

## **XI. Attachments**

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## Attachment 1

### Rural Oregon Continuum of Care Committee

Supported by staff of Oregon Housing and Community Services

The Rural Oregon Continuum of Care (ROCC) continues to follow a new set of by-laws and a Board of Directors adopted in 2009. The regional strategy implemented divided the non-entitlement areas of the state into 6 regions:

- Region #1 Coos/Curry/Josephine/Douglas
- Region #2 Klamath/Lake/Harney/Malheur
- Region #3 Baker/Union/Wallowa/Grant
- Region #4 Hood River/Wasco/Sherman/Gilliam/  
Wheeler/Morrow/Umatilla
- Region #5 Columbia/Clatsop/Tillamook/Yamhill
- Region #6 Lincoln/Benton/Linn

Each region has one representative that serves on the Board. Each of the 6 regions have various local planning groups comprised of Community Action Agencies (CAA's), other non-profit organizations, service providers, faith based groups, grass roots organizations, tribes, local government, homeless & formerly homeless, businesses, banks, neighborhood groups, housing developers, state agency representatives, foundations & Housing Authorities. The local planning processes vary slightly mainly due to the territory covered. The intent of the regions is to combine those less populated areas with other areas that may be able to provide technical assistance and cross boundaries in an effort to work more effectively in providing housing and services to the homeless.

The remaining Board members are representatives from the following areas:

- Oregon Housing Opportunities in Partnership- DHS
- Corrections
- Oregon Housing and Community Services
- Oregon Food Bank
- Addictions & Mental Health – DHS
- CAPO
- Housing Authorities
- Veteran's Administration
- Education
- Law Enforcement
- Employment
- Fair Housing Council of Oregon
- Homeless person or formerly Homeless person, and
- two members at large

The Board meets monthly using the Dept. of Human Services Video Conferencing system. The Board members are responsible for planning and decision making about the Continuum of Care process and in coordination with the State's 10 year plan to End Homelessness. The Board also works under the direction of the Governor's Ending Homelessness Advisory Committee (EHAC). The ROCC is using the new HUD Rural Continuums of Care document that was released in June 2009 to update and strengthen goals and strategies. Monthly meetings include updates on all homeless programs at the Federal, State and Local level to encourage broad based participation and interest.

In addition to the monthly meetings, there were two in-person meetings during 2009. The first meeting in June was held in Salem with good statewide attendance. The by-laws were finalized and adopted and some strategies were discussed. The 2<sup>nd</sup> in-person meeting was in October in Salem, and was also well attended. Doug Carlson, Director of the Community Planning and Development and Rick Crager, Deputy Director of Oregon Housing and Community Services spoke with the ROCC and answered questions about the direction of homeless programs at the Federal and State level.

The Board has set up four sub committees to assist with the Continuum of Care application process, HMIS issues, training issues and permanent housing oversight. The sub committees are as follows:

- **CoC Application Evaluation Sub Committee** – this group works to update the ROCC application process each year after the HUD NOFA is published. This group scores the renewals and the new projects and submits recommendations for funding to the Board of Directors.
- **HMIS Sub Committee** – This group addresses HMIS training needs, improving data tracking methods and reporting, encouraging non-CoC programs to participate in HMIS.
- **Training Sub Committee**- This committee assesses training needs such as case management and homeless program training. This committee looks for ways to set up trainings in conjunction with statewide conferences.
- **Permanent Housing Performance Sub Committee** – This committee provides oversight of Permanent Housing Projects within the continua, ensuring there are sufficient PH projects and that local continua are moving homeless individuals into PH, and that services are being provided to keep them stabilized in PH.

Oregon has three main statewide organizations that deal directly with poverty and homelessness. These three organizations share members and receive reports on progress of each group on collaborative endeavors.

- The Oregon Coalition on Housing and Homelessness (OCHH) is a statewide coalition of individuals and organizations working together as a force of change, dedicated to ending homelessness and increasing affordable housing options in Oregon. The ROCC is working with OCHH to increase participation between the

two groups and provide support and assistance in creating good, effective annual homeless conferences.

- The Community Action Partnership of Oregon, is an advisory body to OHCS. Its members include CAA Directors, Oregon Heat, Oregon Energy Partnership, Oregon Food Bank, Department of Education, Malheur County Council on Aging, Harney County Senior Center, Oregon Energy Coordinators Association, OCHH and Association of Oregon and Community Development Organizations. CAPO has a board seat on the ROCC Board of Directors.
- Community Action Agencies (CAA): CAAs are non-profit organizations that provide a multi-faceted human service delivery system and administer short- and long-term human service programs. Their mission is to assist economically disadvantaged persons in identifying problems and causes relating to homelessness, poverty, and to help these individuals develop a plan to overcome barriers in order to achieve the highest level of family self-sufficiency. Through community planning, these agencies coordinate local resources and linkages among local agencies and governments to provide services.

The CAAs are deeply involved in their local continuums serving as the organizing agency at the county levels, and serving as liaisons between the Local County-wide Planning Groups and the ROCC, providing a strong link between the local level of planning and the statewide rural planning occurring in the ROCC.

Oregon Housing and Community Services was able to hire an intern from Oregon State University (OSU) to work on the coordination of the 2009 Continuum of Care Application. This intern was from the Masters in Public Policy with a strong interest in rural studies. On-going work is being done with OSU to find ways to bring more students into the continuum process to provide capacity building, asset mapping and more.

Oregon Housing and Community Services is also continuing work on the state wide Discharge Planning that also benefits the ROCC when applying for the Continuum of Care funds, as well as the other seven continua in the state. In 2009, a PSU masters student in the Public Policy and Administration program was hired to do research and analysis of the current Discharge Planning process. That intern worked for 6 weeks, and currently there are two more interns, both from PSU working on their masters, who are continuing the work on the Discharge Planning process. This work is also being done in conjunction with the Governor's Re-Entry task force with Dept. of Corrections.





# A HOME for HOPE

A 10-Year Plan to End Homelessness  
Status Report: Year One

A report to the Governor and the Oregon Legislature from the  
Ending Homelessness Advisory Council  
November 2009

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Cover Photo: Celilo Garden Apartments. The Dalles, Oregon.  
Developed and owned by Columbia Cascade Housing Corporation.  
Six units of permanent supportive housing for homeless individuals  
with serious mental illness. The project includes four studios and  
two one-bedroom units.



## A Message from the Chair

Rick Crager, Chair

Dear Partners:

The Ending Homelessness Advisory Council (EHAC) is pleased to offer the Year One Status Report on the state's 10-year plan to end homelessness, A Home for Hope.

Since the adoption of the state's plan in 2008, much has happened in our state. Oregon still suffers from the effects of the nation's economic crisis. The 2009 homeless count reported a 37 percent increase in the number of people experiencing homelessness from the previous year. Demand for assistance more than doubled across all of human services sectors. According to one federal report, Oregon has the highest per capita rate of homelessness in the nation.

Amid this increasing trend of homelessness, members of EHAC and ICHH began to put the 10-year plan in action with significant results:

- Legislative passage of a state policy on homelessness;
- Created more than 200 units of permanent supportive housing; and
- Preserved subsidized housing for very low-income households.

More important, we began the hard work of better aligning services, policies, and funding with the goal of creating a comprehensive and systematic response to homelessness.

The progress to date demonstrates that it is possible to end and prevent the cycle of homelessness affecting families, children and youth, and single adults.

We also commend the generosity and altruistic spirit of people working on this challenge in their communities. We are all called to contribute because homelessness affects us all. The activities described in this report represent our contribution.

A handwritten signature in dark ink that reads "Rick Crager". The signature is fluid and includes a long horizontal line extending to the right.

## A Home for Hope: A 10-Year Plan to End Homelessness Status Report: Year One

Since the June 2008 release of *A Home for Hope: A 10-year plan to end homelessness in Oregon*, much has changed. While advocates and policy makers have made strides in addressing the causes and complications of homelessness, the economy has taken a nosedive; Oregon's unemployment reached 12.2 percent, the second highest in the nation. And the state has the misfortune of leading the nation in percent of the population experiencing homelessness.<sup>1</sup>

In January 2009, Oregon Housing and Community Services' partners counted 37 percent more people. The largest proportion of the increase is among people turned away from shelter services and those in the street count.

Some troubling findings from the 2009 count:

- 17,122 people identified as homeless
- 43 percent of people identified as homeless were in families with children
- nearly 50 percent were single adults
- more than 25 percent (4,313) children of those counted were younger than 18 years

The top three stated causes of homelessness in 2009:

- Couldn't afford rent – 29 percent
- Unemployed – 29 percent
- Drug/Alcohol (self) – 17 percent

The number of veterans counted has nearly doubled to 1,425 households.

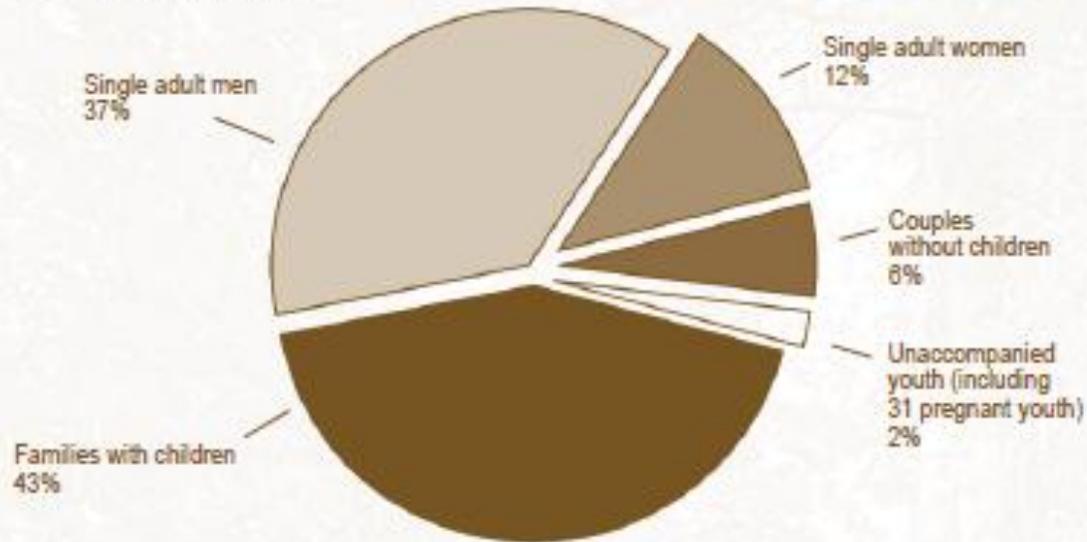
Nearly 59 percent of households counted had a member with an emotional, mental, or substance abuse issue (6,846 households).

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<sup>1</sup> US Department of Housing and Urban Development, Office of Community Planning and Development, The 2008 Annual Homeless Assessment Report, July 2009, page 12.

## 2009 One-Night Homeless Count

Total = 17,122 people



Source: 2009 One-night Homeless Count, January 2009, statewide report

## Living Situation of Households in the 2009 One Night Street Count

Households = 6,775

	Total	% of all	Change from 2008
Car	409	6%	493%
Hospital	13	0%	-41%
Street	2,047	30%	1,439%
Squatting	90	1%	429%
Motel/Hotel	221	3%	333%
Staying with Friends or Family	2,010	30%	334%
Camping	912	13%	2,180%
Other	1,073	16%	-53%

### **Other Homelessness Indicators:**

The Oregon Department of Education conducts annual counts of enrolled homeless students in public schools. In the 2008-09 school year, 18,051 homeless students were identified by school district liaisons, an increase of 14 percent over the previous year. Within that number, over half were in rural areas, where per capita homelessness is higher than in urban area schools. Of the total, 3,041 were “Unaccompanied Minors” who were on their own as runaway or abandoned youths: an increase of more than 120 percent in enrolled homeless students since the 2003-04 school year.

