB PSH match notification.
- 3) Complete the PSH Application:
 - a. Assist the participant in completing and certifying the Universal Housing Application (UHA) **within 7 days of match notification**. A digital UHA link will be sent to the assigned TLS CM for the client being matched to the PSH resource.
 - TLS program managers should be checking their UHA application lists multiple times per week. If the CM is no longer working with the participant, the TLS provider should ensure the new assigned CM is working with the participant to complete the application. Staff with the same agency email domain should be able to access the application.

- Contact the LAHSA PSH Matching team immediately if there are problems accessing the UHA or to be reassigned to the appropriate CM for the participant.
- b. If the resource does not use the UHA, connect the participant with the ICMS provider within 7 days of match notification, and the ICMS provider will assist the participant with the paper application.
- 4) Strongly encourage the Client to Lease In Place:
 - a. **Emphasize the importance of using the TB PSH subsidy in the unit where they are currently living, if it is safe and viable.** If the participant does not use their TB PSH subsidy 60 days after issuance because they are searching for a different unit, they risk losing their TLS subsidy and their current housing. Given the housing market, finding a new unit within 60 days is rarely feasible.
 - b. If the participant wants to relocate but does not find a unit of their choice with enough time to get the unit inspected and approved within the 60-day window, they will be expected to use the TB PSH subsidy in their current unit.
- 5) Support the TLS to PSH Transition:
 - a. Be in communication with the participant's ICMS Case Manager during housing search, RTFA submission, and lease-up process. The ICMS provider will take the lead on the TB unit approval process.
 - When their TB PSH subsidy is issued, participants will be provided with information on unit inspection processes, their rental assistance contract with the PHA, tenant roles and responsibilities, landlord responsibilities, lease renewals, recertification processes and income verification and adjustments by the entity issuing the TB rental subsidy.
 - Participants should immediately begin the paperwork to apply their TB PSH subsidy to their existing unit unless it cannot pass HQS inspection even after corrections, or the landlord is unwilling to move forward due to other circumstances.
 - b. Help participants understand the urgency of working with the ICMS provider.
- 6) Exit from TLS:
 - a. Exit the participant from TLS in HMIS once the participant's new lease is signed and the TB PSH subsidy is in place, per LAHSA guidance.
 - b. This signals the termination of TLS case management and rental subsidy and the beginning of ICMS supports for housing retention and TB PSH subsidy as long-term rental assistance.
 - c. Exits may be postponed with LAHSA approval, per guidance provided above.

What expectations should the TLS provider set when talking with the participant about the TB PSH opportunity?

The TB PSH subsidy will help the participant cover rent and utilities. Once a housing unit is approved by the TB PSH subsidy administrator (usually a Housing Authority or LAHSA), the rent subsidy would be transferred from the TLS provider to the TB PSH subsidy administrator.

- **Rent Responsibility:** Participants pay approximately 30% of gross income toward rent. The amount will be adjusted based on income or household changes.
- **Lease in Place:** Participants are expected to remain in their current unit to secure their voucher. After **1 year of retention**, ICMS can support participants with the relocation process if desired.
- **Compliance:** Participants must meet lease terms and PSH subsidy requirements (unit inspections, recertifications, income verification).

If you have any further questions or need clarification on specific steps, please contact your LAHSA TLS coordinator.

<https://www.lahsa.org/documents?id=7816-tls-housing-acuity-index-assessment-hmis-guidance.pdf>