

December 15, 2000

Peggy Sheer
Manager
Washington County Office of Community Development
111 S.W. Washington St.
Hillsboro, OR 97123

Dear Peggy:

Enclosed are two copies of the revised budget and budget narrative pages of the Fair Housing Council of Oregon proposal for Fair Housing and Landlord Tenant project. Please replace pages 13 through 16 of the version I gave you on Monday.

As we discussed, after talking with Leon Laptook, I discovered that he had included figures from LASO in the original project cost. I included figures I got from Leslea Smith in the revised budget.

I will submit a draft of our proposed memoranda of understanding between FHCO and LASO to you for your review before we formalize and documents.

Please contact me at 503-223-3542 if you have questions or comments.

Sincerely,

Cynthia Ingebretson
Executive Director

cc: Leslea Smith
Jerralyn Ness



310 SW Fourth Avenue, Suite 430 • Portland, Oregon 97204
503/223-8295 • Toll Free 1-800/424-3247 (TDD) • Fax 503/223-3396

most of FHCO's systems and procedures, include fiscal management, data base record keeping, reporting to funders, and effectiveness of operations. FHCO staff gathers information about each caller to verify income level and location; that information is recorded in the data base for expeditious reporting. FHCO is in contact with elected officials. Ms. Ingebretson reports to the Board, which supervises her performance. At times she provides direct service to clients, most of whom are low or moderate income.

2. Ms. Ingebretson has extensive experience communicating the purposes of FHCO program through press releases, media interviews, and public speaking.

3. Ms. Ingebretson has fully managed three federal grants through the Fair Housing Initiatives Program. She has attended HUD Financial Management Training presented by Dau, Walker and Associates and is familiar with the requirements of OMB-122. FHCO is an equal opportunity employer and Ms. Ingebretson is familiar with fair employment law.

14. BUDGET SUMMARY

FAIR HOUSING/LANDLORD TENANT OUTREACH

BUDGET CATEGORIES	Total Project Cost	CDBG Funding	Other Committed sources of Funds					
			Federal	State	Local	County	In-Kind	Other
a) Personnel Services	344,425	129,962	120,381					84,082
b) Office Supplies	8,000	2,600	5,400					
c) Operating Supplies	5,859	1,500	3,254					1,105
d) Communications	21,878	3,600	10,158	500				8,120
e) Travel and Training	4,668	4,668	0					
f) Legal and Public Notices								
g) Professional Services	4,320		4,320					
h) Construction Contracts								
i) Capital Outlay								
j) Property Acquisition								
k) Relocation Expense								
l) Appraisal Fees								
m) Other Rent Occupancy	50,299		32,799					17,500
n) Total Project	439,449	142,330	176,312	500				110,807

15. BUDGET NARRATIVE

A) Personnel services

FHCO Housing Education and Resource Specialist	4992 hours (.8 FTE) at \$14.50
Education and Outreach Program Coordinator	288 hours at \$18.25
Enforcement Program Coordinator	288 hours at \$16.50
Intake Specialist	624 (.1 FTE) at \$14.50
Executive Director	120 hours at 25.50
Administrative Assistant	288 hours at \$11
Payroll tax and benefits	20%

LASO The personnel costs are based on the percentage of time spent on Washington County cases (excluding Beaverton) by each of the staff members now doing housing cases. The office serves four counties. We estimate that the time spent on Washington County cases (excluding Beaverton) will be equivalent to 75% of one attorneys' time divided among three attorneys and 85% of one paralegal's time divided between two paralegals

\$46,160

B) Office Supplies

Office supplies include training, testing, and outreach materials.

C) Operating Supplies include postage, publications, and miscellaneous office related expenses necessary for the program. Testers costs are included in this line item. Currently testers are reimbursed for \$35 for on-site tests, \$15 for telephone tests, and mileage.

D) Communications. This includes telephone costs and printing costs. Some outreach materials are paid for by Oregon Economic and Community Development.

E) This line item funds the Housing Education and Resource Specialist training at \$1,000 annually plus staff and tester mileage.

F) Not a cost for this proposal.

G) Professional services. Financial services including bookkeeper and payroll service.

H through L) Not a cost for this proposal.

M) Other includes office rent prorated for portion of staff time in this contract.

Other Sources of Funds

Federal funds for FHCO will be through Fair Housing Initiatives Program Private Enforcement Initiative Grant beginning 1/1/01 and Education and Outreach Initiatives beginning 2/1/01.

Federal funds for LASO are through the Legal Services Corporation. LSC funds comprise 47% of LASO's budget. Other funds are from filing fees, IOLTA (Lawyers' Trust Account), and other support.

State funds are costs of printing by Oregon Economic and Community Development.

16. ADDITIONAL INFORMATION

Approval by Executive Committee at meeting of 12/6/00 (Will be presented for ratification at next scheduled board meeting on 1/12/01)

Articles of Incorporation

FHCO By-Laws

List of Board of Directors

Organizational Chart

501 (c)(3) letter from IRS confirming tax exempt status

Confirmation of state registration

Most recent audit (96/97) and most recent review (99/00)



1001 SW Baseline St. • Hillsboro, OR • 97123 • Main (503) 648-6646 • Fax (503) 648-4175 • www.caowash.org

November 21, 2000

Peggy Sheer
Program Manager
Office Community Development

Dear Peggy,

This letter is to inform you that Community Action Organization (CAO) has executed a Letter of Intent with the Fair Housing Council of Oregon (FHCO) stating that CAO will relinquish the sponsorship of its CDBG funded Fair Housing and Landlord Tenant Outreach, Education & Legal Services Project to FHCO. Therefor, we request the Policy Advisory Board's approval for distribution to FHCO the funds awarded to CAO to administer the project.

Under FHCO's sponsorship, the beneficiaries and other key elements will remain the same as described in our original proposal. FHCO will expand their role to provide services previously offered by CAO. They will also serve as the project administrator and will sub-contract with Legal Aid Services of Oregon for services.

The Fair Housing Council of Oregon is uniquely qualified to carry out the CDBG proposed services, which are central to their core and mission. They have partnered with us in previous Fair Housing projects, which has added tremendously to our outcomes.

If you should need any thing additional, please give me a call. Thank you for your assistance with this request.