Anecdotally, in the six months after the 2009 One Night Count, emergency service programs have seen an overflow of requests. The Community Action Agency in Washington County received more than 100 calls in a five-minute period at its emergency rental assistance hotline which crashed the organization’s phone system. ACCESS, Inc. in Medford, reports that during the months of July and August they received over 600 calls for housing assistance which is four times the normal call volume. Lincoln County’s only shelter for homeless families has seen an increase of shelter requests of more than 50 percent in recent months.



## Manzanita



Photo: Manzanita. An acquisition and rehabilitation project in Grants Pass, Oregon. Developed and owned by Options for Southern Oregon, Inc. Seven units of permanent supportive housing for homeless individuals with persistent mental illness, alcohol and drug issues and/or acquired brain injury.

## Barbara's Place



Architect's Rendering: Barbara's Place. Located in southwest Redmond. The six-unit housing site will serve individuals experiencing chronic homelessness.

# Goals and Strategies to End Homelessness

The Ending Homelessness Advisory Council (EHAC) presented to the Governor in 2008 the following goals and strategies to end and prevent homelessness.

## Goal 1

Prevent and divert people from becoming homeless by working with them to obtain and keep their housing.

- Identify, create, and expand successful programs that prevent homelessness.
- Coordinate programs and consolidate funding for housing and services.
- Identify, and remove practices, policies and system barriers that increase the likelihood of homelessness.

## Goal 2

Expand, develop, and coordinate the supply of affordable housing and supportive services to prevent and end homelessness, and shorten stays in shelter.

- Expand and preserve the supply of housing choices and opportunities across the continuum including appropriate service models.
- Re-house and move people into permanent housing as quickly as possible.

## Goal 3

Build the capacity of homeless persons for self-support through strategies that identify their risk of homelessness, their needs, and access appropriate housing with appropriate supportive services.

- Identify and assist individuals with the greatest risk of homelessness and those groups that are over-represented in the homeless population.
- Provide access to appropriate services, and remove barriers to make them more navigable, comprehensive, and seamless.

#### **Goal 4**

Identify and implement system improvements for coordination at the program funding and delivery levels leading to measurable results.

- Align or re-orient the housing and services programs to better meet the needs of homeless persons, including supportive employment and vocational stability.
- Review the publicly funded shelter system to improve its effectiveness in services, operations, ability to move people into permanent housing, and to serve all populations.
- Encourage and support local efforts to end homelessness including local planning efforts.

#### **Goal 5**

Implement education and public campaigns initiatives to remove societal stigma about homelessness and to build community support and coordinated responses.

- Develop an education and advocacy campaign on homelessness.

#### **Goal 6**

Improve data collection technology and methodology to better account for unsheltered and sheltered homeless persons.

- Apply a consistent standard for collecting data statewide to help build a reliable picture of the scope of homelessness over time.



## Action 1

Define the scope of prevention as primary (preventing the first instance of homelessness), and secondary (preventing recurrence for individuals who once experienced homelessness and are now housed).

During a period of significant budget reductions, the Legislature maintained level-funding for homeless programs by limiting General Fund reductions and passing House Bill 2436, the Housing Opportunity Bill. It increases the existing state-imposed Document Recording Fee (ORS 205.323) by \$15 per document.

This increase will generate an estimated \$15.1 million in revenue during the 2009-11 biennium to support increasing housing opportunities for hard working families, seniors, people with disabilities, and others affected by the boom and bust cycles of the housing market.

Revenues from the \$15 increase in the document-recording fee will be distributed as follows:

- Development and preservation of multifamily housing (\$10.6 million).
- Supporting the health of the community-based housing providers whose mission is to meet the housing needs of low-income Oregonians (\$900,000).
- Fund efforts to prevent and end homelessness through local community action agencies (\$1.5 million).
- Expand homeownership opportunities, homebuyer education, down payment assistance and other efforts to make homeownership possible, particularly for the state's minority populations (\$2.1 million).

Under the American Reinvestment and Recovery Act, Oregon received approximately \$15 million for Homeless Prevention and Rapid Rehousing activities. The three-year program provides short and mid-term rental assistance to keep people at risk of homelessness in their homes, and to rapidly put homeless people back into housing. The cities of Eugene, Portland, Salem, and Clackamas and Washington counties received their own allocations. OHCS administers funds for the remainder of the state.

OHCS's application to the U.S. Department of Housing and Urban Development's **Neighborhood Stabilization Program (2)** proposes targeting (re)development of foreclosed housing to house people experiencing homelessness. OHCS proposed the use of \$5 million for this purpose.

The Oregon Department of Education receives approximately \$500,000 annually to serve homeless students in public schools from the federal McKinney-Vento Homeless Education Program at the U.S. Department of Education. For the 2009-2010 school year, these funds were supplemented with over \$1 million in federal Stimulus Funds which were distributed to the 99 Oregon school districts (out of 197) with homeless student counts of 20 or more. Over \$80,000 went to Portland Public Schools, whose count was more 1,700 homeless students in grades K-12.

## Action 2

Strengthen partnership between OHCS and DHS to serve people experiencing or at risk of homelessness.

Senate Bill 200, passed by the 2009 Legislature, calls for a comprehensive and collaborative system of support and housing as vital for any success in ending and preventing homelessness. This comprehensive system should include:

- A focus on permanent housing, rather than temporary solutions;
- Enhanced collaboration between county and state agencies that deliver integrated and cost-effective programs in a seamless and timely manner;
- Measurable outcomes – focused on housing stability – for increased accountability; and
- Recognition that each person experiencing homelessness faces unique barriers and possesses personal strengths, requiring an individualized approach.

The bill reorients state agency policy, because a more effective response will also be more efficient, and ultimately reduce costs across systems such as human services, child welfare, education, juvenile justice, corrections, mental healthcare and addiction treatment.

SB 200 will guide the work of program administrators and policymakers. It clarifies the roles of OHCS, the Department of Human Services and the Interagency Council on Hunger and Homelessness in alleviating the causes and conditions of poverty in Oregon.

OHCS and DHS have agreed in concept to provide permanent supportive housing opportunities for homeless persons with addictions and mental illness. Advancing on this agreement depends on obtaining funds from a second application under the Neighborhood Stabilization Program. The application sets aside \$5 million specifically for homeless populations earning less than 50 percent of area median income.

### Action 3

Create a statewide funders committee to coordinate assistance programs and maximize resources.

In the midst of budget hearings and state agency budget cuts, the Subcommittee representatives felt uncertain about the programs and resources that would remain. The Subcommittee will reconvene to discuss how best to establish a funders committee.

### Action 4

Track the gain and loss of affordable and supportive housing, including public housing.

Developed the Oregon Housing Inventory of publicly funded housing for use in establishing the state's affordable housing needs. The inventory includes information from multiple property database sources: OHCS, METRO, local Housing Authorities and Rural Development.

[www.ohcs.oregon.gov/OHCS/ISD/PPR/docs/Inventory\\_By\\_County.xls](http://www.ohcs.oregon.gov/OHCS/ISD/PPR/docs/Inventory_By_County.xls)

In addition, OHCS and its partners have maintained and tracked affordable housing at risk of losing federal subsidies. [www.preserveoregonhousing.org](http://www.preserveoregonhousing.org)



## Action 5

Expand permanent supportive housing throughout Oregon: 150 units in the 07-09 biennium.

Created and implemented Housing PLUS (Permanent Living Utilizing Services) model.

- Investment in 2007 of \$16 million in lottery-backed bonds financed permanent supportive housing for individuals and families experiencing chronic homelessness.
- OHCS exceeded the legislative target of 150 units by awarding funding for 215 units in 21 developments, 13 communities, with another four units in one development pending final review and approval.
- Funded developments address both urban and rural homelessness, with a broad definition of homelessness that includes families, single adults, and homeless and run away youth.

Applied for competitive American Recovery and Reinvestment Act Neighborhood Stabilization Program(2) grant funding for the development of more Housing PLUS units.

Works closely with Addictions and Mental Health Division of DHS in the creation and development of permanent supportive housing and housing resources for persons at risk of homelessness, who have a mental illness.



Celilo Garden Apartments. The Dalles, Oregon.

## Action 6

Identify resources to preserve current affordable and supportive housing.  
Goal: Preserve 1,598 units in 09-11

In partnership with the Network for Oregon Affordable Housing (NOAH), OHCS created a statewide preservation strategy, as well as a technical assistance team, to address expiring use properties.

Developed a comprehensive database that identifies all expiring use projects, including tax credits. [www.preserveoregonhousing.org/database.php](http://www.preserveoregonhousing.org/database.php)

Preserved 786 units of housing with expiring federal subsidies in 2008. We have helped preserve 3,052 units since the state began the preservation program in 2004. More units remained to be funded in 2009.

Created, in partnership with NOAH, the Oregon Housing Acquisition Fund (OHAF) to preserve, in the short-term, expiring projects. Capitalized at \$32.7 million.

Made a successful grant application to the MacArthur Foundation for \$5 million in resources to support OHAF efforts.

Succeeded in obtaining \$19.4 million in lottery-backed bonds to finance preservation of federally subsidized affordable housing and manufactured dwelling parks. (SB 5535)

OHCS estimates that the \$16.3 million targeted to preservation of existing subsidized housing will preserve 1,598 units. Rates paid by equity investors for tax credits will determine the actual number of units preserved.

Preservation prevents homelessness for those persons already housed in these units, most of whom would have no affordable housing alternatives and avoids increased service costs for displaced residents experiencing homelessness. These preservation funds also generate various economic benefits by leveraging other investments, by saving on new construction, by creating jobs to re-develop and rehabilitate these units, and by retaining the federal subsidies over the next 20 years.

The Legislature did not pass Senate Bill 199 which would have increased the Oregon Affordable Housing Tax Credit cap by \$4 million.

Another \$3.1 million in lottery-backed bonds will preserve one manufactured dwelling park. (SB 5535)

The department and CASA of Oregon preserved the state's first manufactured dwelling park through co-operative purchase (Horizon, aka Victor Manor), including financing, tenant cooperative agreements, project administration, follow-up and assessment.

## Action 7

Encourage the use of Housing First and Rapid Re-housing models and strategies.

SB 200 establishes permanent housing as the preferred response to homelessness.

The new federal Homelessness Prevention and Rapid Rehousing program, although designed to address the homelessness effects of the current economic crisis, is steering efforts to see housing as the foundation for human service interventions to produce lasting results.

## Action 8

Increase collaboration between the Oregon Department of Veteran's Affairs and community-based agencies to ensure full utilization of federal resources.

Working with the Community Action Partnership of Oregon to expand the number of people who are qualified to assist veterans.

## Action 9

Establish closer links between housing, food and nutrition programs.

Oregon Hunger Relief Task Force and OHCS published a brochure to inform housing developers about providing meal sites. It has established meal distribution sites at various housing projects in various metro and less urban communities. It helped housing owners to become sponsors for a summer food program.

Working with the Community Action Partnership of Oregon to expand the number of people who are qualified to assist veterans.

## **Action 10**

Provide financial and technical assistance to help develop and implement 10-year plans to end homelessness in Oregon.

An EHAC work group identified barriers, which include resources, political champions, training and technical assistance and identified strategies to overcome those barriers. Group will identify a status report on every county's 10-year planning efforts and develop a technical assistance team to support local planning efforts. The group will coordinate a day of training focused on developing and implementing local 10-year plans.

State Department of Education encouraged School District Homeless Liaisons to participate in local planning efforts, and to create collaboration between housing, service providers, and the McKinney Vento Homeless Assistance programs.

## **Action 11**

Standardize and allow access to state and county homeless population and services data.

Redesigned and improved the presentation of data from the One Night Homeless Count.

Housing PLUS projects, the state's initiative on permanent supportive housing for homeless populations, now participate in the Homeless Management Information System (HMIS).

