

Memorandum

To: Housing and Homelessness Commissioners

From: Savannah Clement, Housing Policy and Planning Analyst

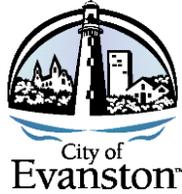
Subject: April 5, 2018 HHC Meeting Cover Memo

Date: April 2, 2018

Attached please find:

- The meeting agenda
- Item 1: Draft minutes of the February 28, 2018 meeting for approval
- Item 2: Memo and funding application for Open Communities' Landlord-Tenant Program
- Item 3: Affordable Housing Plan Data & Information

We look forward to seeing you on April 5th.



HOUSING AND HOMELESSNESS COMMISSION

Thursday, April 5, 2018

7:00 PM

Lorraine H. Morton Civic Center, 2100 Ridge, Room 2402

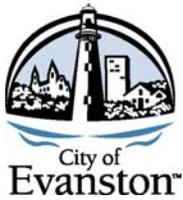
- 1. CALL TO ORDER / DECLARATION OF QUORUM**
- 2. APPROVAL OF MEETING MINUTES** February 28, 2018
- 3. PUBLIC COMMENT**
- 4. OPEN COMMUNITIES LANDLORD-TENANT APPLICATION FOR FUNDING**
- 5. COMMISSION VACANCIES UPDATES**
- 6. STAFF REPORTS**
 - A. Affordable housing plan next steps
 - B. Housing work updates
- 7. CHAIR'S REPORT**
- 8. NEW/OTHER BUSINESS**
- 9. ADJOURNMENT**

Next Meeting: May 3, 2018 at 7:00 p.m. in room 2402

Order & Agenda Items are subject to change. Information about the Housing and Homelessness Commission is available at: www.cityofevanston.org/government/agendas-minutes. Questions may be directed to Savannah Clement at 847.448.8679.

The City of Evanston is committed to making all public meetings accessible to persons with disabilities. Any citizen needing mobility or communications access assistance should contact Savannah Clement at 847.448.8679.

La ciudad de Evanston está obligada a hacer accesibles todas las reuniones públicas a las personas minusválidas o las quines no hablan inglés. Si usted necesita ayuda, favor de ponerse en contacto con la Oficina de Administración del Centro a 847/866-2916 (voz) o 847/448-8052 (TDD).



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MEETING MINUTES

HOUSING AND HOMELESSNESS COMMISSION

Wednesday, February 28, 2018, 7:00 P.M.
Lorraine H. Morton Civic Center, Room 2403

Present: Chair Ellen Cushing, Vice-Chair Geri Palmer, Suzanne Calder, Sidney Caselberry, Noelle Gilbreath, Alderman Eleanor Revelle

Absent: Sandra Hill, Kyle Lauterhahn, Moika Long

Staff: Sarah Flax, Housing and Grants Administrator; Savannah Clement, Housing Policy and Planning Analyst

Call to order

Chair Ellen Cushing called the meeting to order at 7:10 PM with a quorum present.

Approve minutes of January 11, 2018 meeting

Sue Calder moved for approval, Ald. Revelle seconded and the motion was approved unanimously.

Public comment

Doreen Price, resident, interested in Age Friendly Evanston, and said the needs of seniors needs to stay in the affordable housing conversation.

Sue Loellbach, Connections for the Homeless/Joining Forces for Affordable Housing, spoke in support of a comprehensive affordable housing plan. She said 30 human services agencies want to see a plan.

Alliance to End Homelessness of Suburban Cook County HMIS Application

Jennifer Hill, executive director of the Alliance to End Homelessness of Suburban Cook County, explained the Continuum of Care (CoC), Coordinated Entry And the Homeless Management Information System (HMIS) databased used to track all clients of the CoC. The Coc is implementing a new Coordinated Entry process required by HUD, named "Entry Point," that is designed to streamline the process for accessing homeless services. Instead of a person/HH in crisis going to several organizations and being evaluated, there is one point of entry. People are then assessed using a shared standard, and the type of intervention is determined based on need rather than whether the person/HH can be served by a specific organization. It is accessed via a toll-free number managed by Catholic Charities, four walk-in centers, emergency shelters and street outreach programs. Clients are screened by phone call or at intake and a vulnerability assessment is completed as appropriate. People/HHs are prioritized on by-name list based on vulnerability score and length of time they've been homeless.

