



Self-Evaluation and Transition Plan (SETP)

Los Angeles Housing Department
January 22, 2026



Access to Interpretation and CART Captioning

- Presentation of Self-Evaluation & Transition Plan (SETP)
 - Sign-Language Interpretation
 - Spanish Interpretation
 - Communication Access Realtime Translation (CART) captioning



Instructions for Interpretation and CART Captioning

- ASL Interpretation - Click Interpretation button on Zoom toolbar
 - Under Watch, choose Sign Language; a video window with the interpreter will appear
- Spanish Interpretation - Click Interpretation button on Zoom toolbar
 - Select Spanish; click Mute Original Audio
- CART Captioning
 - For English, click CC or Live Transcript; for Spanish Click StreamText Link in the Chat



Meeting Recording and Other Reminders

- This Meeting is being Recorded
- AI chatbot note-takers are not permitted for City meetings
- Please ensure your microphones are muted
- After the presentation, you will have the opportunity to provide public comments



SETP and Public Comments

- The draft SETP can be found at bit.ly/LAHDSETP
- On web browser, type LAHD SETP
- More information on submitting public comments can also be found on the web page
- Opportunity to provide public comments at today's meeting, after the SETP presentation



Federal Regulations require SETP

- Section 504 of the Rehabilitation Act / Title 24 CFR Part 8 issued by HUD and the Americans with Disabilities Act (ADA)
 - Nondiscrimination; Effective Communication; Program Accessibility; Reasonable Accommodations; Policies on Service Animals and Mobility Devices; Telecommunications; Web Accessibility; Grievance Procedures; SETPs



City of LA – Facts and Figures

- Per recent Census and American Community Survey (ACS) estimates:
 - 47% of the population are Hispanic/Latino; 29% are non-Hispanic White; 12% are Asian, 8.6% are Black, and 1.6% are Native American
 - Over 56% of the population speak languages other than English at home, with 39% speaking Spanish
 - Over 14% of the population are 65 years and older
 - Over 11% of the population have disabilities



County of LA – Types of Disabilities

- Per LA County Aging and Disabilities Department, 2022 ACS estimates indicate County residents live with the following types of disabilities:
 - Ambulatory difficulty – 5.4%
 - Independent living difficulty – 4.5%
 - Cognitive difficulty – 4.5%
 - Hearing difficulty – 2.9%
 - Self-care difficulty – 2.5%
 - Vision difficulty – 2.2%



LAHD – Vision and Mission

- LAHD produces, preserves and protects safe and affordable housing for all Angelenos in all neighborhood
- LAHD strives to position LA as a city where all Angelenos are able to have a safe and affordable place to call home.
- LAHD's Core Values: Customer-focused; Equitable and balanced; Solution-oriented; Engaged; Innovative and Forward-thinking; Integrity



LAHD – Organization

- Regulatory Code and Compliance Bureau (RCCB)
 - Rent Stabilization; Code Enforcement; Compliance
- Housing Development Bureau (HDB)
 - Development and Finance; Technical Services; Asset Management; Housing Innovation Strategies
- Administration Bureau
 - Administrative Services; Accounting; Systems
- Executive Office
 - Strategic Engagement and Policy; Accessible Housing (AcHP)



Physical Evaluation of Offices

- City's Department on Disability
 - Conducting citywide evaluation
 - LAHD has had limited and/or temporary office space during 2024 and 2025
 - Certified Access Specialist (CASp) conducted site visits at LAHD Offices
 - Data report will be provided to LAHD
 - LAHD in leased offices spaces; will coordinate any recommendations with the General Services Department



LAHD Programs – Self-Evaluation Process

- Developed in-house evaluation process in 2024
 - Utilized 33 accessibility-related questions
- Meetings and conversations with representatives of 77 programs/services
 - Combined for efficiency purposes
 - Safe no-fault environment to encourage open and honest participation



Accessibility Questions

- Discussion questions were categorized:
 - General Accessibility Rights, Disability Discrimination, Accommodations
 - Effective Communication, Sign Language Interpretation, CART, VRI, TTY
 - Digital/Web Content and Printed Materials, Remediation, Alternative Formats and Other Languages, Notices on Documents
 - Options/methods for the public to interact with the department
 - Meeting Accessibility Considerations (virtual and in-person)
 - Grievance Policy, Complaints



Strengths

- Implementation of the Amended Compliance Settlement Agreement (ACSA) and Voluntary Compliance Agreement (VCA)
- CommonLook software training
- Continuous checking of website accessibility
- Multiple options available for the public to interact, conduct transactions, and obtain information
- Sign language and other language interpreters
- Accessible public counters



