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Subject: ERA

I have some grave concerns about the execution of the *Emergency Rental Assistance* Program for the following reasons:

As of 8:30 this morning no movement had begun on the rental assistance program, i.e., respond to applications or phone calls.. There are 7 new applications, and 28 follow up phone calls to clarify pending applications and 6 calls to be returned to provide general ERA information. The activities were to begin on Monday, October 13. The impetus for the program , as I understand it, is to prevent homelessness by assisting seniors with rental payments. Applicants are Other concerns are bulleted below:

- In an effort to prepare for ERA, six months ago, I asked for an assistant to help with the program given my other responsibilities-there was no response
- I was successful in obtaining additional grant money for the SCSEP program, which increased my responsibilities to SCSEP
- I once again asked LGOA to begin thinking about naming an assistant for ERA when the grant award was announced-once again there was no response
- A SCSEP sub-grantee decided not to participate in a contract...I assumed responsibilities for that part of the program...I explained my situation and ask for assistance with SCSEP again, I was told a person would be identified and would work the program for 30days. I indicated I needed to work exclusively on the new grant for thirty days beginning 10-13.
- This morning I was told the person would work on SCSEP 4 hours a day, given the intensity of the program , and, if we are to follow protocols that LGOA devised, 4 hours a day is insufficient and we will not be successful in carrying out the goals of the ERA program, nor will we be responsive to our seniors in a timely or professional manner. The person should be available the entire work day to handle the volume of calls and other related ERA activities.
- I spoke with my supervisor this morning and was not encouraged because she states she wasn't clear on exactly what was to happen. She stated Jalawnda was to work with me this morning and would be working ½ days. It is 10 am and Jalawnda is answering the phone at the receptionist desk.

This is a final attempt to obtain clarity about the program and how it is to be executed during the next 30 days, as program manager I am concern about LGOA's ability to make decisions and execute them, however, I am mostly concern about the seniors who need our help to have someplace to live. Thank you for your consideration.

Pamela Blake Grant