



Find your way home



Award-Winning

Proud recipients of the following accolades:

- Special Merit Award, 2008**
County of Los Angeles Quality and Productivity Commission
- 2010 NACo Achievement Award**
National Association of Counties

Powered by **Emphasys Software**
Supported by the **Socialserve.com** Call Center



Emphasys Software Housing Locator services comprise the nation's leading suite of affordable- and accessible-housing-locator technology tools, supported by the toll-free, multilingual Socialserve.com call center. Socialserve.com, a 501(c)(3) nonprofit, and Emphasys Software joined forces in 2015 to expand offerings for critical housing needs, such as recovery from natural disasters and the foreclosure crises.

Managed by the Community Development Commission/ Housing Authority of the County of Los Angeles (CDC/HACoLA)



The CDC/HACoLA serves as the primary agency administering housing development and homelessness prevention programs in the county. The Los Angeles County Board of Supervisors approved funding for the Los Angeles County Housing Resource Center in 2006 as part of the Homelessness Prevention Program. The CDC/HACoLA administers the contract and manages the ongoing development and operation of the service.



FIND AND LIST RENTAL HOUSING

PROPERTY SEARCH FOR VOUCHER HOLDERS

TOOLS TO SEARCH AND ADVERTISE ACCESSIBLE HOUSING

FIRST-TIME HOMEBUYER PROGRAMS

SENIOR AND SPECIAL-NEEDS HOUSING INFORMATION

HOUSING SEARCH TOOLS FOR CASEWORKERS AND AGENCY USERS

Consistent Performance and Steady Growth

Launched in 2007, usage of the Los Angeles County Housing Resource Center increases annually.

- Over **11,500** landlords listing
- 2.4 million** searches average per year
- Over **96,000** total units in the system
- Around **3,000** inbound and outbound calls a month to the toll-free, multilingual call center (voice and TTY) for assistance with searching and listing



For more information, please contact
Cindy Kha, cindy.kha@lacdc.org
or Sheila Roberts, sroberts@emphasys-software.com

Los Angeles County Board of Supervisors
Hilda L. Solis – District 1
Mark Ridley-Thomas – District 2
Sheila Kuehl – District 3
Janice Hahn – District 4
Kathryn Barger – District 5



SERVING SINCE 2007

Housing.LACounty.gov
LOS ANGELES COUNTY HOUSING RESOURCE CENTER

Housing.LACounty.gov

Los Angeles County Housing Resource Center

"The Housing Specialist was outstanding, and I never felt rushed. She helped with every part of listing my property."

- Barbara, Los Angeles County Landlord



A Shared Network of Affordable, Accessible, and Special-Needs Housing Listings



Rapid Re-Housing and Landlord Outreach



In times of low vacancy rates for rental housing, the Los Angeles County Housing Resource Center website provides an essential tool for caseworkers and housing locators seeking to place clients in rental units with Rapid Re-Housing assistance. The website also offers a rent comparability feature that can be used to perform rent reasonableness analyses that are required for program implementation.

Benefits of the Service

For Property Providers and Tenants

- A FREE service to list and find housing.
- Easy-to-use search tools return housing listings that meet individual needs. Search by desired rent; bedroom/bath amount; or near work, school, and public transportation.
- Listings let landlords showcase units with pictures, map links, information about eligibility requirements, amenities, accessibility features, and much more.
- Tenants can find specific information on income-restricted, Section 8, handicapped-accessible, and special-needs housing.
- Landlords enjoy 24/7 access to add, manage, and update property listings.
- Housing Specialists in a toll-free call center assist callers with listing and searching for housing.

For Agencies

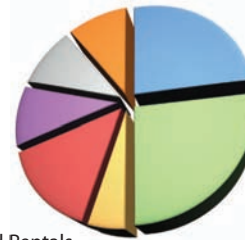
- Help clients find need-specific housing fast with the Los Angeles County Housing Resource Center.*
- Comprehensive housing listings are free to search and provide full contact information and details about special-needs amenities.
 - Use interactive income calculators and other helpful relocation tools.
 - Free trainings and ongoing support are available for agency staff.

For Public Housing Authorities (PHA)

- The Los Angeles County Housing Resource Center can manage, update, and provide vacancy listings to tenants.
- The service helps increase voucher utilization and save significant agency time and resources.
- Easy-to-use rent reasonableness tools are based on the most current and accurate rental housing data in the industry.
- A GIS-integrated search tool reveals PHA jurisdictions where units are located.
- Serving in collaboration with the Housing Authority of the County of Los Angeles (HACoLA), Housing Authority of the City of Los Angeles (HACLA), and the City of Pasadena, and growing.

Housing Information Categories

- Income-Based Rentals
- Market-Rate Rentals
- Special-Needs and Accessible Housing
- Properties that Accept Vouchers
- Senior Housing
- Housing Program Information
- First-Time Homebuyer Programs



Integration of County GIS data with internet mapping functions help pinpoint program-eligible areas and subject properties.

Special-Needs Services

Landlords can have units advertised in additional private searches when they opt to serve particular populations with special-needs, from Veterans to students to people with disabilities or HIV/AIDS.

A confidential search tool available for agencies helps caseworkers to quickly link special-needs renters with the landlords and housing they need.

Supplemental Listings for Housing Navigators

The Los Angeles County Housing Resource Center housing locator system focuses primarily on publicly-available rental units of all types (including subsidized or income-based). The website supports, but does not replace, the Coordinated Entry System or HMIS data management. Instead, it supplements the network of rental listings for accessible units, Rapid Re-Housing, and other types of critically needed housing information for all of Los Angeles County.

Types of Special-Needs Housing

- Homeless
- Physical / Sensory Disabilities
- Developmental Disabilities
- HIV/AIDS
- Transition Age Youth
- Seniors / Frail Elderly
- Drug / Alcohol Recovery
- Ex-Offenders
- Victims of Domestic Violence
- Frequent Users of Healthcare System
- Natural Disaster Victims

Special Initiatives

The Los Angeles County Housing Resource Center website supports an ever-changing variety of Los Angeles County housing initiatives.



Persons with Physical and Sensory Disabilities

ADA Compliant Units
Affirmative Marketing
Housing Resource Center



Senior Housing

Housing Resource Center
Universal Design
Assisted Living Waiver



Veterans

Housing Resource Center
VASH Program Vouchers
Landlord Incentives



Help for Homeless Families

Homeless Housing Program Fund
Homeless Prevention Initiative
Families Coming Home Together
Landlord Incentives



Accessible Website

Section 508 Compliant
ADA Title II Compliant
Call Center Support

Compliance with CDC and HCIDLA Funding



Affordable and special needs rental housing projects that receive funding from the City of Los Angeles (through the Housing and Community Investment Department) and/or the County of Los Angeles (Community Development Commission) are required to register their projects on the Los Angeles County Housing Resource Center website. This requirement supports efforts for affirmative marketing of all units, including units that have accessibility features. Support and training services are always available to answer questions and assist with property registration.



Since 2003, Socialserve.com has provided call center support and housing-location services for housing recovery after natural disasters in over 20 states. The Los Angeles County Disaster Housing Intervention Plan provides a roadmap and menu of services that can be used in case of disaster in Los Angeles County.