## **Action 12**

Create state and local communication strategies to destigmatize homelessness and gain public support for ending homelessness.

Began work on messaging after legislature adjourned.

## Action 13

Develop and forward a proposal to attract federal resources to implement the critical housing and poverty issues addressed by the 10-year plan.

Many new resources have become available to Oregon through the federal government's stimulus efforts. OHCS expects to receive at least \$112.75 million in such resources. Programs include:

- Neighborhood Stabilization Program (foreclosed properties for affordable housing)
- Tax Credit Assistance Program (multifamily affordable housing)
- Tax Credit Exchange Program (multifamily affordable housing)
- Homelessness Prevention and Rapid Re-housing Program
- Community Services Block Grant (anti-poverty)
- Commodity Assistance (food)
- Community service programs (AmeriCorps members)

For more information, see:

[www.ohcs.oregon.gov/OHCS/Recovery/ARRA\\_Oregon\\_OHCS\\_Programs.shtml](http://www.ohcs.oregon.gov/OHCS/Recovery/ARRA_Oregon_OHCS_Programs.shtml)

## Action 14

Develop and recommend the adoption of state discharge planning policy statements to prevent homelessness.

Initiated conversations between Department of Corrections, Department of Human Services Children Adults and Families Division, and the Oregon State Hospital to develop guiding principles on discharge and reentry with the goal of preventing discharges/aging out into homelessness.

## Action 15

Support Project Homeless Connect initiatives to provide immediate services to homeless persons.

Linked to Action 10 (above). Many local 10-year plans include Project Homeless Connect events as an immediate response. A subcommittee will seek to change statutory barriers to encourage volunteer participation in these events.

## Ending Homelessness Requires Multiple Players: A Success Story

The most immediate help a person experiencing homelessness hopes for is finding housing. Housing enables service providers to stabilize a life and a household. The feature story shows that when the various systems interplay their service delivery they are effective in assisting a person and a family end the cycle of homelessness. Grape Street is an OHCS Housing PLUS site.

### Dad, daughter among those helped by program

*By Damian Mann, Mail Tribune, August 19, 2009*

Inside a bright, clean townhouse at Grape and 11th streets in Medford, 4-year-old Damita Walls dances almost nonstop in her nice new living room.

“We were one of the lucky people, one of the blessed ones to get this place,” said her father, Louis Walls, who is more than two years sober from alcohol and is receiving counseling for a domestic dispute with his former wife.

From the street, the eight new townhouses don’t give any indication of the help their residents receive as they struggle to pull themselves out of homelessness or recover from drug and alcohol problems.

The units opened Aug. 1 and are owned by Rogue Retreat, a Medford-based nonprofit that provides transitional housing to help the homeless get back on their feet. Rogue Retreat bought the property for almost \$1 million on July 10.

Walls said he spent time at Hope House and the Rescue Mission, and is receiving support from local organizations such as OnTrack Inc.

Walls said he wants to volunteer locally and has other plans to better himself, but his main goal is raising Damita.

“I plan on being a single dad to be the best parent I can,” said Walls.

Chad McComas, board chairman for Rogue Retreat, said the townhouses are carefully monitored with weekly inspections to make sure they are clean and drug-free.

“They can stay as long as they want as long as they follow the rules,” he said. But most residents eventually want to leave after they’ve put their lives back together, said McComas. “They will tell you that this is just another step on the road to recovery in their life,” he said.

McComas said he didn't want people to get the wrong idea about the kind of homeless people staying in the townhouses.

"We want to dispel the rumor that we grab people from under a bridge and just put them there," he said.

Some Rogue Retreat clients have lost their jobs or were ill for an extended time. Others have been living in a motel or couch-surfing. Still others are recovering from domestic violence.

The program doesn't tolerate drugs or alcohol on the premises, and McComas said the inside of the townhouses must be properly maintained.

The houses at the intersection of 11th and Grape streets had been vacant for more than a year after Rogue Valley Community Development Corp. failed to find qualified low-income buyers.

A \$45,000 city grant meant to provide affordable housing helped pay for the construction of the houses.

In November, the Medford City Council changed the terms of the grant to allow the houses to be rented instead of sold.

At the time, Medford nonprofit Interfaith Care Community had intended to buy the houses using a state grant and turn them into subsidized rentals for veterans and their families.

Interfaith had been awarded an \$870,000 grant from Oregon Housing and Community Services to help buy the townhouses and provide support services, but the sale fell through.

Rogue Retreat already operates long-term housing for the homeless at 525 N. Riverside Ave. The 11 units are undergoing remodeling.

Walls said he hopes eventually to move out of the house so that others who have struggled like he has can get the same kind of opportunity.

"You don't want to be here for the rest of your life," he said.

*Reach reporter Damian Mann at 541-776-4476 or [dmann@mailtribune.com](mailto:dmann@mailtribune.com).*

## Council Members

### CHAIR

Rick Crager, Deputy Director  
Oregon Housing and Community Services

### VICE CHAIR

Commissioner Bill Hall  
Lincoln County Commissioner

Darcy Strahan, Manager  
Community Housing, Employment &  
Supports  
Addictions and Mental Health Division,  
Department of Human Services

Clyde Saiki, Deputy Director  
Department of Human Services

Dona Bolt, State Coordinator  
Homeless Education Program  
Oregon Department of Education

David Leslie, Executive Director  
Ecumenical Ministries of Oregon

Mary Schoen-Clark, Executive Director  
Oregon Coast Community Action

Edward Angeletti, Planning Manager  
ACCESS - Aging Community Coordinated  
Enterprises

Sally Erickson, Homeless Program Manager  
City of Portland

Janet Byrd, Executive Director  
Neighborhood Partnerships

Steven D. Rudman, Executive Director  
Portland Housing Authority

Susan Ban, Executive Director  
ShelterCare, Lane County

Mitch Morrow, Deputy Director  
Oregon Department of Corrections

Jon Stubenvoll, Director of Advocacy  
Oregon Food Bank

Val Conley, Administrator  
Veterans' Services Division  
Oregon Department of Veterans' Affairs

Robyn Cole, Executive Assistant to the  
Director  
Oregon Youth Authority

Evelyn Roth, Education and Workforce  
Youth Liaison  
Department of Community Colleges  
Workforce Development

Jean Lasater, Homeless and Runaway Youth  
Coordinator  
Oregon Commission on Children and  
Families

Tom Olsen, Child Care Administrator  
Oregon Employment Department

Thomas McClellan, Administrator  
DMV, Oregon Department of Transportation

Cindy Pasko, Director of Community  
Development  
Partnership to End Poverty

Sharon Fitzgerald, Assistant Director of  
Supportive Housing  
Central City Concern

### *Legislative Members*

Senator Chip Shields  
House Representative - vacant

## Affirmative Marketing Materials

### **EXCERPTS FROM CFC APPLICATION AFFIRMATIVE MARKETING**

#### **GUIDELINES FOR AFFIRMATIVE OUTREACH NARRATIVE**

Describe in narrative form the affirmative outreach efforts that will ensure that minority and women-owned enterprises will be used to the greatest extent possible to provide development or project related services to the project.

Your description should include, but not be limited to, real estate agents, appraisers, lenders, architects, contractors, consultants, materials suppliers and property management firms.

#### **GUIDELINES FOR AFFIRMATIVE MARKETING NARRATIVE** (HOME PROJECTS OVER 5 UNITS)

Affirmative Marketing is required for HOME projects containing five or more units. Affirmative marketing steps consist of actions to provide information and otherwise attract eligible Persons to the available housing from all racial, ethnic, and gender groups in the housing market area.

The Department, through its APM Section, will annually assess a project's affirmative marketing program to determine the success of affirmative marketing efforts and any necessary corrective actions.

Affirmative marketing activities, at a minimum, shall include:

- 4 Insuring that advertised vacant units include the Equal Housing Opportunity logo or statement.
- 4 Posting the HUD Fair Housing poster in common area(s) of housing assisted with HOME funds.
- 4 Soliciting application for vacant units from Persons in the housing market who are least likely to apply for the HOME-assisted housing without the benefit of special outreach efforts.
- 4 Maintaining file records containing all marketing efforts (e.g., newspaper advertisements, file memorandums documenting phone inquiries, copies of inquiry letters and related responses, etc.) These records shall be made available to the Department staff for inspection during normal working hours.
- 4 Maintaining listings of all tenants residing in each unit from the time of application submittal through the end of the HOME compliance period.

Date

(Sponsor name & address)

RE: CONSOLIDATED FUNDING RESERVATION(S)  
PROJECT NAME, Project Number 00000xxx

Dear Salutation:

Oregon Housing and Community Services ("OHCS," "Department") has reserved the following funding for Sponsor name for the development of the Project name project.

- a) \$ (Amount of reservation) – Housing Development Grant (Trust Fund);
- b) \$ (Amount of reservation – if more than one year’s credits, use separate entries) – annual allocation of (year reserved) Low Income Housing Tax Credits;
- c) \$ (Amount of reservation) – Oregon Affordable Housing Tax Credits;
- d) \$ (Amount of reservation) – HELP Grant;
- e) \$ (Amount of reservation) – HOME Investment Partnerships Program Grant (HOME)
- f) \$ (Amount of reservation) – Alcohol and Drug Free Housing Grant (ADF)
- g) \$ (Amount of reservation) – Low-Income Weatherization Program

Please be advised that readiness to proceed is an important criterion. In order to retain these/this reservation(s), you must meet the following conditions, subject to Department approval, by \_\_\_\_\_. Failure to meet all conditions to OHCS’ satisfaction may result in the revocation of the reservation(s).

No funds will be released until the general conditions are met unless pre-approved by OHCS and only for predevelopment activities as indicated under the Housing Development Grant Program, HELP, and/or Alcohol and Drug Free Housing, ex-off, Wx, grant program(s).

**Note: Many of our programs require specific documents to be completed either now or at a later time during project development. Documents necessary for satisfaction of Conditions of Reservation can be found on our website at: [http://www.oregon.gov/OHCS/HRS\\_Reservation\\_Letter\\_Attach.shtml](http://www.oregon.gov/OHCS/HRS_Reservation_Letter_Attach.shtml). If you do not have internet access, please contact me and I will be glad to send them in hard copy form.**

**Note: When submitting written material, do not e-mail documents in .pdf form if the document is larger than four pages. If the document cannot be sent in Word or Excel format, either fax or mail the printed material to me.**

- 5. Sponsors with projects containing 5 or more units must affirmatively market the units before renting them. Therefore, it is necessary to take steps to provide information and otherwise attract eligible Persons from all racial, ethnic, and gender groups in the housing market area to the available housing.
  - a) Execute the Affirmative Marketing Policy found at: [http://www.ohcs.oregon.gov/OHCS/HRS\\_Reservation\\_Letter\\_Attach.shtml](http://www.ohcs.oregon.gov/OHCS/HRS_Reservation_Letter_Attach.shtml).
  - b) Describe the affirmative marketing efforts to be taken in renting the units.

Optional wording If the population of the project is all those with the presence of a disability (presence of a disability as defined by the Market Assessment Section):

HOME-assisted presence of a disability projects must meet all HOME Program requirements regarding affirmatively marketing the units before renting them. Although preference may be given to specific presence of a disability populations, the units must be marketed to all Persons within the presence of a disability group. The units MAY NOT be filled exclusively through referrals from a single social service agency. A good faith effort must be made to inform and solicit applications from members of the presence of a disability group throughout the market area. Project sponsors must take steps to provide information and otherwise attract eligible Persons from all racial, ethnic and gender groups in the housing market area to the available housing. Therefore you must:

- a) Execute the Affirmative Marketing Policy found at:  
[http://www.ohcs.oregon.gov/OHCS/HRS\\_Reservation\\_Letter\\_Attach.shtml](http://www.ohcs.oregon.gov/OHCS/HRS_Reservation_Letter_Attach.shtml).
- b) Describe the affirmative marketing efforts to be taken in renting the units.