The Alliance plans to add a fourth dedicated staff person to HMIS in 2018 due to increased data management requirements of Coordinated Entry. The Evanston community is one of the heaviest users of HMIS. Evanston is providing 5% of the HMIS budget, but 10% of CoC clients are in Evanston. In 2017, \$1.4 million of CoC funding went to Evanston organizations out of \$12 million total for suburban Cook County. The CoC includes 130 municipalities and 40 agencies using HMIS.

Sue Calder asked what other municipalities fund HMIS. Jennifer Hill said that LaGrange, Oak Park, and Cook County provide funding. Cook County represents the balance of communities that use HMIS but don't have their own entitlement funding. DuPage County pays a share for shared implementation/partnership, but it is standalone agreement and not included in the CoC HMIS budget. There is a 20% match requirement for the HUD grant the Alliance receives. The City of Evanston uses its local funds from the Affordable Housing Fund rather than ESG funds for HMIS, because ESG is also HUD /federal dollars and does not count as matching funds.

Discussion ensued about whether Evanston was paying more than its fair share of the cost of HMIS. Sarah Flax noted that Evanston organizations receiving CoC and ESG funding are required to use HMIS, and that the City's General Assistance office also uses HMIS to help assess residents' eligibility for General Assistance. Ellen asked if the commission could get a report showing the number and types of clients in Evanston that are served through the CoC. Staff will contact Peggy Troyer at the Alliance to generate a report that shows the number of clients, services received, etc.

HMIS is used to track what homeless people's needs are, and the assistance and referrals they receive. The Alliance uses HMIS data for strategic planning; for example, a new short-term stabilization program was developed based on needs identified through data analysis. Jennifer Hill explained that Continuum of Care/McKinney Vento funding doesn't necessarily provide more funding for the increased services that are needed, but requirements to receive McKinney-Vento funding have increased. State funding has also significantly decreased. State and local dollars leverage federal dollars, which have stayed about the same.

Vice-Chair Geri Palmer asked about strategic planning and expanding HMIS. Jennifer explained that the HMIS vendor provides regular updates that address changing requirements for data management from HUD, and is very customizable to accommodate by-name list and Entry Point. The Alliance has tried to be thoughtful about providing the necessary supports to agencies receiving CoC funds, growing the budget and adding staff as needed. In addition, the Alliance began a health partnership with Cook County, engaged in data matching with the City of Chicago, and expanded into new initiatives that are data-led and data-informed.

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Sue Calder asked whether funding for HMIS and other services traditionally funded each year are included in the Affordable Housing Fund budget. Sarah explained that \$114,500 was budgeted for housing services in 2018 and is part of the \$800,000 uncommitted. All funding for programs including HMIS, Open Communities landlord-Tenant Services will be requested through HHC, P&D and City Council. Sue Calder requested a memo on the budget. Staff provided an AHF summary based on unaudited 2017 financials that shows revenues and carryover commitments from activities funded in 2017 but not expended. It was agreed that in future staff will provide information on the annual budget to the commission at the beginning of each fiscal year.

Alderman Revelle motioned for approval of HMIS application funding, Sue Calder seconded, and it was approved unanimously.

Election of Chair/Vice-Chair

Chair Ellen Cushing let the Commission know about the upcoming vacancies on the Commission, and encouraged the commissioners to do outreach. Ald. Revelle motioned to keep the current chair/vice-chair the same for another term, Sue Calder seconded and it was approved unanimously.

New/other business

Chair Ellen Cushing said there is a lack of clarity of Commission's role and what City leaders expect of the Commission. Ald. Revelle said her expectation is Council will task the Commission with developing an affordable housing plan at the April 30th meeting. Ellen will review the 2009 Affordable Housing Plan and staff will put together a one-pager on needs and strategies for a future meeting.

Staff reports

The 2017 CAPER will be posted for public comment on Monday, March 5.

Adjournment

Ald. Revelle motioned for adjournment, Sidney Caselberry seconded, and the motion was unanimously approved. The meeting was adjourned at 9:18 p.m.

The next scheduled meeting of the commission is Thursday, April 5, at 7:00 p.m. in room 2402.