Areas for Improvement

- No department-wide guidance and routine training
- Uncertainty of process to test document accessibility
- Unsure how to arrange for ASL or CART services
- Unsure how to assess or identify meeting accessibility features (in-person on virtual)
- Lack of clarity on reasonable accommodations, service animals, and etiquette
- No department-wide accessibility grievance policy



Prioritization

- Strengths identified by some units, are areas for improvement for other units
- Inconsistency in accessibility awareness and processes
- Based on feedback, comments, and answers to the 33 questions, the 6 categories were prioritized for improvement actions
- A draft Transition Plan was created, with 24 proposed action items
- The proposed timelines to complete and/or implement most action items are throughout 2026, with some in 2027



Priority 1 - Communication, Etiquette, SLI, CART, VRI, TTY

1. Web page and digital content accessibility
2. Handling TTY/TRS/711 calls
3. VRI software access
4. Communication protocols and etiquette
5. Handling SLI, CART, and other requests



1. Web Page and Digital Content

- Draft Guidance document by August 2026
 - Information, links, references to existing accessibility requirements
- Update the document
- Disseminate it annually to LAHD staff



2. TTY/TRS/711 calls

- Draft Guidance document by August 2026
 - Describes TTY/TRS/711, such as the California Relay Service
 - Includes links to current TTY/TRS/711 information and resources
 - Describes what to expect and how to handle TTY/TRS/711 calls
- Disseminate it annually to LAHD staff



3. Virtual Remote Interpretation Software

- Through Department on Disability, LAHD already has VRI access
- Verify it is working at LAHD public counters and at Accessible Housing Program (AcHP)
- Draft Guidance document by September 2026
- Install software for other programs/units by December 2026



4. Communication Protocols and Etiquette

- Draft Guidance document by November 2026
- Coordinate on establishing a training by November 2026
 - Protocols, etiquette, and real-world examples
- Update the document and disseminate it annually
- Provide training annually



5. Sign Language Interpretation, Communication Access Realtime Translation, and other requests

- Draft Guidance document by November 2026
 - Describes the process for arranging SLI, CART captioning, and other auxiliary aids
- Update the document and disseminate it annually
- Coordinate on establishing a training by November 2026



Priority 2 - Grievance Policy, Complaints, and requesting further Assistance

6. Department-wide grievance policy
7. Requesting help on accessibility-related matters
8. Public information about grievance policy
9. Manage accessibility-related grievances and complaints



6. Grievance Policy

- Draft department-wide grievance policy by July 2027
 - To include a set of procedures and timelines to receive, review, and respond to accessibility-related complaints
- Disseminate the policy and procedures annually



7. Training Staff on Grievance Policy and Procedures for Requesting Help

- Develop training for staff by July 2027
 - Grievance policy
 - Procedures for staff to request help and elevate accessibility-related matters (even when no grievance or complaint is involved)
- Provide training annually



8. Public Information about Grievance Policy

- Draft public information about grievance policy and procedures by July 2027
- In coordination with LAHD Communications team, disseminate it online and via other outlets



9. Manage Grievances and Complaints

- Begin management of accessibility-related grievances and complaints by July 2027
 - Department-wide implementation, in coordinate with LAHD Executive Office



Priority 3 - Meeting Accessibility (virtual and in-person)

10. Accessibility features and functions of online meetings
11. Information for online meeting attendees
12. Accessibility of in-person meeting locations



10. Accessibility Functions of Online Meetings

- Draft guidance document by February 2027
 - Describes accessibility functions of online meeting applications and software
 - Coordinate with Systems team
- Disseminate it annually



11. Information for Online Meeting Attendees

- In conjunction with the online meetings guidance document mentioned in the previous slide, remind staff to inform virtual meeting attendees of applications and software accessibility features at the beginning of each meeting
- Draft a schedule of reminders beginning February 2027



12. Accessibility of In-person Meeting Locations

- Draft guidance document and checklist by February 2027
 - Includes process and checklist for assessing a meeting location's accessibility



Priority 4 – Web/Digital Content, Printed Materials, Alternative Formats, Notices

13. Accessibility and remediation of documents
14. Accessibility and remediation of online/website content
15. Documents in Braille
16. Accessibility testing of documents and content
17. Translation and interpretation
18. Notices - discrimination, 711/TTY, accommodation