# Type this form on Board of Directors letterhead

## AFFIRMATIVE MARKETING CERTIFICATION

The objective of affirmative marketing is to provide information and otherwise attract eligible Persons from all racial, ethnic and gender groups in the housing market area to the available housing. This includes Persons in the housing market area who are not likely to apply for this housing without special outreach efforts. In addition, the goal is to impose minimal burdens and sanctions on the owners, yet effectively achieve affirmative marketing objectives.

In accordance with 24 CFR 92.351 and to the extent feasible, owners who have properties with five or more housing units assisted through the HOME Program will market units in an affirmative manner. In soliciting tenants or purchasers, the owner agrees:

1. To maintain a fair housing policy which does not discriminate against tenants or prospective tenants because of race, color, religion, national origin, sex, physical and mental handicap, or familial status. The owner will take actions to ensure that all tenants and prospective tenants receive equal treatment in all terms and conditions of residency.
2. To Inform the public, owners, and potential tenants about fair housing laws and this affirmative marketing policy.
3. When advertising vacant units, to include the equal housing opportunity logo or statement in said advertisement. Advertising media may include newspaper of general circulation, radio, television, brochures and flyers.
4. To post the HUD Fair Housing poster in common area(s) of housing assisted with HOME funds.
5. To solicit applications for vacant units from Persons in the housing market who are least likely to apply for the HOME-assisted housing without the benefit of special outreach efforts. In general, Persons who are not of the race/ethnicity of the residents of the neighborhood in which the newly constructed or rehabilitated building is located shall be considered those least likely to apply.

For outreach purposes, the owner may utilize housing authorities, community action agencies, community development corporations, other community organizations, places of worship, employment centers, fair housing groups, housing counseling agencies, social service centers or medical service centers to publicize unit vacancies or otherwise provide information to potential tenants.

6. To maintain file records containing all marketing efforts including, but not limited to, copies of newspaper advertisements, file memoranda documenting phone inquiries, copies of inquiry letters and related responses, etc. These records shall be made available to the Oregon Housing and Community Services Department for inspection during normal working hours.
7. To maintain listings of all tenants residing in each unit at the time of application submittal through the end of the HOME compliance period including income, family size, sex, disabilities and racial origin.

8. Not to discriminate against prospective tenants on the basis of their receipt of, or eligibility for, housing assistance under any federal, state or local housing assistance program.
9. That all evictions shall be for cause and in accordance with state and federal law.
10. In the event that an owner fails to comply with the affirmative marketing requirements, then the owner agrees to take corrective actions which include, but are not limited to, conducting extensive outreach efforts on all future vacancies using appropriate contacts such as those outlined in #5 above in order to achieve occupancy goals. Should the owner still not comply with the affirmative marketing requirements, the Housing and Community Services Department may impose other sanctions as deemed necessary.
11. The owner further agrees that should a court having proper jurisdiction find that the owner has discriminated against any Person or group, that this may result in the return of grant funds or such other action as may be deemed appropriate by the U.S. Department of Housing and Urban Development or their duly authorized representative.

The undersigned certifies that the individual/organization will affirmatively market the HOME-assisted project in accordance with the aforementioned terms and conditions.

Name

Date

Name and Title printed or typed

Organization

## ATTACHMENT 4

### Relocation Information

# URA Clauses for Reservation letters

(One for One)

Sponsors receiving HOME funds are required to comply with the Residential Anti-Displacement and Relocation Assistance Act as it pertains to one-for-one replacement housing. All occupied or vacant occupiable low-income housing that is eliminated due to a new proposed project must be replaced. In addition to assuring that replacement housing will be provided, there are specific public disclosure and submission requirements that must be met as a condition of the funding reservation prior to demolition of the structures and prior to execution of the HOME Grant Agreement. Submit evidence of the following:

- a) Compile the following information and submit to the Department. Maintain a complete set at your office and make available for public reviewing upon request.

A written description of the proposed project;

The address, number of bedrooms and location on a map of lower income housing that will be demolished as a result of this proposed project;

A time schedule for the commencement and completion of the demolition;

The address, number of bedrooms and location on a map of the replacement housing that will be provided;

The source of funding and a time schedule for the proposed replacement housing;

The basis for concluding that the replacement housing will remain lower-income housing for at least 10 years from the date of initial occupancy;

Information demonstrating that any proposed replacement of housing units with smaller dwelling units, such as a 2-bedroom unit with a 1-bedroom unit, is appropriate and consistent with the housing needs and priorities identified in the approved Consolidated Plan.

- b) Upon completion of condition 10a, publish public notice in a newspaper of general circulation (sample notice attached) which identifies the replacement plan for the existing structures.

(General URA Stuff)

Compliance with the Uniform Relocation Act (URA) also requires submission of a current monthly rent roll each month from the time of CFC application to completion of the project. Signed URA notices for every vacating tenant and every new tenant must accompany the monthly rent roll. The content of these notices is explained as follows:

## New Tenants

Each new prospective tenant must be provided a notice informing him/her about the rehabilitation project prior to signing a lease or rental agreement. (Form 2A copy attached) The tenant must sign the notice acknowledging receipt. The notice advises the tenant that he/she will not qualify for benefits under URA. Failure to issue the notice can be extremely costly. Submit signed copies of this notice with each monthly rent roll. A30

# Vacating Tenants

Documentation is necessary to show that each tenant who vacates after submission of the CFC application has done so voluntarily. (Form 2B attached) A tenant may be evicted for cause, if properly documented, but not in order to avoid paying relocation assistance. Attach signed notices of intent to vacate from each tenant who moves with each monthly rent roll.

After execution of the HOME Grant Agreement, you must complete the following: Notice of displacement/non-displacement.

Within 10 days of execution of the HOME Grant Agreement, a notice must be issued to each tenant, still in occupancy, who was in occupancy on the date the HOME application was submitted. (Forms 3A and 3B attached)

# Temporary Moves

Arrange for temporary moves if necessary. Document temporary move notices and document all temporary moving costs. Tenants must be given reasonable advance written notice, notified of the terms and conditions of the move, and reimbursed for reasonable out-of-pocket expenses. Develop and provide to tenants a written policy for reimbursements. Records must be kept for all arrangements made and tenants must sign a statement agreeing to the conditions offered.

## Construction Completion/Project Closeout

Submit a final tenant survey (not rent roll) to account for all tenants.

Additional information and technical assistance is available through your Housing Development Representative.

## **EXCERPTS FROM HOME RESERVATION LETTERS**

**10. The current tenants are to be permanently displaced by the project's acquisition and rehabilitation activities in order to lease the units to eligible tenants in the target population. These current tenants are covered by the Uniform Relocation Act (URA), which means that they are entitled to replacement housing payments, payments for moving and related expenses, plus advisory services. Compliance with the URA requires the following:**

- a) **Submit a monthly rent roll each month from the time of submission of the CFC Application for HOME funds and until all the current tenants are relocated. Signed URA notices for every vacating and every new tenant must accompany the monthly rent roll. Examples of these forms, (2A and 2B) can be found in the HOME Program Description Section of the Fall 2005 CFC Application**
- b) Within 10 days **after** the execution of the HOME Grant Agreement, a notice must be issued to each tenant still in occupancy who was in occupancy on the date the HOME (CFC) application was submitted. These notices will tell the tenant that they will be displaced by development activities at the project, and will advise them not to move until notified of URA benefits. (Notices 3-B or C as appropriate)
- b) The annual income of each tenant family to be relocated must be verified and calculated in accordance with HUD Handbook 1378. Submit this information to OHCS for review and approval. A31

- c) Submit copies of the current rental agreement for each resident who will be relocated.
- d) Review the definition of “Comparable Unit” in the URA regulations or HUD Handbook 1378. Note that a comparable unit must be inspected and pass the HUD Housing Quality Standards (HQS). It must also be available for rent at the time it is offered to the vacating tenant. Submit to OHCS the HQS inspection form for each comparable unit, as well as HUD form 40061 (Comparable Replacement Dwelling).
- e) For each current tenant family, calculate the amount of moving expenses by utilizing the Fixed Residential Moving Cost Schedule, or by obtaining a bid form a moving company.
- f) For each current tenant family, calculate the Replacement Housing Payment (from HUD form 40061) and prepare a Notice of Eligibility for Relocation and a 90-Day Notice to Vacate Premises. Submit these to OHCS for review and approval prior to giving the notices to the current tenants.
- g) Once a replacement housing unit is selected by the current tenant, submit a copy of the HQS inspection form, a copy of the utility allowance for tenant paid utilities from the local housing authority, and a copy of the new lease agreement to OHCS.
- h) Prepare and submit HUD form 40054, Moving Expense Claim Form in order to request funds for residents to move. Submit a copy of the check paying ma moving allowance to each tenant and a signed statement from each tenant verifying receipt of the moving allowance.
- i) Once the tenants have vacated the unit, complete and submit HUD form 40058 Claim for Rental Assistance in order to request the Replacement Housing Payment for the tenant. Submit a copy of the check to the tenant and a signed verification of receipt of the Replacement Housing Payment for each tenant.

11. Compliance with URA also requires documentation of the status of new tenants as they move into the unit after rehabilitation is completed and until the HOME grant is closed out. Submit a **monthly rent roll each month from the time of Certificate of Occupancy until the HOME grant is closed**. Signed URA notices **for every vacating and every new tenant must accompany the monthly rent roll**. Examples of these forms, (2A and 2B) can be found in the HOME Program Description Section of the Fall 2005 CFC Application. The content of these notices is briefly explained as follows:

a) Each new prospective tenant must be provided a notice informing him/her about the rehabilitation project prior to signing a lease or rental agreement. The notice advises the tenant that he/she will not qualify for benefits under URA. Failure to issue the notice can be extremely costly. Submit signed copies of this notice with each monthly rent roll. (Notice 2-A)

b) Documentation is necessary to show that each tenant who vacates after submission of the CFC Application has done so voluntarily. A tenant may be evicted for cause, if properly documented, but not in order to avoid paying relocation assistance. Attach signed notices of intent to vacate from each tenant who moves with each monthly rent roll. (Notice 2-B)

b) Submit a final tenant survey (not rent roll) at construction completion/project closeout.