Sincerely,

Jerralynn Ness
Executive Director
Community Action Organization

Cynthia Ingerbretson
Executive Director
Fair Housing Council of Oregon

WASHINGTON COUNTY CDBG PROJECT PROPOSAL
PUBLIC SERVICES

(Instructions Attached. Submit original and 1 copy)

FOR STAFF USE ONLY

1. PROJECT TITLE:

FAIR HOUSING & LANDLORD/TENANT
OUTREACH,
EDUCATION, AND LEGAL SERVICES
PROJECT

Project No.	_____
Date Received:	_____ Time: _____
Eligible: Yes	_____ No _____
Revision #	_____
Qualifying CDBG Regulation:	_____
Primary Objective	_____
Qualifying Income Eligibility	_____
Other Information	_____

2. PROJECT SPONSOR:

Name Fair Housing Council of Oregon
(FHCO)

Address 310 SW Fourth Ave., Suite 430

Contact Person Cynthia Ingebretson

Phone# (503)223-3542 Fax # (503)223-3396 E-mail fairhsor@teleport.com

Signature _____ Title Executive Director

3. A. Short Term CDBG Reference: C.7.a., C.7.b., C.7.d., C.7.e., C.8.a.
 B. Is service new or a quantifiable increase in the level of service above that which has been provided by on behalf of Washington County in the last twelve months?
 Yes No _____ (If no, explain on separate sheet. (See instructions))

4. PROJECT BENEFIT:

A. Service Area

Census and Block Group designation _____ N/A
Project location Washington County excluding Beaverton

Attach map which shows the project site and defines the service area. Label it "Exhibit A"

B. Define Target Population and estimated number in target population in

Washington County

Low and moderate income residents, which number approximately 94,622 in Washington County

- C. Total Number of Low and Moderate Income Persons to be Serviced with CDBG funds:
6,000 households will receive fair housing and landlord tenant education or enforcement services from FHCO; 6,000 households will receive fair housing and landlord-tenant assistance from LASO
- D. Document source(s) of information and/or describe how the figure for B and C above were derived FHCO, LASO, and Community Action Organization service statistics; Housing and Community Development Plan

5. OTHER INFORMATION:

A. Will project be located in facilities that are accessible to persons with disabilities?

Yes X¹ No _____

B. Will project be housed in a CDBG funded facility?

C. How is project compatible with local plans? Explain and reference.

Washington County Affordable Housing Plan. 1.11, 1.12, 4.2, 4.3, 8.8;
Washington County Fair Housing Impediments Plan

6. PROJECT PERIOD:

Start (Mo/yr) 7/1/01

End (Mo/yr) 6/30/04

7. PROJECT COST:

Total CDBG dollars requested \$142,330

Total dollar value of other resources \$76,224

TOTAL PROJECT COST: \$218,554

8. PROBLEM STATEMENT:

Housing discrimination and landlord/tenant complaints

¹Project is designed to serve people by telephone or at workshops set up in Washington County. All locations will be accessible.

The Fair Housing Council of Oregon (FHCO), Community Action Organization (CAO), and Legal Aid Services of Oregon reported over 3,000 requests for fair housing assistance in fiscal year 98/99. Questions related to discrimination based on membership in a protected class, as well as infractions of landlord/tenant law. Over the past five years, FHCO conducted 62 tests for housing discrimination in Washington County. Of those 32% conclusively showed discrimination.

The number of requests for information represents a fraction of what is commonly believed to be the total problem, since many victims of unlawful housing practices fail to make a complaint due to lack of information, mistrust, or fear of reprisal. Low-income renters particularly can be reluctant to make a complaint for fear of losing their housing, which is so difficult to acquire. In 1998-99, more than 80% of the fair housing complaints in Washington County (excluding Beaverton) made to FHCO were from people living at up to 80% of median income. A national study of housing complaints showed that Hispanics—the county's largest minority—were the least likely to report discrimination.

Examples of housing discrimination in Washington County that have been reported to FHCO include:

- A family—a young mother and her three children living on a limited income—responded to an advertisement for a Hillsboro duplex to rent. The duplex was in an ideal location, close to shopping and her children's school, but most of all, it was within her tight budget. However, her hope of renting the duplex quickly diminished when she responded to the rental listing. The owner asked who would be living in the duplex. When she told her that it would be for her three children and herself, the owner responded, "This is no place for children; children need dirt to play in."
- A Hispanic family had lived in a Washington County apartment complex for five years when the property management company managing the complex hired a new resident manager. Within only a month, the new manager had given two other Hispanic families living in the complex thirty-day, no-cause evictions although their lengthy tenancy was problem-free. To make matters worse, they learned that the manager was giving these families bad references making it difficult for them to find new housing. Because they feared that the manager would try to evict them as well, the family moved out of their home of five years.
- An elderly woman, living in a Washington County apartment complex, was disabled due to respiratory disease. During the summer heat, her disease worsened to the point that she had severe difficulty breathing. Nevertheless, complex management continually ignored her numerous written and verbal requests to have her air conditioner repaired. Air conditioning was a standard

feature in all the units at her complex. Her air conditioner had been broken for nearly two years, and she did not have the money to have it repaired herself.

- An Aloha man noted in his rental application that he had a seven-year-old eviction that was a result of an AIDS-related illness. Soon after he submitted his application, the apartment manager informed the man that his application to rent an apartment had been denied. The man was confused since he had good credit and an exemplary rental history since the eviction. When he asked why his application was denied, the manager told him that he was not the "caliber of tenant they rent to."

One of the effects of housing discrimination is the narrowing or elimination of housing choices, resulting in a concentration of the minority population. This is clearly illustrated in the 1966 Fair Housing Plan, which showed a significant concentration of the Hispanic population in the Hillsboro/Cornelius/Forest Grove area.

Both tenants and landlords may be ignorant of their rights and responsibilities, which can lead to unintentional and/or unchecked discrimination. In addition to landlord ignorance, willful legal abuses such as discrimination and disregard for tenants' privacy and safety play a significant role in cases reported to Legal Aid Services of Oregon (LASO) each year.

Victims of unlawful housing practices need a local source of accurate information about their rights as well as accessible, aggressive investigation and enforcement. Without swift and sure enforcement, laws are not effective. Some housing providers discriminate because they feel they can get away with it and know that claims of housing discrimination are difficult to prove.

According to HUD regulations, Washington County has an obligation, as a CDBG entitlement recipient, to affirmatively further fair housing goals and provide needed services.

Lack of Affordable Housing

Washington County has a serious lack of affordable housing, limiting low-income people in their housing options. Vacancy rates for housing units under \$500 per month are generally believed to be under 2% in Washington County (McGregor-Millette Report).

Housing complaints and low-income people

Families with children, people of color, and people with disabilities are the groups most likely to experience housing discrimination. These groups are also more likely than the general population to live in poverty or at low to moderate incomes. This, in combination with the low stock of affordable housing, puts these groups at great risk of

homelessness.

Low and moderate-income people often cannot afford to pay for the services of an attorney or evens seek legal advice. Illegal housing practices thereby are allowed to go unchecked, and families either become homeless or move, disrupting family stability. Approximately one-third of the families who contact CAO's emergency shelter are homeless due to an eviction.

Growing need for services

In Washington County, protected class members are more likely to be poor than the average resident. For example, Latino account for approximately 18% of the poverty population, but comprise only 5% of the county's total population. As the county population grows, the need for information, assistance and enforcement continues to rise, while the services available are barely able to meet the existing need.

Further LASO is the sole provider of legal assistance for low- and moderate-income residents of Washington County. While it receives substantial federal funding for its services, those dollars are limited to serving only those community members who earn 100% or less than the federal poverty level. There is no other public funding designated to provide legal services for residents who have moderate incomes.

9. PROJECT DESCRIPTION:

- A. Describe how the proposed services address the need or alleviate the problem identified in the problem statement. Provide evidence of the effectiveness of the approach. Be specific. Explain how clients will access the service geographically. Explain how (if) the project affects the self-sufficiency of clients.

