

2021



END OF YEAR REPORT

WORKING TOGETHER TO PROTECT CONSUMERS, PROMOTE
HOUSING STABILITY AND BUILD A THRIVING CALIFORNIA FOR ALL.



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MESSAGE FROM THE SECRETARY

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It is often said that to achieve sustainable success, you must start with a strong foundation. It is also important to not underestimate the effort it takes to succeed, as well as to understand that building a foundation takes time. Our Agency, in partnership with all levels of government and community, has been setting the foundation this year to improve the lives of Californians in 2022.

Over the last 20 months, we have been working diligently to protect Californians, particularly those most vulnerable to the destabilizing forces of the pandemic. Thanks to Governor Newsom and the Legislature, the 2021 state budget shows the most extensive housing and homelessness investments in the state's history.

California is deploying \$10 billion to accelerate housing production and \$12 billion to tackle homelessness. These massive investments are not possible without the continued partnership of the Legislature and our federal partners. Together, we are making sure that these historic resources help as many Californians as possible.

Key programs launched or scaled up this year because of these unprecedented investments include the California COVID-19 Rent Relief program, Homekey, California Housing Accelerator, Accessory Dwelling Unit program, Encampment Resolution Program grants, and the Housing Accountability Unit.

The 2021 budget prioritized an equitable economic recovery for those impacted by the pandemic. To that end, the budget included license fee waivers for licensees of the Department of Alcoholic Beverage Control and the Board of Barbering and Cosmetology.

Our Agency also grew with the addition of the Department of Cannabis Control to our consumer protection portfolio. The consolidation of three licensing entities into one reflects the state's commitment to a unified and simplified approach to regulating cannabis in California.

Our commitment to consumer protection did not waiver this year. The Department of Financial Protection and Innovation (DFPI) successfully implemented their new authority under the California Consumer Financial Protection Law. DFPI has also awarded nearly \$2 million through their CalMoneySmart program to nonprofits to develop and deliver free financial education and empowerment programs to help unbanked and underbanked communities. And several Agency departments collaborated to prevent foreclosures and offer housing counseling services.

Our success this year would not have been possible without our partners in the Governor's Office and across state government. This year has left me optimistic about all we can accomplish in 2022. I am more convinced that it takes all of us – local, state, and federal partners and community – to effect change and make real progress. I am thankful to all our partners for trusting us and for working in partnership with us to further consumer protections, increase safe, affordable housing, and expand opportunity for all Californians.

In partnership,

A handwritten signature in black ink, reading "Lourdes", with a stylized flourish extending to the right.

Lourdes M. Castro Ramírez, MA

BCSH INITIATIVES

In 2021, BCSH established five priority areas: *Preventing and Ending Homelessness; Affordable Housing and Coordinated Systems; Protecting Californians; Coordination and Operational Efficiencies; and Stakeholder Engagement and Collaboration.*

PREVENTING AND ENDING HOMELESSNESS

California received a historic \$12 billion investment through the Governor's **California Comeback Plan** to address homelessness. This allowed BCSH departments to address immediate needs to prevent homelessness by supporting HCD with the implementation of the **California COVID-19 Rent Relief program** created by **SB 91** (Committee on Budget and Fiscal Review), as well as to end homelessness by scaling up longer-term solutions such as through the **Homekey** program.

This year the Homeless Coordinating and Financing Council (HCFC) adopted the first ever Action Plan to Prevent and End Homelessness in California, laying a strong foundation for addressing homelessness. Next year the **HCFC** will change its name and structure to become the California Interagency Council on Homelessness due to **AB 1220** (Luz Rivas). The Council membership will be modified to include five additional state departments, standardize the membership to director-level representatives, and formally establish a co-chair leadership structure. This cross-collaboration is integral to ending and preventing homelessness.

IMPACT/KEY MILESTONES



California is administering \$2.6 billion through the **COVID-19 Rent Relief program**. To date, the program has assisted over 137,000 low-income renters.¹



320 people experiencing homelessness moved into permanent housing through the **Governor's 100-Day Challenge**. To date, 15 communities have participated in the challenge.



HCD awarded \$105,214,390 in the **first round of awards** of Homekey 2.0 to produce 433 housing units.



In March, HCFC adopted the first-ever **Action Plan to Prevent and End Homelessness in California**.



HCFC launched the **Encampment Resolution Grants** program in October.



Round 2 of the Homeless Housing Assistance and Prevention (**HHAP**) was successfully launched meeting every statutory deadline and disbursement of grant funds.



Approximately 17,000 renter and homeowner households have received free housing counseling services through California Housing Finance Agency's (CalHFA) **National Mortgage Settlement Funds**.