Respectfully submitted,
Savannah Clement, Housing Policy and Planning Analyst



Memorandum

To: Housing and Homelessness Commission

From: Sarah Flax, Housing and Grants Administrator
Savannah Clement, Housing Policy and Planning Analyst

Subject: 2018 Open Communities Landlord Tenant Program

Date: March 21, 2018

Recommended Action:

Staff recommends consideration by the Housing and Homelessness Commission of a \$44,304 renewal grant to continue Open Communities' Evanston Landlord-Tenant Program. The City has funded Open Communities to provide landlord-tenant services to Evanston residents and property owners since August 1, 2011. The 2015 grant was \$35,000, the 2016 grant was \$37,500, and the 2017 grant amount was \$40,500. This renewal grant would fund the continuation of services from January 1 through December 31, 2018.

Funding Source:

The funding source is the City's Affordable Housing Fund, 250.21.5465.65497. The Affordable Housing Fund has a current uncommitted cash balance of approximately \$600,000, including \$114,500 budgeted for housing services in 2018.

Summary:

Open Communities provides guidance on rental housing related issues raised by Evanston landlords and tenants, and upholds Evanston's Landlord-Tenant ordinance. Open Communities has proven expertise with landlord-tenant issues and handled 389 Evanston calls/cases in 2017, an average of 32.4 calls per month. The request of \$44,304 is an increase of 9% from 2017, in order to accommodate the increase in workload and Open Communities' ability to provide certified mediation services and at least four trainings, an increase from last year's two trainings. The City's 311 staff refers cases directly to Open Communities through Public Stuff, improving response time and streamlining tracking of calls/referrals. Open Communities staff is available by phone and email five days a week during business hours. Staff will continue to have office hours at the Evanston Public Library main branch one morning per week, and clients may also set up meeting times outside those hours with by calling 847-501-5760.

In addition to working directly with Evanston residents and landlords, Open Communities' staff has worked with the City's Property Standards Division to help facilitate training through RENT (Rental empowerment, networking, and training) Evanston for local landlords. RENT Evanston is a new City initiative to empower and connect landlords, property owners, and property managers in the city. Additionally,

over 95% of Evanston residents seeking assistance had incomes \leq 80% of the area median.

The Open Communities renewal grant agreement would run from January 1– December 31, 2018. Open Communities activities and outcomes include:

- Responding to a minimum of 430 Evanston calls/cases in total, an average of 36 per month
- Providing education and advice verbally, electronically or in writing that resolves the landlord-tenant issues; this will comprise 85% of the workload
- Referrals to appropriate services, including legal services, in 15% of cases
- Referral to Open Communities other services, including Fair Housing, in 10% of cases
- Organizing four training sessions for Evanston tenants on rights and responsibilities
- Provide one training session, in partnership with the City, for Evanston property managers and landlords on responsibilities
- Providing training for Evanston 311 staff, Police officers, and other staff as appropriate on landlord-tenant issues and the City's landlord-tenant ordinance

Attachments:

Open Communities' application for Landlord-Tenant Funding and attachments:

- Open Communities' FY 2018 budget
- Open Communities' FY 2017 budget

2018 APPLICATION FORM

Affordable Housing Fund

Include these attachments with your application:

- Organization's most recent completed fiscal year budget and current year budget
- Organization's non-discrimination, equal employment opportunity and affirmative action plan
- Audited financial statement and Form 990 for the most recent completed fiscal year
- Evidence of non-profit status
- Plan to address accessibility issues, including who to contact with questions/issues, policies for responding to grievances/complaints and the time period for providing a written response (new applicants or previously funded agencies if changed).
- Completed Conflict of Interest Disclosure form

Please submit 1 hardcopy and 1 electronic copy of your application and attachments. For questions, contact Sarah Flax, Housing and Grants Administrator.

AGENCY: Open Communities

PROGRAM NAME: Landlord-Tenant Counseling

CONTACT PERSON: Fariduddin Muhammad

TELEPHONE: 847-501-5760 ext. 411

EMAIL: farid@open-communities.org

ADDRESS: 990 Grove Street Evanston, IL 60201

AMOUNT REQUESTED: \$44,304

PROGRAM DESCRIPTION

- 1. Provide a summary of your program, including the need(s) that it addresses. How long has your program existed and how has it grown or changed? How long do you expect to continue providing this service?*