Information and technical assistance is available through your Housing Development Representative on the URA process and requirements. A32

**Permanent Relocation Document Checklist**

**Project Name:** \_\_\_\_\_ **Tenant Family Name:** \_\_\_\_\_

<b>Date Received</b>	<b>Document</b>	<b>Comments</b>
	Tenant Survey <i>(with CFC Application and then every month until tenant is relocated)</i>	
	Relocation Plan <i>(with CFC Application)</i>	
	General Information Notice <i>(with CFC Application and only for tenant in occupancy at time of CFC application)</i>	
	Verification of Tenant Income	
	Tenant Income Worksheet	
	Rental Agreement in current unit <i>(or if no Rental Agreement, receipts or other verification of current rent payment)</i>	
	Comparable Unit Form- HUD Form 40061 <i>(comparable units must pass HQS and be available)</i>	
	Calculation of Benefits (4 Box Grid)	
	Notice of Eligibility to Tenant	
	90 - Day Notice to Move	
	Rental Agreement on Replacement Unit	
	Utility Allowance Verification on Replacement Unit	
	Housing Quality Standards Inspection (HQS) on Replacement Unit	
	Moving Expense Claim Form - HUD Form 40054	
	Copy of Check paying Moving Benefits to Tenant	
	Signed verification of receipt of Moving Expenses by Tenant	
	Benefit Claim Form - HUD Form 40058	
	Copy of Check paying Relocation Benefits to Tenant	
	Signed verification of receipt of Relocation Benefits by Tenant	
	Relocation Monthly Report prepared by HDR and provided to HOME Program Manager	

ATTACHMENT 5

**FAIR HOUSING COUNCIL OF OREGON  
2010 ANNUAL REPORT**

1/1/10-11/30/10 Year 5 Annual Report	
Action 1	Conduct four audits to find where and what type of discrimination is occurring the most in the State.
Impediment/ Task/Output	More than one in ten citizens in Oregon’s non-entitlement areas have experienced housing discrimination. The NW, SW, Central, NE and SE areas of the state will be targeted for at least two audits per area to identify illegal discrimination in housing choice. Audit results will be utilized to identify targeted areas and audiences in need of education about fair housing laws, policies, practices, and enforcement.
Deliverable/ Purpose	Conduct at least four series of audit tests in targeted non-entitlement areas on the basis of familial status, race/ethnicity, or disability to identify the most frequent basis of discrimination and areas of occurrence in the State. Audit data will create appropriate target information for additional education about fair housing policies, practices and procedures and will reduce discrimination in Oregon.
Reported Outcomes	<p>The following non-entitlement area audit tests were conducted (breakdown of results attached):</p> <p><b>Klamath County</b></p> <ul style="list-style-type: none"> <li>• 12 Familial Status</li> <li>• 11 Disability</li> <li>• 11 National Origin</li> <li>• 6 Race</li> </ul> <p><b>Clatsop, Tillamook, &amp; Lincoln Counties</b></p> <ul style="list-style-type: none"> <li>• 7 Familial Status</li> <li>• 9 Disability</li> <li>• 7 National Origin</li> <li>• 10 Race</li> </ul> <p><b>Umatilla County</b></p> <ul style="list-style-type: none"> <li>• 12 Familial Status</li> <li>• 10 Disability</li> <li>• 10 National Origin</li> <li>• 11 Race</li> </ul> <p><b>Polk County</b></p> <ul style="list-style-type: none"> <li>• 9 Familial Status</li> <li>• 10 Disability</li> <li>• 9 National Origin</li> <li>• 11 Race</li> </ul>
Action 2	Conduct six targeted campaigns or “road shows” to educate citizens, landlords, housing providers, and real estate professionals about the specific issues of fair housing discrimination that are most prevalent by area.
Impediment/ Task/Output	More than one in ten citizens in Oregon’s non-entitlement areas have experienced housing discrimination. Citizens who have experienced discrimination are most likely to “do nothing” about it or look for another place to live or move. Only 22 percent take some type of action to resolve the discrimination. The NW, SW, Central, NE and SE areas of the state will be targeted for at least four road shows to educate citizens, landlords, housing providers, and real estate professionals about the specific issues of fair housing discrimination that are most prevalent by

	area. Targeted areas and audiences in need of education about fair housing laws, policies, practices, and enforcement will be identified through the results of audits.
Deliverable/ Purpose	Conduct at least six educational road shows in targeted non-entitlement areas to educate citizens, landlords, housing providers, and real estate professionals, advocates, service providers and/or state agencies about the specific issues of fair housing discrimination that are most prevalent by area as well as educating citizens about the complaint process. These road shows will reduce discrimination through improved understanding and awareness of fair housing policies and procedures and by eliminating confusion and lack of awareness of the complaint process.
Reported Outcomes	8/9/10, Fair Housing for Tenants, Agape Center, Hermiston, 25 attendees  10/7/10, Fair Housing for Advocates (DHS Staff), DHS Office, Redmond, 13 attendees  10/20/10, Fair Housing for Advocates, White City, 14 attendees  11/9/10, Fair Housing for Landlords, Community Action Team office, St. Helens, 16 attendees  11/10/10, Fair Housing for Landlords, McMinnville, 20 attendees  11/16/10, Fair Housing for Advocates. Department of Human Services Seniors and People with Disabilities management staff, Salem, five attendees  12/22/10: Fair Housing for Advocates, McMinnville, 40 attendees
Action 3	Continue the educational and informational fair housing campaigns provided by the FHCO. Activities include distribution of up to 10,000 brochures, posters, arrangement of public service announcements, radio interviews, and maintaining the FHCO website
Impediment/ Task/Output	More than one in ten citizens in Oregon’s non-entitlement areas have experienced housing discrimination. Citizens who have experienced discrimination are most likely to “do nothing” about it or look for another place to live or move. Only 22 percent take some type of action to resolve the discrimination. Up to 10,000 brochures and/or posters will be distributed throughout the State. Additional public service announcements and radio
Deliverable/ Purpose	Up to 10,000 brochures and/or posters will be distributed throughout the State. Public service announcements and radio interviews will be conducted as needed and requested and the FHCO website will be maintained and updated to support educational activities that affirmatively further fair housing in Oregon. These campaigns will be conducted in concert with the targeted educational “road shows” and augmented on an as needed/requested basis and in conjunction with the findings of the targeted audits. These activities will increase citizen understanding and awareness of housing discrimination and the complaint process.
Reported Outcomes	7550 brochures/posters were distributed <ul style="list-style-type: none"> <li>• 6887 brochures</li> <li>• 663 posters</li> </ul> 2 radio interviews conducted 1 television interview conducted
Action 4	Distribute up to 1500 fair housing resource materials which include applicable fair housing laws and regulations to communities and landlords, including, but not limited to those that benefit from federal and State funds. These materials contain fair housing information for display to the public in city offices as well as in rental housing developments.
Impediment/ Task/Output	More than one in ten citizens in Oregon’s non-entitlement areas have experienced housing discrimination. Citizens who have experienced discrimination are most likely to “do nothing” about it or look for another place to live or move. Only 22 percent take some type of action to resolve the discrimination. Only 55 percent of citizens in Oregon’s non-entitlement areas said they support laws to protect a woman with a child from being discriminated against by a landlord. Citizen support for other types of fair housing protections averaged around 70%. Up to 1500 fair housing resource materials will be distributed annually to expand the knowledge, awareness and support of fair housing laws, enforcement avenues, and protections for citizens

	of the State.
Deliverable/ Purpose	Up to 1500 fair housing resource materials will be distributed annually to expand the knowledge, awareness and support of fair housing laws, enforcement avenues, and protections for citizens of the State.
Reported Outcomes	2,616 Resource Packets/Materials were distributed
Action 5	Continue the annual fair housing poster contest, which introduces fair housing concepts to children through the State's public and private schools with at least 2,000 schools, youth organizations and housing providers receiving materials.
Impediment/ Task/Output	More than one in ten citizens in Oregon's non-entitlement areas have experienced housing discrimination. Citizens who have experienced discrimination are most likely to "do nothing" about it or look for another place to live or move. Only 22 percent take some type of action to resolve the discrimination. Only 55 percent of citizens in Oregon's non-entitlement areas said they support laws to protect a woman with a child from being discriminated against by a landlord. Citizen support for other types of fair housing protections averaged around 70%. At least 1,000 schools in Oregon will receive publicity materials regarding the annual fair housing poster contest.
Deliverable/ Purpose	At least 2,000 schools, youth organizations and housing providers in Oregon will receive publicity materials regarding the annual fair housing poster contest. This will expand the knowledge, awareness and support of fair housing laws, enforcement avenues, and protections for citizens of the State
Reported Outcomes	2,760 schools, youth organizations and housing providers received publicity materials for the fair housing poster contest.
Action 6	Continue assisting with newsletter production and distribution of at least 3,000 newsletters for the FHCO's quarterly newsletter on fair housing issues.
Impediment/ Task/Output	More than one in ten citizens in Oregon's non-entitlement areas have experienced housing discrimination. Citizens who have experienced discrimination are most likely to "do nothing" about it or look for another place to live or move. Only 22 percent take some type of action to resolve the discrimination. Only 55 percent of citizens in Oregon's non-entitlement areas said they support laws to protect a woman with a child from being discriminated against by a landlord. Citizen support for other types of fair housing protections averaged around 70%. At least 3,000 FHCO newsletters will be distributed annually throughout the State.
Deliverable/ Purpose	At least 3,000 FHCO newsletters will be distributed annually throughout the State to expand the knowledge, awareness and support of fair housing laws, enforcement avenues, and protections for citizens of the State.
Reported Outcomes	1,445 contacts were electronically sent FHCO's Fall 2010 newsletter. FHCO distributed a second newsletter in December 2010 1506 contacts.
Action 7	Continue the fair housing information hotline, a toll-free resource for answering citizens' questions about fair housing issues and taking and processing fair housing discrimination complaints.
Impediment/ Task/Output	More than one in ten citizens in Oregon's non-entitlement areas have experienced housing discrimination. Citizens who have experienced discrimination are most likely to "do nothing" about it or look for another place to live or move. Only 22 percent take some type of action to resolve the discrimination. At least 50 calls from non-entitlement areas will be received and responded to over the FHCO toll-free hotline and/or email service.
Deliverable/ Purpose	Based on historical data at least 375 calls from non-entitlement areas will be received and responded to over the FHCO toll-free hotline and/or email service. This will reduce discrimination and expand awareness of fair housing rights, responsibilities, and issues throughout the non-entitlement areas of the state.
Reported Outcomes	FHCO has received 732 calls from non-entitlement areas through the end of 2010. This represents a 47% increase over the previous contract year.
Action 8	Develop and maintain a fair housing resource list for distribution to all relevant State Agencies, identify contact people within the Agencies and coordinate distribution of fair housing materials to these contacts

Impediment/ Task/Output	More than one in ten citizens in Oregon’s non-entitlement areas have experienced housing discrimination. Citizens who have experienced discrimination are most likely to “do nothing” about it or look for another place to live or move. Only 22 percent take some type of action to resolve the discrimination. Only 55 percent of citizens in Oregon’s non-entitlement areas said they support laws to protect a woman with a child from being discriminated against by a landlord. Citizen support for other types of fair housing protections averaged around 70%. FHCO will develop a fair housing resource list for distribution to all relevant State Agencies, identify contact people within the Agencies and coordinate distribution of fair housing materials to these contacts within the first two years of this plan.
Deliverable/ Purpose	FHCO will develop a fair housing resource list for distribution to all relevant State Agencies, identify contact people within the Agencies and coordinate distribution of fair housing materials to these contacts within the first two years of this plan. This action will increase the awareness and understanding of fair housing laws, policies, procedures, protected groups, and will eliminate confusion in enforcement options for Oregonians by creating a knowledgeable individual in participating state agencies, who will identify fair housing issues and direct inquiries to FHCO.
Reported Outcomes	The resource list will be maintained and utilized as needed.
Action 9	Conduct a targeted mass media campaign in non-entitlement areas of the State that focuses on educating citizens about familial status protection.
Impediment/ Task/Output	Only 55 percent of citizens in Oregon’s non-entitlement areas said they support laws to protect a woman with a child from being discriminated against by a landlord. Citizen support for other types of fair housing protections averaged around 70%. A targeted mass media campaign, focusing on familial status protections will be conducted in non-entitlement areas of the state.
Deliverable/ Purpose	A targeted mass media campaign, will be conducted in non-entitlement areas of the state to expand the understanding of and support for fair housing laws throughout the State’s non-entitlement areas, particularly in the area of familial status protection. This campaign will be accomplished through PSAs , radio interviews and the poster contest as a form of outreach based on collaborative input and complaints.
Reported Outcomes	10/8/10, Good Morning Central Oregon Television Program <ul style="list-style-type: none"> <li>• 30 minutes.</li> <li>• Station reaches 65.000 households</li> </ul> <p><i>Note: The following was conducted as part of an E+O contract for Medford/Ashland but program reaches several non-entitlement areas.</i></p> 10/20/10, Jackson Exchange (Oregon Public Broadcasting) Program <ul style="list-style-type: none"> <li>• 30 minutes</li> <li>• Station reaches households in Jackson, Josephine, Klamath, Coos and Lake counties</li> </ul>
Action 10	Be available to non-entitlement communities and appropriate state agencies to share information about the State fair housing study and its findings, and to assist with reducing barriers in non-entitlement areas, including land use, zoning laws and code enforcement.
Impediment/ Task/Output	All impediments identified in the Analysis will be addressed by making the Fair Housing Action Plan and A/I understandable and available to representatives of rural communities and to state agencies
Deliverable/ Purpose	Be available to share information with rural community representatives and state agencies to expand their knowledge and awareness of the Fair Housing Action Plan and A/I in order to address impediments identified in the A/I. This will be a joint effort between the State’s Fair Housing Collaborative, FHCO, and OHCS/OECDD staff.  Provide summary of contacts with rural communities and state agencies
Reported Outcomes	Impediments have been discussed at all trainings of consumers, housing providers and advocate groups throughout the state.