This project consists of four components, as follows:

1. Outreach

A coordinated, comprehensive outreach strategy is the cornerstone of this project. The goal of this component is to reach as wide an audience of eligible clients as possible. This will be carried out by both Fair Housing Council of Oregon and Legal Aid Services of Oregon. The goals are: 1) to reach client populations who have not had access to this information in the past; and 2) provide information that will prevent unlawful evictions, 3) provide access to legal assistance to address possible ongoing discrimination, and 4) educate the public about the three organization's services. Outreach and education materials will be culturally and linguistically appropriate, and will be geared toward the literacy level of the recipients.

Outreach strategies may include:

- Offering information at school where there are a high percentage of low income families;
- Meeting with teen parents or new parent groups;
- Speaking to church congregations, particularly in low-income neighborhoods and those that offer services in languages other than English;
- Establishing relationships with social service providers that concentrate on specific high-risk populations, such as local senior centers, Aging and Disabled Services Case Managers, and ethnic minority services such as Centro Cultural and IRCO;
- Providing information at local Adult and Family Services offices and other public places;
- Speaking to refugee mutual assistance groups.

2. Education and Information

Offered in group settings, as well as one-to-one, educational services will be designed to prevent litigation or evictions by ensuring that low-income residents are aware of their rights and responsibilities.

- FHCO will provide one-to-one information and referrals to legal assistance as needed. Program staff are available during business hours and is expected to respond to 2000 requests for information from Washington County residents (excluding Beaverton) in the three year period.
- FHCO will organize 72 forums for low-income renters on fair housing and tenant rights and responsibilities. LASO staff will assist FHCO with preparation and presentation of the landlord-tenant information.
- Dovetailing with the outreach strategies outlines above, FHCO will organize at least 18 workshops targeting special groups, such as case managers who work with clients with disabilities. FHCO will tailor workshop content to meet the needs of the audience.
- FHCO will organize 18 workshops on fair housing targeted to landlords and managers of affordable housing whose tenants are low or moderate income. Special care will be taken to reach landlords and managers of smaller complexes, who are often less likely to know or understand the law.

3. Legal assistance

LASO will provide legal assistance to tenants who have experienced probably discrimination or landlord-tenants problems. LASO will provide assistance according to the degree of need and whenever possible will be geared toward problem resolution and prevention of litigation. Approximately 2,500 people will benefit from this service over three years.

- The tenant hotline provides free legal advice and referral, informational materials, and self-help resources. The hotline will respond to a wide range of complaints, including eviction threats, repair problems and code enforcement, proposed housing subsidy terminations and due process hearings, deposit and collections issues, and general landlord/tenant disputes.

The hotline is available in English and Spanish nine hours a week. Advocates are available at other times in case of emergency.

- Tenants who require additional coaching, mediation or possible litigation are provided further legal assistance. LASO staff will address each case on an individualized basis, providing intervention best suited to the situation. They will provide information to help tenants make better choices in their dealing with housing providers and alert them to situations in which their rights may have been violated. They may coach the tenant on ways to address the issue on their own, including educating them in methods of self-advocacy. If necessary, the staff may contact the housing provider, which can often resolve the issue with one or two phone calls. In the cases of probable housing discrimination, LASO may assist tenants to file a complaint with the appropriate enforcement authority. If warranted, LASO will refer cases to private attorneys or represent clients in litigation. With LASO's highly qualified staff, most cases can be resolved without resorting to the courts.

4. Housing Testing

Fair housing testing is an accepted means of investigating and proving housing discrimination. When a housing provider is suspected of discrimination, testers are sent to apply for housing from that same provider. Testers are matched for most factors such as economic status and income; the primary difference is the protected. For example, the protected tester may have children in the household and the comparison tester has no children; the protected tester may be African-American and the comparison tester would be white.

FHCO trains its testers to be neutral and objective observers and they are required to follow established procedures. Test credibility is enhanced because testers are neutral bystanders; they are not told who the complainant is, anything about the initial allegation, or what other testers experienced.

FHCO will also perform other types of investigations for Washington County residents. Investigations may include interviewing witnesses, canvassing other tenants in an apartment complex, or doing other research that may shed light on the legitimacy of the allegation.

FHCO anticipates performing 48 tests or investigations (reflecting 125 people) on

behalf of Washington County residents during the contract term.

Effectiveness

The key to the project's effectiveness is in its emphasis on prevention. Information and education provide the basis of prevention, informing people of their rights and responsibilities *before* a problem arises. Once a problem does occur, legal services staff go to lengths to resolve the problem through informal dispute resolutions in order to avoid costly litigation. Further, this project will assist Washington County to meet its HUD obligation, as a CDBG entitlement jurisdiction, to further fair housing goals and provide needed services. Fair housing in general—and our proposed Fair Housing Project in particular—is eligible for block grant funding under either 24 §570.201(e) or 24 CFR §570.206(c).

The effectiveness of testing lies in both enforcement and deterrence. By providing evidence of discrimination, it can ameliorate the damage done to the victim. Knowing that the program exists, providers may think twice about engaging in illegal housing practices. Recent tests have resulted in penalties and legal action against discriminatory housing providers.

How clients will access the service

This project will be highly accessible. Much of the service (tenant hotline, and fair housing hotline and information) is available by phone. Other services (workshops, presentations) will be offered in locations chosen specifically for their proximity to and accessibility by the target population, such as schools, libraries, communities centers, churches, etc. All locations will be screened for proximity to public transportation as well as disabled accessibility. FHCO and LASO, where project staff are located, are close to bus and MAX and our accessible. LASO will make home visits where appropriate.

How the project affects the self-sufficiency of clients

In this project, clients will receive information about their rights and responsibilities as tenants. Additionally, they will receive coaching and assistance with self-advocacy as needed. By these means, they will have information and develop skills to help them maintain their housing. The ability to maintain housing is a primary and direct measure of self-sufficiency.

B. Explain how this activity addresses a need and objective in the CDBG 2000-2003 Plan.

This program addresses the following needs and objectives in the CDBG 2000-2003 Plan:

Needs

- 41. Tenant hotline for low to moderate income tenants with housing problems.
- 43. Rent assistance/tenant education program.
- 44. Fair Housing Counseling, tenant education, etc. To low income families and landlords.
- 45. Tenant education to Spanish speaking, low-income families.
- 46. Fair housing counseling as part of hotline for low and moderate income tenants.

Objectives

- C.7.a. Ensure landlords and tenants are aware of their rights and responsibilities.
- C.7.b. Support availability of information, referrals, technical assistance to income-qualified tenants.
- C.7.d. Provide tenant education classes in Spanish.
- C.7.e. Offer comprehensive housing counseling for income qualified households.
- C.8.a. Reduce incidents of housing discrimination and ensure the available of advice and legal protection to income qualified people who experience housing discrimination.

C. How will CDBG funds be used to provide services? Describes task and provide the time frame for entire project period.

CDBG funds will be used primarily for staffing the activities in the three organizations.

During the initial months of the project, FHCO will execute a contract with LASO to establish clear expectation of each partner. All other activities will be on-going.

D. Are there other services that address the same need in the area?

There are no other programs in the area that offer the same services to the low and moderate income community.

10. HOW THE PROJECT PROMOTE A COORDINATED EFFORT FOR SERVICES PROVISION? EXPLAIN LINKAGES TO OTHER PROGRAMS?

This project represents a strong collaboration. It allows FHCO and LASO to combine their individual strengths and expertise to further their common mission of social justice and self-reliance for low-income people.