California's innovative Homekey program was **cited as a national best practice** by the **National Alliance to End Homelessness**.



HCFC launched the Homeless Data Integration System (**HDIS**) that will allow the state to make data-driven policy decisions in its efforts to prevent and end homelessness.



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AFFORDABLE HOUSING AND COORDINATED SYSTEMS

Addressing California's housing production and affordability crisis takes a comprehensive and coordinated approach. This work includes streamlining finance programs (**AB 434 One Stop Shop**), providing ongoing planning grant support to accelerate housing production at the local level (**LEAP, REAP** and **SB 2 Planning Grants**), and improving housing accountability efforts (in part by launching the **Housing Accountability Unit**) and innovative solutions to build more housing more quickly. The overall strategy includes the provision of technical assistance to support local implementation of housing laws and policies, while working together to remove barriers to housing production. Addressing challenges in housing requires a coordinated approach with federal, state, and local partners working together to target housing investments and maximize the impact of those investments on California communities.

As we continue laying the foundation to increase and preserve California's housing stock, we must do so in close partnership with cities, counties and regions, focusing on technical assistance and accountability to ensure that communities are more resilient and able to provide housing across the continuum, with fair housing principles that create greater stability, connectivity and access to housing.

IMPACT/KEY MILESTONES



HCD established the **Prohousing Designation Program** that rewards jurisdictions that adopt policies to accelerate housing production and promote equitable, sustainable communities.



HCD launched the **California Housing Accelerator**—\$1.75 billion in funding over 2 years to shovel ready projects in lieu of tax credit equity.



CalHFA launched the \$100 million **Accessory Dwelling Unit grant program** providing \$25k grants to eligible homeowners.



HCD established the **Housing Accountability Unit** (HAU).



More than **250 letters** to hold jurisdictions accountable for their housing element commitments were issued by HCD's HAU.



Under the authority of the **Surplus Land Act**, HCD reviewed 216 surplus land dispositions, resulting in more than 1,300 housing units, of which more than 1,200 have been affordable.



HCD **announced \$30 million** investment to upgrade the state's 24 migrant housing centers.



206 housing units were preserved in Los Angeles and Chico through CalHFA's **Bond Recycling program**.



CalHFA's Bond Recycling Program **ramped up** with nearly \$50 million in recycled bonds to finance a pair of affordable housing developments in San Diego and San Francisco.



HCD awarded \$157,728,341 in **Infill Infrastructure Grants** to support new affordable homes for Californians.



HCD formulated detailed recommendations for the 2022 **California Debt Limit Allocation Committee** (CDLAC) regulations to improve alignment between bond awards and HCD multifamily programs and the Administration.



The Department of Real Estate commissioned a **report** by Turner Center for Housing Innovation at UC Berkeley on Adaptive Reuse Challenges and Opportunities in California.



The U.S. Treasury approved CalHFA's **Mortgage Relief Program**, which will provide \$1 billion in assistance for homeowners who have fallen behind on their mortgage payments.

BCSH INITIATIVES

PROTECTING CALIFORNIANS

Our Agency and departments continued to uphold consumer protection and worked earnestly to implement new laws to ensure consumers are protected. We continued to expand our portfolio with the establishment of the Department of Cannabis Control (DCC) through **AB 141** and launching the **Consumer Financial Protection Law** enforcement and outreach program. Across all departments, one thing is clear – our work will not end until consumers have access to affordable housing, are safely housed, are protected, and their civil rights are assured.

IMPACT/KEY MILESTONES



DCA issued 103 **waivers** to assist licensees with the response and impacts of the pandemic.



Nearly 300,000 licenses were renewed via fee waivers totaling over \$29 million in savings to **Board of Barbering and Cosmetology** and **Alcoholic Beverage Control licensees**.²



ABC Agents **investigated and arrested** an owner of a saloon on charges of selling fraudulent COVID-19 vaccination cards.



20,000 California employers submitted employee detail through DFEH's online **pay data reporting** portal.



DFEH sent 350 violation letters through its **Keep California Fair** campaign.



DFEH launched a **fair housing testing program** aimed at detecting discrimination based on race and source of income.



DFEH **sued California gaming companies** for equal pay violations, sex discrimination, and sexual harassment.



DCC was established on July 1, creating a unified and simplified approach to regulating cannabis.



DCC launched **\$100 million local grant program** to support the transition of businesses into annual licensure.



DCC **served or assisted on 118 search warrants** targeting unlicensed activity.