13. Accessibility and Remediation of Documents

- By August 2026, determine the need for an LAHD technical specialist or a contractor
 - Conduct annual staff training on CommonLook software
 - Perform remediation of documents
 - Conduct document testing for compliance, ensuring screen reader readability
 - Training on color contrast, font size and types, line spacing, headings and structure



14. Accessibility and Remediation of Online Content

- By October 2026, the LAHD Systems will establish and follow a training program to integrate web accessibility practices throughout the webpage and application development process
- The Systems Web Accessibility team will provide training, tools, and guidance, so that each Systems development team can implement, test, and maintain accessibility compliance



15. Documents in Braille

- By August 2026, determine if Braille equipment and software applications will be purchased or if contractor services should be procured
- Ability to translate documents into Braille and read documents in Braille



16. Plan for Accessibility Testing

- Draft a Plan by March 2027 establishing a department-wide approach for ongoing accessibility testing of documents and content
 - Ensuring a plan and schedule to continue testing for accessibility year after year, no matter who is creating and remediating content
- Disseminate it annually



17. Translation and Interpretation

- LAHD has a Language Access Plan (LAP), with translation and interpretation procedures in place
- Draft a summary guidance document by December 2026
- Disseminate it annually



18. Notices on Documents

- Draft guidance document by April 2027 regarding which documents should have which notices
 - The Department does not discriminate on the basis of disability
 - How to reach the department via TTY/TRS/711
 - How to request a reasonable accommodation



Priority 5 – Accessibility Rights, Disability Discrimination, Service Animals, Reasonable Accommodations

19. Accessibility requirements, responsibilities, and disability awareness
20. Program design, policies, rules, practices
21. Reasonable accommodations
22. Mobility devices
23. Service animals and emotional support animals



19. Accessibility Requirements, Responsibility, and Awareness

- Establish a training schedule by December 2026
- Coordinate with Department on Disability
 - Annual training sessions on accessibility requirements, responsibilities, disability awareness, and more



20. Program Design, Policies, Rules, and Practices

- By March 2027, draft a document for all LAHD work units/programs
 - Reminder to check program design, policies, rules, and practices
 - Identify any restrictions which can impede participation by persons with disabilities
 - Disseminate annually



21. Reasonable Accommodations

- Draft reasonable accommodations guidance document and develop training by June 2027
 - Includes procedures and reasonableness considerations
 - Reminder that persons with disabilities may not be charged to cover costs of measures necessary to ensure nondiscriminatory treatment
- Disseminate annually



22. Mobility Devices

- Draft guidance document by September 2026
 - Reminds staff that persons with mobility disabilities may use wheelchairs, scooters, canes, and other manually-powered mobility devices
 - Power-driven mobility devices may also be used, unless determined they cannot be operated safely and create a danger to others
- Disseminate annually



23. Service Animals and Emotional Support Animals

- Draft guidance document and training on service animal and emotional support animal policy by May 2027
 - Coordinate with Department on Disability and building management at each LAHD office location
- Disseminate the document and conduct trainings annually



Priority 6 – Options/Methods to Apply, Interact, Obtain Information and Services

24. Multiple options and methods which can be offered for the public to interact with the department, submit documentation, obtain more information



24. Multiple Options to Apply, Communicate, Interact, Submit Documentation

- Many LAHD programs already offer the public multiple options to apply, communicate, interact, and submit documentation
- By June 2027, draft a guidance document
 - Describes examples of multiple options
 - Includes considerations on accommodating the manner and/or location of program and service delivery
- Disseminate annually



Options Available to Submit Public Comments

- Options for public comments
 - Visit the SETP webpage: bit.ly/LAHDSETP
 - You can email public comments to lahd.sep.setp@lacity.org
 - You can type your comment into the Zoom chat feature
 - You can verbally provide your public comment now; please raise your “virtual” hand in Zoom



SETP – Comments and Questions Received

- Public comments will be reviewed and incorporated into the final SETP, which is expected to be finalized at the end of March 2026.
- In addition to public comments, any questions received will be answered through a Question and Answer (Q & A) sheet which will be posted on the SETP web page mentioned at the beginning of the meeting: bit.ly/LAHDSETP



Contact LAHD for Housing-related Questions

- For matters not related to the SETP: If you are a renter, landlord, or have housing-related questions, you can always reach the LAHD hotline at 1-866-557-7368 or visit the LAHD webpage at <https://housing.lacity.gov/>



Open for Public Comments

- Use the Raise Hand feature in Zoom
- Please be courteous and considerate of others
- Comments
 - Spoken
 - Sign Language
 - Chat feature
- Please state your name
- Thank You for participating!