	FHCO participated in OHCS/OBDD's 2010 Analysis of Impediments to Fair Housing Choice. FHCO participated in the Fair Housing Collaborative group meetings and provided guidance throughout the AI process. FHCO staff also presented and provided educational materials at all four of the Fair Housing Public Forums located in Salem, Klamath Falls, Tillamook, and Pendleton.
Action 11	Investigate how best to implement a financial literacy curriculum in the State's public schools at the junior high and high school levels.
Impediment/ Task/Output	An analysis of mortgage lending data in Oregon showed that most minority loan applicants have higher mortgage loan denial rates than non minority applicants. The primary reason for the denials is personal credit. FHCO and the Fair Housing Collaborative members will investigate options for developing and introducing a financial literacy curriculum in public schools.
Deliverable/ Purpose	FHCO and the Fair Housing Collaborative members will investigate options for developing and introducing a financial literacy curriculum in public schools in an attempt to increase the awareness and understanding of personal credit issues among the pre-home-buying population of the state as identified in the 2 year action plan of the AI. Curriculum will be developed in coordination with lenders and contacts in school districts to enhance the levels of homeownership by increasing mortgage loan approval levels
Reported Outcomes	Completed in year two.
Action 12	Promote Statewide anti-predatory lending campaigns.
Impediment/ Task/Output	An analysis of mortgage lending data in Oregon showed that most minority loan applicants have higher mortgage loan denial rates than non minority applicants. The primary reason for the denials is personal credit. The Dept. of Business and Consumer Affairs currently conducts education, outreach, and enforcement activities regarding anti predatory lending activities, in an effort to reduce damages to Oregonians' personal credit by predatory lenders. FHCO and the Fair Housing Collaborative will continue to support the DBCA's efforts in this regard by distributing educational materials as a part of resource packets distributed and as a link to the FHCO website
Deliverable/ Purpose	FHCO and the Fair Housing Collaborative will continue to support the DBCA's efforts in this regard by distributing educational materials as a part of resource packets distributed and as a link to the FHCO website in order to improve citizen access to and understanding of how predatory lending impacts personal credit and future homeownership opportunities
Reported Outcomes	FHCO and the Fair Housing Collaborative continued to support the DBCA's efforts in this regard by distributing educational materials and as a link to the FHCO website.
Action 13	Promote a model loan application process and how applicants should be informed about existing resources to help repair or build their credit history. Distribute this model process through the FHCO website, and through training sessions.
Impediment/ Task/Output	An analysis of mortgage lending data in Oregon showed that most minority loan applicants have higher mortgage loan denial rates than non minority applicants. The primary reason for the denials is personal credit. The FHCO and members of the Fair Housing Collaborative will promote a model loan application process and how applicants should be informed about existing resources to help repair or build their credit history. Distribute this model process to via "tool kits" and through training sessions
Deliverable/ Purpose	The FHCO and members of the Fair Housing Collaborative will promote a model loan application process and how applicants should be informed about existing resources to help repair or build their credit history. Distribute this model process through training sessions. This will help aid Oregonian's in understanding and completing the mortgage lending application process and enhancing awareness of the importance of personal credit in this process.
Reported Outcomes	FHCO promoted model forms throughout the state. FHCO drafted and submitted articles about the forms and submitted them to numerous housing provider publications that cover the entire state of Oregon.
Action 14	Improve FHCO web site (OBDD only).
Impediment/ Task/Output	The FHCO is a primary contact point for housing consumers, housing providers and others seeking fair housing information. The internet is a growing area for housing consumers,

	housing providers and others seeking fair housing information to learn about their rights and responsibilities under the law. There is a need to expand the range of information available on the FHCO web site and to enhance the site to attract an increase in visitors.
Deliverable/ Purpose	<p>Improve FHCO's web site to include:</p> <ul style="list-style-type: none"> <li>• Development of new content areas: <ul style="list-style-type: none"> <li>○ FAQ</li> <li>○ FHCO news</li> <li>○ Case updates</li> <li>○ Article archives</li> </ul> </li> <li>• Increase Spanish-language information</li> <li>• Increase video capacity</li> </ul> <p>Enhance site appearance</p>
Reported Outcomes	<p>Created explanatory pages for most protected classes and links to them from its entry page.</p> <p><a href="http://www.FHCO.org/guidebooks.htm">www.FHCO.org/guidebooks.htm</a>, <a href="http://www.FHCO.org/forms.htm">www.FHCO.org/forms.htm</a>, and <a href="http://www.FHCO.org/brochures.htm">www.FHCO.org/brochures.htm</a> were created and populated with a growing list of FHCO-created / FHCO-recommended resources.</p> <p>General content enhancement and updates to the Breaking News and Events pages are ongoing.</p> <p>FHCO staff researched a site-embedded page reader service.</p> <ul style="list-style-type: none"> <li>• At the recommendation of disability-advocates / individuals with limited vision, and its high cost it was decided not to pursue this feature.</li> </ul> <p>Instead, as recommended, FHCO engaged a web developer to research cost and process of including a "resize-text" function to each page.</p>
Action 15	Produce new public service announcements (OBDD only).
Impediment/ Task/Output	Five years ago FHCO produced a series of testimonial videos of individuals sharing their personal stories of housing discrimination and, in some cases, how their problems were resolved. These were used as public service announcements. They were very successful and a new roster of PSAs will be valuable in education and outreach activities.
Deliverable/ Purpose	Produce three public service announcements. This will involve identifying individuals to tell their stories, contracting with a producer, developing the content, conducting the interviews, and completing post-production.
Reported Outcomes	<p>3 Public service announcements were produced during Year 5.</p> <p>FHCO has worked with a vendor to air these on cable access stations.</p> <p>The PSAs have played over 100 times on eight community access channels in the Willamette Valley area. These channels reach more than 350,000 viewer households. In addition, the PSAs aired on community access channels in Coos Bay, Columbia County and Southern Oregon; these stations do not have records of the number of times aired.</p>
Action 16	. Redesign and print 20,000 brochures to support the educational and informational fair housing campaign in Task #3 above. (OBDD only)
Impediment/ Task/Output	More than one in ten citizens in Oregon's non-entitlement areas have experienced housing discrimination. Citizens who have experienced discrimination are most likely to "do nothing" about it or look for another place to live or move. Only 22 percent take some type of action to resolve the discrimination. Up to 10,000 brochures and/or posters will be distributed throughout the State.
Deliverable/ Purpose	Up to 10,000 brochures and/or posters will be distributed throughout the State. These brochures will be distributed in concert with the targeted educational "road shows" and augmented on an

	as needed/requested basis and in conjunction with the findings of the targeted audits. These brochures will increase citizen understanding and awareness of housing discrimination and the complaint process.
Reported Outcomes	FHCO received feedback and redesigned its informational brochure for Housing Consumers. In addition, it has created new brochures for rental housing providers, students, and the real estate industry.
Action 17	Prepare matrix of ordinances related to mobile home closures. (OHCS only)
Impediment/ Task/Output	Laws regulating mobile home park closures may exist at the state, county and city levels. Housing consumers and providers would benefit from a single-source document that identifies the major requirements for closures in jurisdiction throughout Oregon.
Deliverable/ Purpose	Produce a matrix of state, county and city ordinances regarding mobile home closures. The matrix will identify major requirements for closures in any particular locality.
Reported Outcomes	Matrix was completed in year three.
Action 18	Develop procedure for taking civil rights complaints from TFAP and TBA program clients. (OHCS only)
Impediment/ Task/Output	There has been confusion on the civil rights complaint procedure for the TFAP and TBA programs
Deliverable/ Purpose	Develop procedures for taking civil rights complaints from TFAP and TBA clients and respond to complaints as needed.
Reported Outcomes	Pursuant to OHCS guidance, FHCO discontinued activities.
Action 19	Present civil rights trainings for OHCS Sub-Recipients of TFAP, TBA and Energy Assistance funds. (OHCS only)
Impediment/ Task/Output	There is a need to train local agency staff and volunteers on civil rights requirements, outreach, complaint processes, etc. for their respective programs.
Deliverable/ Purpose	Conduct at least three civil rights trainings for staff and volunteers of TFAP, TBA and/or Energy Assistance in non-entitlement areas to educate service providers about the specific issues of civil rights discrimination that are most prevalent by area as well as educating them about the complaint processes, and outreach strategies. These trainings will reduce discrimination through improved understanding and awareness of civil rights policies and procedures and by eliminating confusion and lack of awareness of the complaint processes.
Reported Outcomes	Pursuant to OHCS guidance, FHCO discontinued activities.
Action 20	Continue the State's Fair Housing Collaborative, which converses regularly to discuss and work towards resolving fair housing issues Statewide.
Impediment/ Task/Output	In order to meet all goals identified by the Fair Housing Action Plan, the Fair Housing Collaborative will meet at least quarterly. Members will review progress on Action Plan activities and support the State in completing the Action Plan.
Deliverable/ Purpose	The Fair Housing Collaborative will meet at least quarterly. Members will review progress on Action Plan activities and support the State in completing the Action Plan. FHCO will report to the Collaborative on contract activities and will utilize the Collaborative as a technical assistance resource in achieving all work identified in the contract SOW and in the Fair Housing Action Plan. FHCO will also update Collaborative members with emerging trends, issues, and areas of concern regarding fair housing in Oregon.
Reported Outcomes	Between November 2009 and July 2010, FHCO participated in Expanded Fair Housing Collaborative Meetings in conjunction with the 2010 Analysis of Impediments to Fair Housing Choice. The meetings expanded to include a wider range of stakeholders.



**2010 Fair Housing Poster Contest Winner**

Attachment 6

# **MBE/WBE Reports**

# **Section 3 Reports**

ATTACHMENT 8

# Match Report

Attachment 9

# **DASHBOARD Report**

Attachment 10

# **HOME Projects**

## ATTACHMENT 11

### Oregon's Consolidated Funding Cycle Process Thumbnail Summary

Affordable multi-family rental housing developers in Oregon can apply for state and federal tax credits, HOME, weatherization, and other funding through the Consolidated Funding Cycle (CFC) process. Because of myriad requirements of the funding sources, the CFC process is also highly complicated as well as highly competitive. In very general terms, these are the factors involved in the evaluation and selection process for all applications.

Threshold: (Applications not meeting thresholds are not processed)

- site control
- appropriate zoning
- site suitability
- preliminary environmental clearance
- architectural design minimums

Rating Factors: (Applications meeting threshold are rated and compared using these factors)

- Need for units. OHCS has statistically analyzed Oregon cities and counties based on three general populations
  - homeless and chronically homeless
  - special populations (disabled, elderly, recently released offenders, chronically mentally ill, drug or alcohol recovery, HIV/AIDS, etc.
  - workforce housing based on income factors (30% - 60% of median) and cost burdenData is analyzed to compare presence of these populations and existing units to serve the populations in comparison to state-wide trends. The result of the analysis is a priority assignment of one, two, or three to that population for that city or county. Homeless and chronically homeless populations always a #1 priority. Preservation projects with project based rental assistance are also always a #1 priority.
- Green building options
- Visitability
- Resident services plan tailed to the population being housed
- Sponsor capacity
- 30 year viability (for rehab projects)
- Market and rent studies and assessments
- Readiness to proceed
- Programmatic requirements i.e. HOME

Oregon Set-asides, preferences, goals

- For some resources, urban/rural split at 55% / 45%. "Urban" in HUD terms, means Participating Jurisdiction. All Oregon HOME funds are for rural, balance of state, applications.
- For 2010, 50% of funding for preservation of projects with project based rental assistance
- 15% of HOME funds set-aside for CHDOs
- 50% of units for populations meeting Oregon goals for certain populations

For a full program description please visit [http://www.ohcs.oregon.gov/OHCS/HRS\\_CFCApp.shtml](http://www.ohcs.oregon.gov/OHCS/HRS_CFCApp.shtml)

Attachment 12

# **HOPWA CAPER**

NOTE: Some instructional and blank forms are not included

## Attachment 13

### 2010 CDBG Performance Evaluation Report (PER)

Due to its size, only the narrative from the CDBG PER is not included as part of this document

The full [CDBG PER](#) is available electronically at

[http://www.ohcs.oregon.gov/OHCS/HRS\\_Consolidated\\_Plan\\_5yearplan.shtml](http://www.ohcs.oregon.gov/OHCS/HRS_Consolidated_Plan_5yearplan.shtml)

A hard copy is available for viewing at the offices listed below.