Both agencies will ensure that clients gain access to the most appropriate services, and will be able to collaborate on individual cases as the need arises. They will coordinate with similar programs in the metro area to improve regional collaboration and will participate in local and regional fair housing networking groups and conferences.

In order to reach tenants who would not normally know about the fair housing services available to them, this program will include comprehensive outreach to the county's social service network through meetings through the Community Development Corporation network and the Housing Advocacy Group.

11. **COST COMPARISON:** Compare the cost and effectiveness of this approach with those of other major approaches to this problem.

Prevention is more cost effective than litigation. Education of tenants and housing providers will reduce the level of unlawful behavior and the time spent in resolving legal disputes. The project will emphasize negotiation and mediation when appropriate to save time and resources.

The average cost per client served is very low compared to the high cost of litigation, mediation, or other more intensive legal interventions.

12. **PROJECT SPONSOR INFORMATION:**

A. Provide the following information:

- (1) How long has the organization been in existence? 10 years
- (2) How long has the organization offered services to low and moderate income persons? 10 years
- (3) What was the organizations's total operating budget in 1999 to 2000 fiscal year? \$250,000
- (4) Divide the above amount into the amount of the CDBG request. FHCO share is 19% (FHCO budget for 01/02 will be \$325,000. FHCO annual portion of this proposal (\$32,057) divided into next year's budget is 10%)
- (5) List other programs for low and moderate income persons provided by the organization:

Fair Housing Outreach Project to Immigrants, Rural Communities, and People with Disabilities

Vivienda Justa/Fair Housing in Gresham

Fair Housing Project for Multnomah County

Fair Housing Project for Portland

Fair Housing Enforcement for Oregon and Clark County, Washington

B. Has sponsor previously received CDBG funds for the same or similar project

for the same target special population? Yes _____ No X
(Community Action Organization has previously received funding for this project.)

Yes _____ No X

C. Does the project represent an expansion of a previously funded project?

D. Previously CDBG-funded projects since the 1983 Jobs Bill: None in Washington County X

Note: FHCO has successfully completed CDBG contracts for other jurisdictions.

E. Operation and Maintenance:

(1) FHCO will assume legal responsibility for continued operation of this project at the end of the CDBG funding period.

(2) Description of operation and maintenance:

a) FHCO expects to continue its Fair Housing Outreach, Education, and Enforcement Services into the indefinite future with funding from the HUD Fair Housing Initiatives Program, Oregon Housing and Community Services, and other local jurisdictions.

b) A brief description of general administrative as well as budgetary performance. Describe any problems the agency has encountered over the past two years.

FHCO financial records have been audited or reviewed annually by an independent certified public accountant. Audits and reviews of internal financial controls have found all systems satisfactory. FHCO employs an independent bookkeeper to provide monthly financial reports.

FHCO has successfully performed five HUD grants through the Fair Housing Initiatives Program and numerous other contracts. The Executive Director has 9 years of experience with the organization; and all activities and financial reports are reviewed by the Board of Directors.

Enclosed is a copy of FHCO's Review of Financial Statements for 99/00.

c) Past experience operating/administering similar activities.

FHCO has been providing fair housing services since 1990, and is, in fact, the only full service fair housing organization in Oregon and Southwest Washington. FHCO has administered grants and contracts from the U.S. Department of Housing and Urban Development, Oregon Housing and Community Services, Oregon Economic and Community Development Department, Cities of Portland, Gresham, and Vancouver, and Multnomah and Clark Counties. FHCO successfully administered these contracts and completed the work committed under them.

FHCO staff have performed outreach, educational, and enforcement activities throughout Oregon. Its staff has expertise in producing and distributing marketing materials, and in using media, personal contact, and mailings to reach its audience. FHCO has developed and presented over 70 workshops on various aspects of fair housing law for tenants, advocates, housing providers, lawyers, real estate agents, social service agency staff, and public officials. FHCO staff has evaluated over 25,000 hot line calls and handled over 2,700 fair housing complaints. FHCO staff has conducted over 1,500 tests.

d) Staffing arrangements.

At FHCO services will be provided through our Education and Outreach Program under the supervision of Diane Hess, who will begin employment at FHCO on 2/5/01. FHCO will hire additional staff to assist with this project in late spring. Enforcement services will be provided under the supervision of Michael Anderson, Enforcement Program Coordinator. He has been with FHCO since 1996. Additional enforcement staff will be hired in January, 2001. We will be hiring a person fluent in Spanish for the enforcement position.

At LASO, the work will be divided between three attorneys and one paralegal.

As a CDBG entitlement jurisdiction, Washington County is required to provide needed services that further fair housing goals. It is our hope that CDBG funds will continue to be available for operation of this service.

Resumés are attached for FHCO and LASO staff.

13. PROJECT MANAGEMENT CAPABILITY:

A. Project Manager. Cynthia Ingebretson, Executive Director of FHCO will be responsible for project management.

B. Past management experience related to this or similar projects.

1. Ms. Ingebretson has been with FHCO for 9 years. She has performed and supervised all administrative and program functions of FHCO. She has developed

most of FHCO's systems and procedures, include fiscal management, data base record keeping, reporting to funders, and effectiveness of operations. FHCO staff gathers information about each caller to verify income level and location; that information is recorded in the data base for expeditious reporting. FHCO is in contact with elected officials. Ms. Ingebretson reports to the Board, which supervises her performance. At times she provides direct service to clients, most of whom are low or moderate income.

2. Ms. Ingebretson has extensive experience communicating the purposes of FHCO program through press releases, media interviews, and public speaking.

3. Ms. Ingebretson has fully managed three federal grants through the Fair Housing Initiatives Program. She has attended HUD Financial Management Training presented by Dau, Walker and Associates and is familiar with the requirements of OMB-122. FHCO is an equal opportunity employer and Ms. Ingebretson is familiar with fair employment law.

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e) Travel and Training	4,668	4,668	0					
f) Legal and Public Notices								
g) Professional Services	12,195		12,195					
h) Construction Contracts								
i) Capital Outlay								

j) Property Acquisition								
k) Relocation Expense								
l) Appraisal Fees								
m) Other Rent Occupancy	17,280		17,280					
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typed
\$6,160

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F) Not a cost for this proposal.

G) Professional services. Financial services including bookkeeper and payroll service.

H through L) Not a cost for this proposal.

M) Other includes office rent prorated for portion of staff time in this contract.

Other Sources of Funds

Federal funds will be through Fair Housing Initiatives Program Private Enforcement Initiative Grant beginning 1/1/01 and Education and Outreach Initiatives beginning 2/1/01.

State funds are costs of printing by Oregon Economic and Community Development.

16. ADDITIONAL INFORMATION

Approval by Executive Committee at meeting of 12/6/00 (Will be presented for ratification at next scheduled board meeting on 1/12/01)

Articles of Incorporation

FHCO By-Laws

List of Board of Directors

Organizational Chart

501 (c)(3) letter from IRS confirming tax exempt status

Confirmation of state registration

Most recent audit (96/97) and most recent review (99/00)

November 21, 2000

Cynthia Ingerbretson
Fair Housing Council of Oregon
310 SW Fourth Avenue
Suite 430
Portland, Oregon 97204

Dear Cynthia,

We weren't able to locate our original proposal on the computer - sorry!
Enclosed are two blank forms, which you probably won't need, but just in case.