Open Communities is the only advocacy, education and organizing resource for tenants and landlords in Chicago's northern suburbs. The agency works to keep vulnerable renters – disproportionately low-income persons, persons with disabilities, immigrants, and people of color – in place through services as well as advocacy. Open Communities' Landlord-Tenant Program has been funded by the City of Evanston since fall 2011 as an annual Affordable Housing Fund grantee. This past year Open Communities was awarded a grant by the Evanston Community Foundation. Through this grant we were able to move our office to the City of Evanston. Our new address is: 990 Grove Street, Suite 500, Evanston, IL. 60201. We are now conveniently located close to all public transportation, and the office will be completely ADA accessible while providing more private space for client meetings. Open Communities will continue to provide counseling, group education and practical advice to Evanston landlords and tenants about their rights and responsibilities covering such topics as inadequate maintenance; lack of heat, hot water or other utilities; non-return of security deposits; eviction threats, including displacement through foreclosure; and harassment. Our staff

provides building organizing where appropriate including forming tenants' councils to deal with building-wide issues, advocacy committees, or creating education groups within a building.

Staff provides referrals to other services, such as legal assistance, where appropriate for the landlord or tenant. The program's depth of service to both landlords and tenants has increased each year as word spreads through 3-1-1, referrals from the community, and general publicity.

In 2017 Open Communities created and developed a base of residents to play a vital role in addressing housing policy at a local and regional level. Through our intentional organizing efforts we have been able to identify leaders that can become advocates. Through our building organizing and base building endeavors, we have transitioned towards creating a functional framework where we are empowering our clients to advocate for decent, affordable and safe housing. While Open Communities has organized Justice Teams in several communities on the north shore, the Justice Team in Evanston is the most active.

2. *Who participates in or benefits from your program or services? Describe them in terms of age, gender, race/ethnicity, family status, income level and other relevant or defining characteristics. Detail any eligibility requirements.*

In 2017, Open Communities has responded to a total of 389 calls/cases. Below, please find a breakdown and quantitative snapshot of our 389 calls/cases:

Extremely Low	Very Low	Low	Moderate	All Incomes Above Moderate
147 (56.9 %)	24 (9.3 %)	30 (11.6 %)	24 (9.3 %)	10 (4.6 %)

Racial and Ethnic Demographics:

- 66% of callers were Women.
- 25% of callers were Men.
- 34 % of callers identified as White.
- 33 % of callers identified as Black.
- 8 % of callers identified as Hispanic.
- 6 % of callers identified as Asian.

Age Range: 18-39 years	40-59 years	60 and older
29.6 %	31.6 %	20.1 2

Landlords	Tenants
10.7 %	86.1 %

Please note that not all percentages add up to 100. This is due to some clients refusing to answer certain demographic questions during the intake process.

Since the vast majority of landlords served house low- or moderate-income tenants, through the Landlord-Tenant Program, the City of Evanston is ensuring that existing affordable units are maintained and alternative resolutions to eviction are brokered. Landlords frequently use this service to connect tenants with resources to remain current during periods of financial hardships. Open Communities streamlines the management process through education, making it easier and more cost-effective for landlords to retain tenants and outline plans to better maintain housing stock.

There are no eligibility requirements for this service. It is offered free of charge to all.

3. *What other agencies or programs address this need, how do you collaborate with them to avoid duplication of services, and what successes and challenges have you experienced? What sets your services apart from others? (Include agencies that serve Evanston residents but are not located here.)*

There are no agencies that provide this service to Evanston residents except for Open Communities. For this reason, there is no duplication of services. Metropolitan Tenants' Organization is limited to residents of the City of Chicago, although their work is similar. Open Communities makes legal referrals to private attorneys in the area, as well as legal aid organizations, like the Shriver Center, LAF (Legal Assistance Foundation), and LCBH (Lawyers' Committee for Better Housing). For emergency financial assistance, Connections for the Homeless and local faith-based organizations (St. Vincent De Paul, Catholic Charities, CJE) are frequent referrals. Our relationship with the City of Evanston's General Assistance office has developed into a meaningful partnership. Through this growing and established relationship both offices have been able to streamline the process of connecting vulnerable tenants to our services. Tenants that are facing financial hardships and seeking outlets to pay their back rent are quickly connected to the General Assistance office.