Oregon Housing and Community Services  
725 Summer Street NE, Suite B  
Salem, OR 97301-1266  
Phone: 503.986.2008  
FAX: 503.986.2020  
TTY: 503.986.2100  
E-mail: [loren.shultz@hcs.state.or.us](mailto:loren.shultz@hcs.state.or.us)

Oregon Economic and Community Development  
775 Summer Street NE  
Salem, OR 97310  
Phone: 541.882.1340  
FAX: 503.986.5115  
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E-mail: [mary.a.baker@state.or.us](mailto:mary.a.baker@state.or.us)

## Attachment 14

### EHAC Plan Executive Summary

Oregon's 10-year plan lays a foundation for a reconstructed state system to support local efforts and eliminate barriers that hinder efforts to end homeless. It contemplates strong action on three fronts: prevention and intervention, permanent housing with supportive services, and system improvements. The Plan seeks to end all homelessness. It does not target any specific population, because no person should experience homelessness.

Prevention and intervention. These strategies limit the number of adults, youth and families that fall into homelessness. They include:

- programs that help people stay housed
- approaches that divert people from institutional facilities
- policies that assure people have affordable housing and necessary support in place when released from institutional systems of care
- approaches that identify people at risk of homelessness while assessing their needs and reducing barriers for accessing needed support.

The plan identifies specific action steps to move prevention and intervention efforts. A stronger partnership between Oregon Housing and Community Services and the state Department of Human Services – the primary state agencies responsible for serving people experiencing, or at risk of, homelessness – will serve as the cornerstone of the state's prevention and intervention activities.

Permanent housing with supportive services. EHAC's philosophy and recommendation for state and local policy, supported by research, is that stable, permanent housing is the foundation other services need to succeed. Moving people into housing first is both a value and the impetus to continue expanding affordable housing in Oregon. This will require the expansion of the affordable housing inventory and strong action to preserve existing affordable housing stock.

Other activities to provide helpful permanent housing alternatives:

- Encourage the use of Housing First and Rapid Re-housing models and strategies that have succeeded elsewhere.
- Expand and preserve the supply of housing choices and opportunities across the continuum, including appropriate service models for groups with special needs such as alcohol and substance abuse treatment and mental health care.
- Identify and assist individuals with the greatest risk of homelessness and those groups who are over-represented in the homeless population to target and focus resources.
- Build on existing efforts to assist released offenders with no housing to access needed services and housing.

System improvements. The institutions and systems that have addressed homelessness for so long must change. Instead of disjointed and isolated service systems for homeless persons, Oregon's 10-year Plan to End Homelessness calls for a better alignment of services, funding, policies at the state level, and between the state and local communities.

To overcome the historical lack of integration in programs, the plan calls for the establishment of a shared framework for supportive services. The framework will emphasize collaboration with the A111

individual or family and includes assessment, plan development, connections to services and supports, coordination across systems, monitoring and personal advocacy.

The plan also envisions a system that provides comprehensive supports so that a family can achieve long-term self-sufficiency. This means aligning or re-orienting housing and service programs to meet the needs of homeless persons, including supportive employment and vocational stability.

**Goal 1.** Prevent and divert people from becoming homeless by working with them to obtain and keep their housing.

- Identify, create, and expand successful programs that prevent homelessness.
- Coordinate policies and programs, and consolidate funding for housing and services.
- Identify and remove practice and policy barriers to decrease the incidence of homelessness.

**Goal 2.** Expand, develop, and coordinate the supply of affordable housing and supportive services to prevent and end homelessness, and shorten stays in shelter.

- Expand and preserve the supply of housing choices and opportunities across the continuum including appropriate service models.
- Re-house and move people into permanent housing as quickly as possible.

**Goal 3.** Build the capacity of homeless persons for self-support through strategies that identify their risk of homelessness, their needs, and access appropriate housing with appropriate supportive services.

- Identify and assist individuals with the greatest risk of homelessness and those groups that are over-represented in the homeless population to target and focus resources and programs.
- Provide access to services essential to stability, and remove barriers to make them more navigable, comprehensive, and seamless.

**Goal 4.** Identify and implement system improvements for coordination at the program funding and delivery levels leading to measurable results.

- Meet the needs of homeless persons by aligning or re-orienting housing and service programs, including supportive employment and vocational stability.
- Develop and recommend ways to improve the effectiveness of emergency response programs to serve all people and to move them into permanent housing.
- Encourage and support local efforts to end homelessness, including local planning efforts.

**Goal 5.** Implement education and public awareness campaigns to remove societal stigma about homelessness and to build community support and coordinated responses.

- Develop an education and advocacy campaign to end homelessness.

**Goal 6.** Improve data collection technology and methodology to better account for homeless program outcomes.

- Apply a consistent standard for collecting data statewide to help build a reliable picture of the scope of homelessness over time.

The full report is available at [www.ehac.oregon.gov](http://www.ehac.oregon.gov)

Attachment 15

# **Limited English Proficiency Plan**

**For Persons with  
Limited English Proficiency**

**Oregon Housing and Community Services**

**Introduction**

All recipients of federal funds from the U.S. Department of Housing and Urban Development (HUD) including but not limited to state and local governments, public housing authorities and other entities receiving such assistance directly or indirectly from HUD are required to have language access plan for persons with limited proficiency in speaking or writing English. As a result, Oregon Housing and Community Services (OHCS) has developed this language access plan (LAP) to ensure the agency is meeting this HUD requirement as directed under Federal Register Notice FR-4878-N-02 published January 22, 2007 (the "Notice"). This Notice defines limited English proficiency (LEP) and explains the administrative process and requirements for meeting this HUD requirement.

This language access plan, hereinafter referred to as the LAP is intended to benefit individuals and families with limited English proficiency (LEP) seeking direct and indirect federal financial assistance from applicable programs administered by Oregon Housing and Community Services (OHCS). This LAP is a tool for OHCS staff to use to ensure that all program information is available in languages other than English as necessary. It shall be reviewed and updated on an annual basis to ensure changes in the needs of LEP persons are addressed by OHCS and that updates to the plan and tools (e.g. languages on website, written program information, etc) for implementation are completed.

**Federal Requirements**

This plan meets federal requirements stated in Federal Register Notice FR-4878-N-02 including Title VI of the Civil Rights Act of 1964 and Executive Order 13166 which directs all federal agencies including the U.S. Department of Housing and Urban Development (HUD) to ensure that all programs receiving federal financial assistance provide meaningful access to persons with limited English proficiency. The text of these regulations is as follows:

**CIVIL RIGHTS ACT** - Title VI of the Civil Rights Act of 1964 is the federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive federal financial assistance. In certain situations, failure to ensure that persons who are limited English proficient can effectively participate in, or benefit from, federally assisted programs may violate Title VI's prohibition against national origin discrimination.

**EXECUTIVE ORDER** - EO 13166, signed on August 11, 2000, directs all federal agencies, including the Department of Housing and Urban Development (HUD), to work to ensure that programs receiving federal financial assistance provide meaningful access to LEP persons. Pursuant to EO 13166, the meaningful access requirement of the Title VI regulations and the four-factor analysis set forth in the Department of Justice (DOJ) LEP Guidance apply to the programs and activities of federal agencies, including HUD. In addition, EO 13166 requires federal agencies to issue LEP Guidance to assist their federally assisted recipients in providing such meaningful access to their programs. This Guidance must be consistent with the DOJ Guidance. Each federal agency is required to specifically tailor the general standards established in DOJ's Guidance to its federally assisted recipients. On December 19, 2003, HUD published such proposed Guidance.

***Definition of Limited English Proficiency (LEP)***

LEP persons are defined as persons who, as a result of national origin, do not speak English as their primary language and who have a limited ability to speak, read, write, or understand. For purposes of Title VI and the LEP Guidance, persons may be entitled to language assistance with respect to a particular service, benefit, or encounter.

**Summary of OHCS Programs and Applicability of a Language Access Plan (LAP)**

OHCS is a State of Oregon department that administers a variety of federal and state supported housing and social service programs. The agency employs approximately 140 staff and has developed a large network of agency partners and sponsors that are vital to the delivery of its program services and benefits. Generally, these programs include financial

assistance in the areas of housing development, energy and weatherization, rent subsidies, food subsidies or distribution and loans to homebuyers and developers. Although this LAP is primarily prepared to meet the requirements of certain federal programs, it will also enable overlap with other programs administered by OHCS and in effect enable the agency to expand its ability to serve the needs of LEP persons overall.

Federally funded programs administered by OHCS that require LEP compliance include:

- Neighborhood Stabilization Program (NSP)
- HOME Investment Partnership Program (HOME)
- Homeless Prevention and Rapid Re-housing (HPRP)
- Community Services Block Grant (CSBG)
- Section 8 Rental Voucher Program
- HOME Tenant Based Rental Assistance (TBRA)
- Emergency Solutions Grant (ESG)
- Continuum of Care (CoC)
- Appliance Rebate Program (ARP)

The programs listed above will herein collectively be referred to as “Federal Programs”. OHCS may expand or suspend various federal programs on a regular basis contingent upon the availability of funding. Some programs such as NSP or HPRP are programs that received special funding under economic stimulus programs and are available for a limited duration. Other programs such as HOME or CSBG have been in place for several years and are funded on an annual basis.

## **Four Factor Analysis for Determining the Level Need for Language Access Assistance to LEP Persons**

There are four factors that must be considered in developing a plan to provide language assistance to LEP persons. These factors include: 1) The demographics of the population served; 2) Frequency of contact with LEP persons; 3) The nature and importance of program activities or services; and 4) Identification of financial and personnel resources needed to the meet needs of LEP persons.

### **1. Demographics of the Population Served**

According to the 2000 Census data, there were 104,546 people over five years of age in Oregon who spoke English not well or not at all. This is equivalent to 3.3% of the State’s population which is below the national LEP rate of 4.2%. The majority of the LEP population or 73,336 persons were identified as Spanish speaking. A total of 217,616 persons in Oregon reported speaking Spanish at home. This translates into 34% of the Spanish speaking population living in what is defined as linguistically isolated households or households where another language is spoken and no person 14 years of age or over speak English very well.

The most recent census update through the American Community Survey during 2006 to 2008, shows an increase in persons who speak English less than well to 133,613 people or 3.8% of the Oregon population. Spanish remains the largest LEP group with more than 130,000 Oregonians speaking English less than well and nearly 32,000 Spanish speaking linguistically isolated households thereby indicating a need for LEP assistance.

The second largest LEP group spoke Asian and Pacific Islander languages including Chinese, Korean, Vietnamese and Japanese. Together this group represents over 10,000 linguistically isolated households in Oregon during 2008.

While the focus of this analysis is to be specific to those who speak another language and are unable to speak English well, for general information the table below includes the distribution of languages spoken at home in 2000, excluding English and Spanish. The top languages spoken in Oregon were English, Spanish, Vietnamese, Chinese, Russian, German and French.