I've enclosed a draft letter for the Office of Community Development regarding the transfer of program sponsorship. Please make any changes you'd like and fax it back to me at 503-648-4175. Once finalized, we can both sign it when we meet in December.

I'll see you at 10:00, December 11th at the Washington County Office of Community Development, 111 SW Washington Street, Hillsboro. Peggy Sheer is the Manager and her number is 503-846-4435. She wanted me to remind you that the proposal will require approval by your board.

I'm looking forward to meeting you. Thanks for your interest in taking over this project. Have a good Thanksgiving.

Sincerely,

Jerralynn Ness
Executive Director

Original

WASHINGTON COUNTY CDBG PROJECT PROPOSAL
PUBLIC SERVICES



(Instructions Attached. Submit original and 1 copy.)

FOR STAFF USE ONLY:

1. PROJECT TITLE:

FAIR HOUSING & LANDLORD/TENANT OUTREACH,
EDUCATION, AND LEGAL SERVICES PROJECT

2. PROJECT SPONSOR:

Name Community Action Organization

Address 1001 SW Baseline, Hillsboro, OR 97123

Contact Person Lowell Greathouse

Phone # (503) 693-3220 Fax # (503) 648-4175 E-mail lgreathouse@caowash.org

Signature Lowell Greathouse Title Community Resource Manager

Project No.	<u>39</u>
Date Received	<u>9-3-99</u> Time <u>3:28</u>
Eligible: Yes	<input checked="" type="checkbox"/> No <input type="checkbox"/>
Revision #	<u>1</u>
Qualifying CDBG Regulation:	<u>570.201(e)</u>
Primary Objective	<u>570.208(a)(2)(i)(c)</u>
Qualifying Income Eligibility	<u>INCOME -</u>
Other Information:	<u>Elig, 6, 674 DOCUMENTATION</u>

3. A. Short Term CDBG Objective Reference: C.7.a, C.7.b, C.7.d, C.7.e, C.8.a

B. Is service new or a quantifiable increase in the level of service above that which has been provided by or on behalf of Washington County in the last twelve months?

Yes No If no, explain on separate sheet. (See instructions)

4. PROJECT BENEFIT:

A. Service Area

Census and Block Group designation N/A

Project location Hillsboro, with services offered countywide, excluding Beaverton.

Attach map which shows the project site and defines the service area. Label it "Exhibit A"

B. Define Target Population and estimated number in target population in Washington County Low and moderate income residents, which number approximately 94,622 in Washington County.

C. Total Number of Low and Moderate Income Persons to be Served with CDBG funds: 6,000 individuals will receive fair housing and landlord tenant education form CAO; 6,000 individuals will receive fair housing and landlord-tenant assistance from LASO; 48 households will receive Housing testing services from FHCO

D. Document source(s) of information and/or describe how the figures for B and C above were derived CAO, LASO service statistics; Housing and Community Development plan

corrected 9/9/99 gj

D. Document source(s) of information and/or describe how the figures for B and C above were derived CAO, LASO service statistics; Housing and Community Development plan

5. OTHER INFORMATION:

A. Will project be located in a facility that is accessible to persons with disabilities? Yes X No _____

B. Will project be housed in a CDBG-funded facility? Yes X No _____

C. How is project compatible with local plans? Explain and reference.

Washington County Affordable Housing Plan, 1.11, 1.12, 4.2, 4.3, 8.8; Washington County fair Housing Impediments Plan

6. PROJECT PERIOD: 7. PROJECT COST:

Start (mo/yr) <u>7/1/00</u>	Total CDBG dollars requested	\$ <u>142,330</u>
End (mo/yr) <u>6/30/03</u>	Total dollar value of other resources	\$ <u>272,957</u>
	TOTAL PROJECT COST:	\$ <u>415,287</u>

8. PROBLEM STATEMENT:

Housing discrimination and landlord/tenant complaints: Community Action Organization and Legal Aid Services of Oregon reported over 3,000 requests for fair housing assistance in the past year. Questions relate to discrimination based on membership in protected a class, as well as infractions of landlord/tenant laws. Over the past five years, the Fair Housing Council of Oregon conducted 62 tests for housing discrimination in Washington County. Of those, 32% conclusively showed discrimination.

The number of requests for information represents a fraction of what is commonly believed to be the total problem, since many victims of unlawful housing practices fail to make a complaint due to fear of reprisal, mistrust, or lack of information. Low-income renters particularly can be reluctant to make a complaint for fear of losing their housing, which is so difficult to acquire. In 1998-99, more than 80% of the fair housing complaints in Washington County (excluding Beaverton) were from people living at up to 80% of median income (Source: Fair Housing Council of Oregon). A national study of housing complaints showed that Hispanics—the county’s largest minority—were the least likely to report discrimination.

Examples of housing discrimination in Washington County reported by the Fair Housing Council of Oregon include:

- A family—a young mother and her three children living on a limited income—responded to an advertisement for a Hillsboro duplex for rent. The duplex was in an ideal location, close to shopping and her children's school, but most of all, it was within her tight budget. However, her hopes of renting the duplex quickly diminished when she responded to the rental listing. The owner asked who would be living in the duplex. When she told her that it would be for her three children and herself, the owner responded, "This is no place for children; children need dirt to play in."
- A Hispanic family had lived in a Washington County apartment complex for five years when the property management company managing the complex hired a new resident manager. Within only a month, the new manager had given two other Hispanic families living in the complex thirty-day, "no cause" evictions although their lengthy tenancy was problem-free. To make matters worse, they learned that the manager was giving these families bad references making it difficult for them to find new housing. Because they feared that the manager would try to evict them as well, the family moved out of their home of five years.
- An elderly woman, living in a Washington county apartment complex, was disabled due to respiratory disease. During the summer heat, her disease worsened to the point that she had severe difficulty breathing. Nevertheless, complex management continually ignored her numerous written and verbal requests to have her air conditioner repaired. Air conditioning was a standard feature in all of the units at her complex. Her air conditioner had been broken for nearly two years and she did not have the money to have the air conditioner repaired herself.
- An Aloha man noted in his rental application that he had a seven-year-old eviction that was a result of an AIDS-related illness. Soon after he submitted his application, the apartment manager informed the man that his application to rent an apartment had been denied. The man was confused since he had good credit and an exemplary rental history since the eviction. When he asked why his application was denied, the manager told him that he was not the "caliber of tenant they rent to."

One of the effects of housing discrimination is the narrowing or elimination of housing choices, resulting in a concentration of the minority population. This is clearly illustrated in the 1996 Fair Housing Plan, which showed a significant concentration of the Hispanic population in the Hillsboro/Cornelius/Forest Grove area.

Both tenants and landlords may be ignorant of their rights and responsibilities, which can lead to unintentional and/or unchecked discrimination. In addition to landlord ignorance, willful legal abuses such as discrimination and disregard for tenants' privacy and safety play a significant role in cases reported to Legal Aid Services of Oregon (LASO) each year.

Victims of unlawful housing practices need a local source of accurate information about their rights as well as accessible, aggressive investigation and enforcement. Without swift and sure enforcement, laws are not effective. Some housing providers discriminate because they feel they can get away with it, and know that claims of housing discrimination are difficult to prove.