Under the new **Consumer Financial Protection Law**, DFPI opened 132 enforcement cases and 48 public actions, collected \$547,500 in penalties and \$975,000.81 in restitution and refunds.³



5,000 individuals across California received financial empowerment programming through DFPI's **CalMoneySmart** Grantees earlier in the year.



DFPI awarded \$1,997,697 in CalMoneySmart funding to 22 **nonprofit organizations** serving 27 counties in California in July.



CHRB adopted rules limiting the use of the riding crop, and prohibited or severely restricted the use of additional pain masking medications and therapies before workouts and racing.



ABC Appeals Board and **Cannabis Control Appeals Panel** ensured fair systems and due process for licensees.



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COORDINATION AND OPERATIONAL EFFICIENCIES

Throughout our Agency and departments, we continued to find ways to improve our processes, support and build our teams and make sure we have diversity and inclusion in the workplace. Many of our departments have worked on process improvements and across departments to create a more efficient consumer experience, better service to our partners and strengthening engagements with stakeholders.

IMPACT/KEY MILESTONES



3,190 applications were submitted via DRE's Online Exam and License Application system.⁴



CalHFA and the Cannabis Control Appeals Panel participated in **Capitol Collaborative on Race and Equity (CCORE)**.



450 banking regulators, executives, and diversity officers attended DFPI's inaugural Economic Equity Conference in April.



In July, DFPI adopted the Employees Resource Group (ERG) Guidelines to assist employees in forming and maintaining ERGs in the workplace.



In November, DFPI Senior Deputy Commissioner Ed Gill was nationally recognized for his contributions to ERG leadership.



BCSH and its departments instituted a process for handling the increase in call volume from renters and landlords inquiring about the California COVID-19 Rent Relief program.



BCSH held an inaugural "Herstory" meeting during Women's History Month.



Over 3,500 staff participated in the first All Agency Townhall in July.



DRE conducted several informal tech roundtable meetings to learn about platforms' impact on consumers, identify potential compliance issues, and build partnerships.



DFPI, DRE, and CalHFA established a **Foreclosure Prevention Task Force** to educate consumers of their options if they are falling behind on their mortgages.



CalHFA's Building Black Wealth videos have received more than 600,000 collective views.



Updated the **Housing is Key** website to create a one point of access for individuals seeking rental and homeowner assistance.



Increased social media presence by 68% and maintained regular updates to the **BCSH website**.

⁴ Data from its launch through November 15, 2021.

BCSH INITIATIVES

STAKEHOLDER ENGAGEMENT AND COLLABORATION

Stakeholder participation and community engagement took a different approach due to the challenges the pandemic presented with stay-at-home orders. It required ingenuity and flexibility to be able to maintain high levels of stakeholder participation that we value and rely on. We were able to meet virtually, and as the state reopened, we were able to safely meet in person.

Through all our Agency programmatic and policy efforts, we have established fruitful partnerships at all levels. Collaborations included working closely with our federal partners on the American Rescue Plan, Emergency Rental Assistance, and the Build Back Better plan; our local partners on addressing housing and homelessness; our state partners to craft legislation that is equitable and inclusive; and with community partners to reach our most vulnerable Californians.

IMPACT/KEY MILESTONES



BCSH sent 23 **Housing Is Key** newsletters.



BCSH and its Departments participated in hundreds of virtual and in-person events, webinars, stakeholder meetings, and press conferences.



HCD established a network of over 150 **local partners** for the California COVID-19 Rent Relief Program.

1 NORTHERN CALIFORNIA

Eight visits in Northern California allowed us to learn about the cannabis industry, tour innovative housing solutions through Homekey and adaptive reuse, meet with pharmacy stakeholders and launch the CA COVID-19 Rent Relief program.



BCSH SECRETARY GETTING A CLOSE LOOK AT A CANNABIS FARM.

2 BAY AREA

The Bay Area provided opportunities to learn more about how cities are addressing homelessness and a place to sign housing bills to make progress on housing affordability and production. BCSH had nine visits that also included occasions to provide information and updates on the CA COVID-19 Rent Relief program.



WITH THE GOVERNOR AND LEGISLATIVE LEADERS TO SIGN THE HOUSING PACKAGE AT AN AFFORDABLE HOUSING AND SUSTAINABLE COMMUNITIES SITE.

3 CENTRAL VALLEY

BCSH visited the Central Valley three times to listen from stakeholders on how to partner with the state for more affordable housing, to touring housing for farmworkers in need of repairs, to ribbon cutting ceremonies to see firsthand state funding at work.



CENTRAL VALLEY OFFICE OF MIGRANT CENTERS TOUR WITH SENATOR CABALLERO.