An additional service that sets Open Communities apart from other organizations is that fact that we are a HUD-certified Fair Housing agency and offer these services as a part of our Landlord Tenant contract. Fair Housing cases often stem from regular landlord/tenant complaints that come into the office. Many times, people call about an issue or they are having with their landlord without any thought that they are being treated differently or being discriminated against. Other times, people are being denied housing and they are not quite sure why. Staff at Open Communities are trained and well equipped to investigate potential matters of housing discrimination and either assist in resolving the matters through mediation or negotiation or alternatively, they may find it necessary to enforce the Fair Housing laws as appropriate.

The following table demonstrates the Fair Housing cases that involved Evanston residents:

Year	Total Cases	Race-based	Source of Income	Familial Status	National Origin	Age	Disability	Sex/Sexual Harassment	Sexual Orientation
2016	24	46%	25%	13%	13%	8%	8%	4%	4%
2017	20	65%	40%	20%	15%			10%	5%

Other than the numerous mediated and negotiated resolutions between landlords and tenants over Fair Housing issues, the testing investigations of housing discrimination claims and the administrative complaints filed with the U.S. Department of Housing and Urban Development, Fair Housing staff at Open Communities have been successful in changing policies amongst landlords and housing providers that have a disparate impact on protected classes. Most recently, Open Communities staff were able to have a large family owned property management company in Evanston with a longstanding presence in the community change their policy of forcing tenants to have at least three times the rent in order to rent an apartment to one that was more accessible to all people. It was argued that this policy virtually excluded those with housing choice vouchers which in turn has a disparate impact on people of color, single mothers and those with disabilities.

Open Communities also offers trainings and workshops to both landlords as well as tenants to learn about their respective rights and responsibilities. Open Communities networked and collaborated with the City of Evanston's Community Development Department through their RENT Evanston City initiative. Rent Evanston's primary goal is to empower and provide a network for landlords, property owners, and property managers. RENT stands for Rental Empowerment, Networking and Training. Through this partnership Open Communities facilitated a training that involved 49 landlords/property owners from the City of Evanston.

In response to multiple complaints at one apartment building (605 Elmwood Avenue), our Landlord Tenant Liaison organized a meeting and training for the tenants on March 29, 2017. The building issues focused on infestation, roaches and unresponsive landlord/management. Open Communities staff presented a workshop concerning the Rights and Responsibilities of tenants. The residents with OC staff crafted a letter/petition to the landlord highlighting their building concerns with management.

Open Communities staff also provided a workshop to the general public on April 19, 2017, held at the Evanston Public Library. This workshop focused on providing practical advice to tenants, and building tenant leadership through education on rights and responsibilities. Responsibilities entailed developing strategies to prevent, investigate and resolve landlord and tenant disputes in consultation with enforcement agencies and attorneys. Tenants were provided with techniques to empower themselves with the ability to negotiate with landlords.

4. *Discuss the need for this type of service including:*

- *existing level of services*
- *how the need has changed over the past two to three years,*
- *the gaps in providing this service*

As Evanston continues to work toward maintaining housing opportunities for individuals at all income levels, the Landlord-Tenant program continues to be a critical element in assisting existing residents retain their housing. The services that Open Communities provides are a tremendous benefit to vulnerable populations. Our services are a huge value for the City of Evanston due to our ability and expertise in dealing with housing related issues. Lastly, mediating problematic housing and financial situations between landlords and tenants is an extremely low-cost way to ensure that lower-income residents retain their housing.

Open Communities staff walk residents through all of their eviction questions by providing advice and legal referrals where appropriate. All staff involved in the Landlord-Tenant Program work at full capacity. The need for a community-based landlord and tenant advocate has increased as Evanston becomes a “landlord’s market” with the foreclosure crisis and condo bust.

Open Communities is now equipped, through our growing advocacy and organizing program, to address housing policies that influence the lack of affordable and adequate housing options for Evanston tenants. Through our base building efforts we are now able to provide educational outlets for tenants to learn how to advocate for safe, decent and affordable housing in the City of Evanston.

The primary gap in this service is that Open Communities does not provide legal representation to low-income residents, unless the client’s issues are fair housing related (Open Communities is a Qualified Fair Housing Organization that has conducted broad-based and full-service enforcement and education projects since 1977, specifically complaint intake, complaint investigation, testing for fair housing violations and enforcement of meritorious claims.) Our Director of Fair Housing (Neda Nozari) is an attorney, and legal referrals are being made more efficiently and effectively for clients in need of additional assistance. The specific type of assistance residents need has not changed significantly, and more data collection is needed to accurately describe any subtle changes in the type of rental issues being addressed.