According to HUD regulations, Washington County has an obligation, as a CDBG entitlement jurisdiction, to affirmatively further Fair Housing goals and provide needed services.

Lack of Affordable Housing: Washington County has a serious lack of affordable housing, limiting low-income people in their housing options. Vacancy rates for housing units under \$500 per month are generally believed to be under 2% in Washington County (McGregor-Millette Report).

Housing complaints and low-income people: Families with children, Latinos, and people with disabilities are the groups most likely to experience housing discrimination (Source—Fair Housing Council of Oregon). These groups are also more likely than the general population to live in poverty or at low to moderate incomes. This, in combination with the low stock of affordable housing, puts these groups at great risk of homelessness.

Low- and moderate-income people often cannot afford to pay for the services of an attorney or even seek legal advice. Illegal housing practices thereby are allowed to go unchecked, and families either become homeless or move, disrupting family stability. Approximately one-third of the families who contact CAO's emergency shelter are homeless due to an eviction.

Growing need for services: In Washington County, protected class members are more likely to be poor than the average resident. For example, Latinos account for approximately 18% of the poverty population, but comprise only 5% of the county's total population. As the county grows, the need for information, assistance and enforcement continues to rise, while the services available are barely able to meet the existing need.

Further, Legal Aid Services of Oregon (LASO) is the sole provider of legal assistance for low- and moderate-income residents of Washington County. While it receives substantial federal funding for its services, those dollars are limited to serving only those community members who earn 100% or less than the federal poverty level. There is no other public funding designated to provide legal services to residents who classify as moderate income.

9. PROJECT DESCRIPTION:

A. Describe how the proposed services address the need or alleviate the problem identified in the problem statement. Provide evidence of the effectiveness of the approach. Be specific. Explain how clients will access the service geographically. Explain how (if) the project affects the self-sufficiency of clients.

This project consists of four components, as follows:

1. Outreach: A coordinated, comprehensive outreach strategy is the cornerstone of this project. The goal of this component is to reach as wide an audience of eligible clients as possible. This will be carried out by both Legal Aid Services of Oregon (LASO), Community Action Organization (CAO) and Fair Housing Council of Oregon

(LASO), Community Action Organization (CAO) and Fair Housing Council of Oregon (FHCO). The goals are: 1) to reach client populations who have not had access to this information in the past; and 2) provide information that will prevent unlawful evictions, 3) provide access to legal assistance to address possible ongoing discrimination, and 4) educate the public about the three organization's services. Outreach and education materials will be culturally and linguistically appropriate, and will be geared toward the literacy level of the recipients.

Outreach strategies may include:

- Offer information at schools where there is a high percentage of low-income families.
- Meet with teen parent or new parent groups.
- Speak to church congregations, particularly in low-income neighborhoods and those that offer services in languages other than English.
- Establish relationships with social service providers that concentrate on specific high-risk populations, such as local senior centers, Aging and Disabled Services Case Managers, and ethnic minority services such as Centro Cultural and IRCO.
- Provide information at local Adult and Family Services offices
- Speak to refugee mutual assistance groups.

2. Education and Information: Offered in group settings, as well as one-to-one, educational services will be designed to prevent litigation or evictions by ensuring that low-income residents are aware of their rights and responsibilities.

- CAO will provide one-to-one information and referrals to legal assistance as needed. The Housing Education and Referral Specialist is available during business hours, and is expected to respond to approximately 6,000 requests for information in the three year period.
- CAO will organize 72 forums for low-income renters on tenant rights and responsibilities, including fair housing. LASO and FHCO will be presenters at these forums and LASO will assist in the preparation of materials and provide legal review of the content.
- Dovetailing with the outreach strategies outlined above, CAO will organize at least 18 workshops targeting special groups, tailoring the content to fit their needs. (I.e., concentrating on specific areas of landlord/tenant and fair housing laws.)
- CAO will organize 18 workshops on fair housing and landlord/tenant law targeted at landlords and managers of affordable and low-income complexes and units. Special care will be taken to reach landlords and managers of smaller complexes, who are often less likely to know or understand the laws.

3. Legal assistance: LASO will provide legal assistance to tenants who have experienced probable discrimination. Assistance will be provided according to the degree of need presented by the tenant, and whenever possible will be geared toward problem resolution and prevention of litigation. Approximately 6000 people will benefit from this service over three years..

- The tenant hotline provides free legal advice and referral, informational materials, and self-help resources. The hotline will respond to a wide range of complaints, including fair housing violations, eviction threats, repair problems and code enforcement, proposed housing subsidy terminations and due process hearings, deposit and collections issues, and general landlord/tenant disputes.

The hotline is available in English and Spanish three mornings a week. Advocates are available at other times in case of emergency.

- Tenants who require additional coaching, mediation or possible litigation are provided further legal assistance. LASO staff will address each case on an individualized basis, providing intervention best suited to the situation. They will provide information to help tenants make better choices in their dealing with housing providers and alert them to situations in which their rights may have been violated. They may coach the tenant on ways to address the issue on their own, including educating them in methods of self-advocacy. If necessary, the staff may contact the housing provider, which can often resolve the issue with one or two phone calls. In cases of probable housing discrimination, LASO may assist tenants to file a complaint with the appropriate enforcement authority. If warranted, LASO will refer cases to private attorneys or, in high priority, meritorious case, LASO attorneys may offer legal representation. With LASO's highly qualified staff, most cases can be resolved without resorting to the courts.

4. Housing Testing: Housing testing is an accepted means of investigating and proving illegal housing discrimination. When a housing provider is suspected of discrimination, testers are sent to apply for housing from that same provider. Testers are matched for most factors such as economic status and income; the primary difference is the protected class. For example, the protected tester may have children in the household and the comparison tester has no children; the protected tester may be African American and the comparison tester would be white.

FHCO trains all testers to be neutral and objective observers, and they are required to follow established procedures. Test credibility is enhanced by because testers are neutral bystanders; they are not told who the complainant is, anything about the initial allegation, or what other testers experienced.

FHCO will also perform other types of investigations for Washington County residents, including interviewing witnesses, canvassing tenants in an apartment complex, or doing other research that may shed light on the legitimacy of an allegation.

FHCO projects serving 48 households (reflecting 125 people) per year with testing, investigation and fair housing information.

Effectiveness: The key to the project's effectiveness is in its emphasis on prevention. Information and education provide the basis of prevention, informing people of their

rights and responsibilities *before* a problem arises. Once a problem does occur, legal services staff go to lengths to resolve the problem through informal dispute resolution in order to avoid costly litigation. Further, this project will assist Washington County to meet its HUD obligation, as a CDBG entitlement jurisdiction, to further Fair Housing goals and provide needed services. Fair housing in general—and our proposed Fair Housing Project in particular—is eligible for block grant funding under either 24 §570.201(e) or 24 CFR §570.206(c).

The effectiveness of testing lies in both enforcement and deterrence. By providing evidence of discrimination, it can ameliorate the damage done to the victim. Knowing that the program exists, providers may think twice about engaging in illegal housing practices. Recent tests have resulted in penalties and legal action against discriminatory housing providers.