EAST HILLS RESIDENCES IN BAKERSFIELD RIBBON CUTTING JOINED BY MAYOR KAREN GOH AND HOUSING AUTHORITY OF KERN.

4 SOUTHERN CALIFORNIA

Visits to Southern California provided opportunities to learn and hear from community, stakeholders and local officials. The 10 visits included outreach about the Governor's CA Comeback Plan, the CA COVID-19 Rent Relief program, housing and homelessness issues, and about vaccines. We also learned about reform efforts in all areas of animal welfare in horse racing.

VISITING DEL MAR
RACETRACK WITH
CHRB TO SEE
ANIMAL SAFETY
MEASURES IN
PLACE.



LOS ANGELES
SUPERVISOR HILDA
SOLIS' CARE FIRST
TOUR.



BCSH IN THE COMMUNITY

ABOUT BCSH



MISSION

To lead, coordinate and oversee eleven state entities that advance policies, regulations and programs to protect consumers, promote and preserve affordable housing, prevent and end homelessness, and guard civil rights.



VISION

A thriving and equitable California where people have access to safe and affordable housing, consumers are protected, and civil rights are safeguarded.



VALUES

Accountability
Collaboration
Equity
Leadership
Service

ENTITIES UNDER BCSH

DEPARTMENTS

California Housing Finance Agency (CalHFA)

Tienna Johnson Hall, Executive Director

Department of Alcoholic Beverage Control (ABC)

Eric Hirata, Director

Department of Cannabis Control (DCC)

Nicole Elliott, Director

Department of Consumer Affairs (DCA)

Kimberly Kirchmeyer, Director

Department of Fair Employment and Housing (DFEH)

Kevin Kish, Director

Department of Financial Protection and Innovation (DFPI)

Clothilde Hewlett, Commissioner

Department of Housing and Community Development (HCD)

Gustavo Velasquez, Director

Department of Real Estate (DRE)

Douglas R. McCauley, Commissioner

BOARDS

Alcoholic Beverage Control Appeals Board (ABCAB)

Taryn Kinney, Executive Officer

California Horse Racing Board (CHRB)

Scott Chaney, Executive Director

California Homeless Coordinating and Financing Council (HCFC)

Julie Lo, Executive Director

Cannabis Control Appeals Panel (CCAP)

Anne Hawley, Executive Director



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BCSH LEADERSHIP

Lourdes M. Castro Ramírez, MA
Secretary

Melinda Grant
Undersecretary

Tad Egawa
General Counsel

Philip J. Laird
Deputy General Counsel

Lila Mirrashidi
Deputy Secretary of Business and
Consumer Relations

Sasha (Wisotsky) Kergan
Deputy Secretary of Housing

Russ Heimerich
Deputy Secretary
of Communications

Veronica Harms
Deputy Secretary of External
Affairs

Erica Gonzalez
Deputy Secretary of Equity and
Strategic Initiatives

Amy Wilson
Deputy Secretary of Legislation

Myles White
Assistant Secretary of Legislation

Victoria L. Gonzalez-Gerlach
Senior Advisor

Patricia Ochoa
Administrative Process Manager

Jason Piccione
Agency Information Officer

Tiffany Garcia
Deputy Secretary of Fiscal Policy
and Administration

Anna Pozdyn
Administrative Operations Manager

Brian Skewis
Budget Manager

Gladys Lopez
Business Operations Manager

EXECUTIVE FELLOW

BCSH is pleased to mentor and inspire the next generation of public servants through participation in the Executive Fellowship Program of the Center for California Studies.

Geena Roberts
November 2020—September 2021

Geena coordinated and staffed the Housing and Transportation Coordination Workgroup. She supported the stakeholder engagement process required in AB 3088 to prevent evictions and plan for future federal dollars to stabilize low-income tenants, landlords, and affordable housing developers impacted by COVID-19. Roberts was also an integral team member in developing the California COVID-19 Rent Relief program and an active member of the Strategic Growth Council's Racial Equity Working Group. After completing her fellowship, Geena has continued her education and is pursuing a law degree from the University of California, Los Angeles.

RETIREMENTS

This past year BCSH had some key retirements in state service. We wish our retirees the best of luck and some much-needed rest.

Robert Puleo
Executive Officer, Board of Chiropractic
Examiners
31 years state service

Lori Hamahashi
Comptroller, California Housing Finance
Agency
30 years state service

Tim Hsu
Director of Homeownership, California
Housing Finance Agency
18 years state service

Karen Fischer
Executive Officer, Dental Board of
California
14 years state service