According to a special LEP tabulation of 2000 Census data for the U.S. Department for Labor we can identify general income characteristics for the LEP population in Oregon. While 7% of those individuals who speak only English were in poverty, nearly four times the proportion, 27% of the LEP population were in poverty. Additionally, the median income for English speakers was \$41,467 and the median income for the LEP population was \$28,442. These lower incomes among the LEP population indicate that programs which focus on serving lower income Oregonian should consider that the program eligible population is likely to include a high portion of the LEP population in their target area.

In 2000, 4.5% of Oregon households had limited English proficiency. More detailed information about the primary languages spoken in Oregon households is presented below.

Type of Household	Number	Percent
Speak only English	1,207,463	90.4
Speak other language and speak English "very well"	68,115	5.1
Speak other language and speak English less than "very well"	59,531	4.5

Language Spoken at Home	Households speak English "very well"		Households speak English less than "very well"	
	Number of Households	Percent	Number of Households	Percent
English Only	1,207,463	90.4	Na	NA
All Other Languages	68,115	5.1	59,531	4.5
Spanish	30,472	2.3	33,742	2.5
German	6,819	0.5	1,541	0.1
Vietnamese	1,446	0.1	3,856	0.3
Russian	1,580	0.1	3,205	0.2
Chinese	2,310	0.2	3,177	0.2
Other	25,488	1.9	14,010	1

Source: U.S. Census Bureau, Census 2000.

Of the households lacking English proficiency and speaking another language, the majority were Spanish speakers, representing 33,742 Oregon households.

HUD guidance asserts that a significant LEP population would include more than 5% of the eligible population and more than 50 of the beneficiaries of the grantee's programs. While the LEP population in the State of Oregon does not exceed the Safe Harbor thresholds, OHCS feels that the population of LEP Spanish speakers is of sufficient size and should be accommodated where possible. Thus, this LAP is an attempt to construct a framework that ensures meaningful access and language assistance from OHCS to LEP persons regardless of their statistical size in State of Oregon. This includes appropriate training for staff, adequate notice for LEP persons seeking assistance, and ongoing monitoring and updates for the LAP to provide opportunities for feedback on existing barriers, areas for improvement and subsequent next steps.

## **2. Frequency of Contact with LEP Persons**

OHCS administers a wide range of housing and social service programs. These programs are listed on page two of this plan. To determine the demand or need for services to assist LEP persons, staff conducted an internal survey of these programs. This survey included staff that provide direct program service delivery to clients, program delivery through Subrecipients (e.g. local government, non-profits, community action agencies etc.) and indirect service (e.g. agency support staff to program directors or coordinators). A summary of the survey results are as follows:

- Although most OHCS program staff don't have direct contact with LEP persons most of their Subrecipients have frequent contact with LEP persons.
- The most common language encountered is Spanish. The second most common language encountered is Russian. The only other language identified was Polish.
- It is not critical for program staff to have an interpreter available here at OHCS but is typically critical for program Subrecipients to have an interpreter available to assist with program service delivery.
- It is not critical for program staff to have written program materials available in languages other than English here at OHCS, but it is critical for program Subrecipients to have such information available.
- Most programs permit the use of grant funds to be expended on services to provide language interpretation or translation resources to LEP persons.
- There are a few OHCS employees that speak a language other than English. There are four OHCS employees that speak Spanish and two that speak Russian.
- The agency does have a contracted language translation service. This service, Language Line provides access to interpreters of most languages over the phone.

## **3. The Nature and Importance of Program Activities or Services**

The nature and importance of all program services and activities delivered by OHCS are relatively universal. For example, most of the programs administered by OHCS provide a product such as financial assistance or a commodity like food assistance which are essential to enabling persons to enjoy a quality of life not typically available to low income persons or person living in poverty. However, the inability of persons to access OHCS program services would not typically subject them to a life threatening or crisis situation. At a minimum, it would be a rare instance wherein a person requesting any type of assistance from an OHCS administered program would face a life threatening condition or situation. In effect, the purpose and intent of OHCS program services are to lift persons out of poverty, mitigate over-incidence of hunger or provide safe, decent and sanitary permanent shelter.

#### **4. Identification of Financial and Personnel Services Needed to Serve LEP Persons**

Most if not all federal programs administered by OHCS permit the use of grant funds to pay for the cost of providing language translation services to LEP persons. Further, the agency has already taken steps and invested financial resources to put in place services and practices to assist LEP persons. The primary service OHCS uses to meet the needs of LEP Persons is Language Line, a service that provides language interpretation services on a three-way conversation by phone. This LAP will describe this service and other ongoing efforts to serve LEP persons in the implementation section of this plan.

#### **Summary of Four Factor Analysis to Ensure Meaningful Access to OHCS Programs by LEP Persons**

OHCS serves a state wide population predominately proficient in speaking and reading the English Language. However, a staff analysis of the most current census data indicate that 4.5% of the Hispanic households within the state do not speak English well. Although this does not meet the HUD threshold of 5% for requiring assistance to LEP persons it is reasonable to determine that since the data used for this analysis is nearly five years old, OHCS should strive to upgrade and consequently improve its level of LEP assistance efforts.

There are several other smaller non-Hispanic populations that do not speak English well. However, OHCS and its Subrecipients come into contact with these populations much less frequently. These populations should be monitored and assisted via the OHCS contract Language Line service to ensure meaningful access to program assistance.

OHCS programs and services are not typically necessary to ensure the immediate health and safety issues of the clients it serves. However, the services OHCS does provide are intended to lift persons out of poverty and substandard living conditions therefore should be available to LEP persons.

Finally, the resources necessary to finance activities necessary to meet the language interpretation needs of LEP persons are typically included within program grants and OHCS has already taken steps to provide language translation services to LEP persons.

#### **LAP Implementation Plan – Existing Resources and Practices**

OHCS has devoted a significant level of resources and established practices to ensure access to its programs and services by LEP persons. These resources and practices include:

- 1) A service contract with Language Line to ensure the agency has access to a qualified and a readily available resource to assist LEP persons with their language translation needs.
- 2) Continue to ensure that front desk staff is knowledgeable and trained on connecting these clients to the Language Line service noted above.
- 3) Maintaining and providing the availability of staff fluent in speaking and writing Spanish (currently 4 staff) and Russian (currently 2 staff).
- 4) Continue to provide translations of written materials on its website for LEP persons.

- 5) Continue maintenance and management of program materials posted on the agency website to ensure such materials can be readily converted to as many languages as necessary to serve the needs of OHCS clientele.
- 6) Continue to track the number and proficient language other than English of clients contacting the agency for assistance.

**LAP Plan Implementation – Addition of LEP Activities to Ensure Access to and Improve Language Translation Services to LEP persons.**

- 1) Meeting the needs of LEP persons via internal OHCS program administration:
  - a) The OHCS Consolidated Plan Coordinator will be responsible for updating this LAP and ensuring that program coordinators submit updated materials for translation on an annual basis. All program coordinators or managers shall provide essential information about their respective program and its LEP needs and resources to the Consolidated Plan Coordinator on an annual basis or as needed.
  - b) All program coordinators or managers shall determine which written documents and materials are vital or critical program information that should be translated into applicable languages. Any information determined to be vital shall be obtained through the HUD website or other available means.
  - c) LEP training should be established and coordinated to ensure that applicable agency staff are aware of LEP requirements and the agency's resources to ensure LEP persons receive language translation services as needed.
  - d) Review or establish outreach efforts to the general public, program Subrecipients and Subgrantees and partner agencies to ensure information on LEP assistance is available to applicable populations. OHCS will not be responsible for completing any LEP planning or implementation activities for its Subrecipients of Subgrantees however, OHCS should inform or remind these entities of this HUD requirement.
  - e) Language Identification flash cards shall be posted at the OHCS front desk and other areas of the agency as applicable. These cards enable front desk staff to determine the language of walk in clients and then direct them to the language line to obtain translation assistance.
  - f) On an ongoing basis, front desk personnel and program administrators should collect data, monitor and track the demand for LEP services by their respective beneficiaries. This data will be used to update this plan.
  - g) Where possible, OHCS should establish efforts to collaborate with other state agencies that serve LEP persons.

## **Summary of Language Access Plan**

Based on a demographic analysis OHCS has determined a need for the delivery of LEP services. This analysis has determined a significant need for LEP services for Spanish speaking persons. The frequency of contact with LEP persons is limited. However, OHCS and its Subrecipients of federal funds indicate frequent contact with this population. The nature of OHCS programs and services does not warrant the delivery of LEP services on an emergency basis, yet these programs, should be made available in other languages and oral translation services should be made available.

OHCS has established several practices and procedures to ensure meaningful access to its programs by LEP persons. The practices include the use of Language Line, utilization of bi-lingual staff, availability of translated program materials on the agency's website and training staff to better meet the needs of LEP persons. OHCS will add additional LEP practices recommended by HUD including but not limited to the use of flash cards for persons to indentify their primary language, establishing more regular LEP training for applicable staff, updating this LAP on an annual basis and increasing outreach to LEP persons directly and through the agency's partners.

## CITIZEN PARTICIPATION

### NOTICE OF PUBLIC COMMENT PERIOD

Oregon Housing and Community Services  
725 Summer Street NE, Suite B, Salem Oregon 97301-1266  
Oregon Business Development Department  
775 Summer Street NE, Suite 200, Salem, OR 97301-1280  
Oregon Health Authority  
800 NE Oregon St. #1105, Portland, OR 97232

The State of Oregon is seeking public comment on the:

### 2010 CONSOLIDATED ANNUAL PERFORMANCE EVALUATION REPORT (CAPER) FOR HOUSING AND COMMUNITY DEVELOPMENT

A fifteen day public examination and comment period for the 2010 Consolidated Annual Performance Evaluation Report (CAPER) will begin March 2, 2011 and end March 18, 2011. The Report addresses the use of HOME, HOPWA, CDBG, and ESGP funds for the program year January 1, 2010 through December 31, 2010, as well as fair housing issues.

Written comments can be submitted to the address below at any time through March 18, 2011. All Oregon residents are invited to provide written comments. Copies of the 2010 CAPER are available at the Oregon Housing and Community Services and Oregon Business Community Development for review or visit [http://www.ohcs.oregon.gov/OHCS/HRS\\_Consolidated\\_Plan\\_5yearplan.shtml](http://www.ohcs.oregon.gov/OHCS/HRS_Consolidated_Plan_5yearplan.shtml) or <http://www.orinfrastructure.org/>

Comments may be submitted to Loren Shultz, Program Advisor, OHCS, 725 Summer Street NE, Suite B, Salem, OR 97301-1266, [loren.shultz@hcs.state.or.us](mailto:loren.shultz@hcs.state.or.us), 503.986.2008 or Mary Baker, Program and Policy Coordinator, OBDD, 775 Summer Street NE, Suite 200, Salem, OR 97301-1280, [mary.a.baker@biz.state.or.us](mailto:mary.a.baker@biz.state.or.us), 541.882.1340, or Christy Myers, OHA, Grants Coordinator, 800 NE Oregon Ste. 1105 Portland, OR 97232 [christy.j.myer@state.or.us](mailto:christy.j.myer@state.or.us) 971.673.0159. Deaf and hearing-impaired individuals may use a TTY by calling 503.986.2100. Persons needing copies in other languages should contact Shultz at their earliest convenience.

Questions, concerns, complaints, or requests for information in alternative formats from individuals with disabilities must be submitted to Shultz at least ten days before the end of the comment period.

Oregon Housing and Community Services and Oregon Business Development Department programs are administered in a nondiscriminatory manner, consistent with Equal Opportunity Employment Opportunities, Affirmative Action, and Fair Housing requirements.

**No comments were received during the 15 day comment period for Oregon's 2010 CAPER**

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