How clients will access the service: This project will be highly accessible. Much of the service (Tenant hotline, fair housing information, and general counseling) is available by phone. Other services (workshops, presentations) will be offered in locations chosen specifically for their proximity to and accessibility by the target population, such as schools, community centers, churches, etc. All locations will be screened for proximity to bus lines as well as disabled accessibility. Finally, both CAO and LASO, where the project staff is located, are close to both bus and MAX, and are accessible. LASO will make home visits where appropriate.

How this project affects the self-sufficiency of clients: In this project, clients will receive information about their rights and responsibilities as tenants. Additionally, they will receive coaching and assistance with self-advocacy as needed. By these means, they will have information and develop skills to help them maintain their housing. The ability to maintain housing is a primary and direct measure of self-sufficiency.

B. Explain how this activity addresses a need and objective identified in the CDBG 2000-2003 Plan.

This program addresses the following needs and objective in the CDBG 2000-2003 Plan:

Needs:

- 41. Tenant hotline for low to moderate income tenants with housing problems.
- 43. Rent assistance/tenant education program
- 44. Fair Housing Counseling, tenant education, etc. to low income families and landlords
- 45. Tenant education to Spanish speaking, low-income families
- 46. Fair Housing counseling as part of hotline for low-moderate income tenants

Objectives:

- C.7.a Ensure landlords and tenants are aware of their rights and responsibilities.

- C.7.b Support availability of information, referrals, technical assistance to income qualified tenants.
- C.7.d Provide tenant education classes in Spanish.
- C.7.e Offer comprehensive housing counseling for income qualified households.
- C.8.a Reduce incidents of housing discrimination and ensure the availability of advice and legal protection to income qualified people who experience housing discrimination.

C. How will CDBG funds be used to provide services? Describe tasks and provide timeframe for entire project period.

CDBG funds will be used primarily for staffing the activities in the three organizations.

During the initial months of the project, CAO will execute contracts with LASO and FHCO to establish clear expectation of each of the partners. All other activities will be ongoing.

D. Are there other services that address the same need in the area?
Please explain.

There are no other programs in the area that offer the same services to the general low-income community.

10. How does the project promote a coordinated effort for service provision?

Explain linkages to other programs.

This project represents a strong collaboration. It allows CAO, LASO and FHCO to combine their individual strengths and expertise to further their common mission of social justice and self-reliance for low-income people.

All three agencies will ensure that clients gain access to the most appropriate services, and will be able to collaborate on individual cases as the need arises. They will coordinate with similar programs in the metro area to improve regional collaboration and will participate in local and regional fair housing networking groups and conferences.

In order to reach tenants who would not normally know about the fair housing services available to them, this program will include comprehensive outreach to the county's social service network via CAO's Information and Referral Breakfast meetings, the Community Development Corporation network, and the Housing Advocacy Group.

11. COST COMPARISON:

Compare the cost and effectiveness of this approach with those of other major approaches to this problem.

Prevention is more cost effective than litigation. Education of tenants and housing providers will reduce the level of unlawful behavior and the time spent in resolving legal disputes. The project will emphasize negotiation and mediation when appropriate to save time and resources.

The average cost per client served is very low compared to the high cost of litigation, mediation or other, more intensive legal interventions.

12. PROJECT SPONSOR INFORMATION:

A. Provide the following information:

- (1) How long has the organization been in existence? 34 years
- (2) How long has the organization offered services to low/moderate income persons? 34 years
- (3) What was the organization's total operating budget in the 1999-2000 fiscal year? \$ 8,000,000
- (4) Divide the above amount into the amount of the CDBG request.
1.8 %
- (5) List other programs for low- and moderate-income persons provided by the organization.

School age child care (Forest Grove and Banks)
Maternity outreach
Child care nutrition (USDA reimbursement)
Child care resource and referral
Head Start

Emergency services
Energy Conservation and weatherization
Long term self sufficiency case management
Housing education and resources
Information and referral

B. Has sponsor previously received CDBG funds for the same or similar project for the same target special population? Yes X No _____ If yes, explain why additional CDBG support is necessary at this time.

The low-moderate income population of Washington County continues to increase, and housing discrimination persists throughout the county.

C. Does the project represent an expansion of a previously funded project? Yes _____ No X. If yes, document how CDBG funds will provide for the increased level of services.

D. Previous CDBG-funded projects since the 1983 Jobs Bill: None _____

(1) CDBG Project Number	(2) Year of Award	(3) Amount of Award	(4) Completed Within Original Timeline?	(5) Completed Within Original Budget?	(6) Is Service Still Offered?
JB7	1983	52,075	YES	YES	YES
4049	1984-85	12,500	YES	YES	YES
144	1984-85	20,000	YES	YES	YES
4145	1984-85	20,000	YES	YES	YES
7251	1985-86	25,056	YES	YES	YES
7660	1985-86	20,000	YES	YES	YES
7661	1985-86	20,000	YES	YES	YES
7662	1985-86	9,927	YES	YES	YES
7663	1985-87	47,000	YES	YES	YES
8660	1986-87	25,000	YES	YES	YES
8661	1986-87	20,000	YES	YES	YES
8662	1986-87	9,750	YES	YES	YES
8663	1986-87	29,902	YES	YES	YES
9101	1987-88	10,000	YES	YES	YES
9663	1987-88	40,000	YES	YES	YES
0335	1988-89	19,880	YES	YES	YES
0501	1988-90	20,000	YES	YES	YES
0502	1988-89	25,000	YES	YES	YES
0301	1988-89	52,000	YES	YES	YES
1301	1989-90	52,000	YES	YES	YES
1335	1989-90	21,779	YES	YES	YES
1501	1989-90	20,000	YES	YES	YES
1502	1989-90	25,000	YES	YES	YES
2301	1990-91	55,000	YES	YES	YES
2501	1990-91	20,000	YES	YES	YES
2502	1990-91	25,000	YES	YES	YES
3325	1991-92	35,553	YES	YES	YES
3301	1991-92	60,000	YES	YES	YES
3501	1991-92	20,000	YES	YES	YES
3502	1991-92	25,000	YES	YES	YES
4224	1992-93	100,000	YES	YES	YES
4301	1992-93	68,000	YES	YES	YES
4501	1992-93	20,000	YES	YES	YES
4502	1992-93	25,000	YES	YES	YES
5301	1993-94	60,000	YES	YES	YES
5501	1993-94	20,000	YES	YES	YES
5502	1993-94	25,000	YES	YES	YES
6501	1994-95	20,000	YES	YES	YES
6502	1994-95	25,000	YES	YES	YES

7501	1995-96	20,000	YES	YES	YES
7502	1995-96	25,000	YES	YES	YES
8301	1996-97	60,000	YES	YES	YES
8501	1996-97	20,000	YES	YES	YES
8502	1996-97	25,000	YES	YES	YES
9501	1997-98	20,000	YES	YES	YES
9502	1997-98	25,000	YES	YES	YES
0501	1998-99	25,365	YES	YES	YES
0502	1998-99	25,000	YES	YES	YES
9326	1997-00	90,000	N/A	N/A	YES
9322	1997-00	92,889	N/A	N/A	YES
9323	1997-00	130,836	N/A	N/A	YES
1370	1999-00	100,000	N/A	N/A	YES
1501	1999-00	20,000	N/A	N/A	YES
1502	1999-00	25,000	N/A	N/A	YES

(7) If any answers to (4), (5) or (6) above are no, please explain.

E. Operation and Maintenance:

(1)

Community Action Organization will assume legal responsibility for continued operation and maintenance of this project at the end of the CDBG funding period.

- a) *Financial assets and resources at sponsor's disposal:* The agency is audited annually by an independent auditing firm. These audits have consistently been given unqualified opinions of the agency's internal financial systems. Please see most recent audit statement, pages 5-11, attached, for further detail about CAO's assets and resources.
- b) *General administrative as well as budgetary performance:* Since 1965, CAO has had fiscal and administrative responsibility for numerous publicly and privately funded human service programs. The agency has recently revamped fiscal and administrative functions, and is operating with state of the art technology for accounting and telecommunications. The Executive Director, Jerralynn Ness, has over 25 years experience with the organization, and has overseen major growth in her 15 years as Director. CAO's board of directors oversees the management of the organization and work closely with staff to plan, organize, direct, coordinate and sustain operations.
- c) *Past experience operating/administering similar activities:* CAO has been providing fair housing and landlord/tenant information to the low-income community since 1985. The organization manages a variety of housing and related social service programs. CAO is a respected resource among a wide range of community constituencies, and is an excellent link to reaching consumer groups with fair housing and landlord/tenant information. LASO has provided legal services in Washington County for over 25 years. The Tenant hotline has been in operation since 1982.

The staff (see attached resumes) responsible for carrying out the services of this project has substantial experience working with the target population as well as significant qualifications.

d) *Staffing arrangements and source of financing for ongoing operation:*

At CAO, Steve Friedman, the Housing Education and Resource Specialist, will be providing all direct services. At LASO, the work will be divided between three attorneys and one paralegal.

As a CDBG entitlement jurisdiction, Washington County is required to provide services that further Fair Housing goals and provide needed services. It is our hope that CDBG funds will continue to be made available for operation of this service.

13. PROJECT MANAGEMENT CAPABILITY:

A. Project Manager:

Lowell Greathouse, Community Resource Manager, and Becky Smith, Housing Services Coordinator, will be responsible for project management.

B. Past management experience:

- (1) Lowell has been with CAO for one year. Prior to coming to CAO, he had more than 8 years administering human service programs and 13 years as a pastor. He has extensive skills in community organizing through his work with Oregon Fair Share, Christmas in April and other non-profit boards and committees. Becky has 8 years experience working in services related to housing and homelessness. She has been the Housing Services Coordinator, with oversight of this program for the past year. Both have a firm foundation of experience in reporting information to funders.
- (2) Lowell and Becky have extensive experience in communicating the agency's mission and programs to others, in the form of press releases, proposal development, newsletters, public speaking, and private and government project reporting.
- (3) The CAO finance and administrative office will have primary responsibility for contract administration, procurement and hiring.

14. BUDGET SUMMARY

FAIR HOUSING & LANDLORD / TENANT OUTREACH

BUDGET CATEGORIES	Total Project Cost	CDBG Funding	OTHER COMMITTED SOURCES OF FUNDS					
			Federal	State	Local	County	In-Kind	Other (Specify)
a) Personnel Services	337,298	121,456	197,701	18,141				
b) Office Supplies	10,172	3,645	6,527					
c) Operating Supplies	1,498	1,498						
d) Communications	20,061	4,043	16,018					
e) Travel & Training	3,103	3,103						
f) Legal & Public Notices								
g) Professional Services	12,195			12,195				
h) Construction Contracts								
i) Capital Outlay								
j) Property Acquisition								
k) Relocation Expenses								
l) Appraisal Fees								
m) Other (Specify)								
- Rent Occupancy	30,960	8,585	14,635				7,740	
n) TOTAL PROJECT	415,287	142,330	234,881	30,336			7,740	

15. BUDGET NARRATIVE (Indicate the total project cost, the portion charged to CDBG funding and the portion committed by other funding sources.)

Revised

Fair Housing Personnel

Community Action Organization

.8 FTE CAO Housing Education and Resource Specialist

Legal Aid Services of Oregon

The personnel costs were determined by estimating the percentage of time to be spent on Washington County housing cases by each of the staff members now doing housing cases. The office serves four counties. We estimate that the time spent on Washington County (excluding Beaverton) cases will be equivalent of 75% of one attorney's time, divided between three attorneys; and 85% of one paralegal's time, divided between two paralegals. Our accounting office projected personnel and non-personnel costs for the grant period.

Fair Housing Council of Oregon

Based on past experience, it is anticipated that staff will spend approximately the following number of hours on this project over three years:

Executive Director	40 hours at \$24.76	990
Test Coordinator	120 hours at \$15.45	1854
Program Specialist	55 hours at \$14.44	794
Law Clerk	60 hours at \$6.00	360
Office support staff	80 hours at \$9.53	762
Payroll tax/benefits	at 15.7%	749
Total personnel		\$5509

Source of Federal Funding for the Fair Housing Proposal

All federal matching funds are a part of the Legal Aid Services of Oregon portion of the partnership.

The federal funds listed on the budget summary are from the Legal Services Corporation (LSC). LSC funding is limited to clients with incomes at or below 125% of the poverty level. As a recipient of LSC funding, LASO is prohibited from serving clients with incomes above 125% of the poverty level unless those costs can be allocated to other funding sources. CDBG funding allows us to serve a limited number of clients with incomes above 125% of the poverty level but within the CDBG income standards. In the first six months of 1999, 14% of our time on Washington County housing cases was spent on clients with incomes above 125% of the poverty level. This grant request is for 18.93% of the project's total cost. We anticipate that this funding will be adequate to continue to provide the level of service now provided to clients with incomes between the LSC and CDBG limits. However, if the demand for service from the "in-between" clients exceeded our CDBG funding, at some point in the year we would have to limit our service to only LSC-eligible clients.



310 SW Fourth Avenue, Suite 430 • Portland, Oregon 97204
503/223-8295 • Toll Free 1-800/424-3247 (TDD) • Fax 503/223-3396

November 2, 2000

Leon Laptook
Community Action Organization
1001 S.W. Baseline St.
Hillsboro, OR 97123

Dear Leon:

We are pleased to announce that the Fair Housing Council of Oregon (FHCO) received a HUD Fair Housing Initiative Project Private Enforcement Grant and that Legal Aid Services of Oregon received a HUD Fair Housing Initiative Project Education and Outreach Grant, bringing a total of nearly \$590,000 in federal funds to Oregon over two years. The FHIP enforcement grant will allow FHCO to maintain a high level of enforcement activities through 2002. Legal Aid Services of Oregon will subcontract with FHCO to provide education and outreach activities statewide, including workshops in Spanish and Russian. A full story on the FHIP grants is in the October *Promise of Opportunity* (enclosed).

Your letter of support for the FHCO and Legal Aid Services of Oregon FHIP grant proposals was extremely important. Because of limited funding for the FHIP program, the grant application process is extremely competitive. Only 65 of the 197 agencies and organizations applying for FHIP funding in FY 2000 received grants—fewer than 33%. FHCO's and LASO's ability to demonstrate local support undoubtedly factored in our favor. With the combined resources of two FHIP grants, FHCO will be able to offer the highest level of fair housing services in our ten year history.

Thank you so much for your support.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia", written over a light-colored background.

Cynthia Ingebretson
Executive Director

Enc.