5. *Complete the chart below with the unduplicated total of people you expect to serve in 2018, number that are low/moderate income, and the number of them that are Evanston residents. If an existing program, provide the same numbers for 2017.*

685 *Unduplicated people to be served in 2018*

430 *Unduplicated Evanston residents to be served in 2018*

- 580** *Unduplicated low/moderate income people to be served in 2018*
410 *Unduplicated low/moderate income Evanston residents to be served in 2018*
659 *Unduplicated people to be served in 2017*
414 *Unduplicated Evanston residents to be served in 2017*
550 *Unduplicated low/moderate income people to be served in 2017*
396 *Unduplicated low/moderate Evanston residents to be served in 2017*

The ratio of low and moderate income residents is lower for the City of Evanston because of our high volume of landlord cases.

Describe your program. Be specific about the activities/services provided, days/times of services and the frequency/duration of service for the average participant. Is there a wait list? If yes, explain its size and the length of wait time.

The Landlord-Tenant program serves any and all residents of the City of Evanston, year-round. Services vary based on the type of problem that needs a resolution. Open Communities defines these cases in several ways: Maintenance, Eviction, Disturbance, Security Deposit, Lease Concerns, Pests, Early Lease Termination, Utilities, Subletting, Foreclosure Eviction, or Lock Out. Many cases fall into more than one of these categories. The average participant contacts Open Communities between 1-3 times. The average amount of time spent with an individual during the initial intake process is 25 minutes, but varies greatly after that, based on the amount of follow-up needed. The initial point of contact is our Intake Specialist. The Intake Specialist handles all initial clients that call or walk-in. After the intake is conducted all information gathered is inputted into our database. All clients are informed that they will be called by the Landlord-Tenant Liaison within 24-48 hours. Our full time Intake Specialist is available during business hours Monday-Friday, with some work occasionally falling on the weekends (primarily trainings). There is no waiting list, and cases are handled on a first-come, first-serve basis. During high-volume periods of time, cases may take a day or two to open. Emergency cases, where the stability of a resident's housing is in jeopardy, take priority.

6. *Describe the number, qualifications and experience of program staff. Will new staff be hired and is this dependent on City funding? Will the staff be retained if City funding is not received in future years?*

All of Open Communities staff persons are capable of conducting an intake. Our Intake Specialist, Tom Gonzalez is fully bilingual and bicultural and has several years of experience in customer service. After the initial intake of a client from Tom, he consults our Landlord Tenant Liaison (Fariduddin Muhammad), who then conducts more detailed casework. Fariduddin has received formal property management training and is a certified mediator. Tom Gonzalez is a trained mediator, and received training in March 2017. The Director of Fair Housing (Neda Norazi), who supervises all housing program staff, is also a trained mediator. In some cases, especially when discrimination is detected, the Director of Fair Housing will contribute expertise to a case. No new staff will be hired to carry on this work through this grant. The Landlord-Tenant position is dependent upon City of Evanston funding. This position may need to change or dissolve should the City of Evanston cease this funding in future years.

7. *Describe program goals and outcomes you anticipate in 2018, including any change from 2017. What data are collected and used to analyze your program and measure success? Who is responsible for ensuring the program is implemented as planned?*

In Open Communities previous application, the target was 659 landlord-tenant clients, 550 of whom would be low and moderate income, and 414 of which would be Evanston residents. Open Communities' goal is to serve at least 430 Evanston residents.

We are confident with our recent move to Evanston from Winnetka, Evanston residents will have easier access to our office and services. We also anticipate being able to serve more clients with our physical presence in the City of Evanston.

Open Communities collects data on the issues raised by residents and where the issues are coming from. Success is measured by properly following the established processes and ensuring that all clients are provided with both the information they need to make informed choices and the follow-up support needed as situations evolve. Open Communities reports case volume on a monthly basis to Savannah Clement at the City.

8. Where (address/location) does your program take place and how will clients get to the location or facility?

Open Communities office is located at 990 Grove Street, Evanston, IL 60201. Clients generally work with staff over the phone, but occasionally will visit the office in person using a private meeting space available for clients. The Landlord-Tenant Liaison is present at the Evanston Public Library (Newberry Room on the 2nd floor) in Evanston, from 9am – noon, to work with partners and to hold open walk-in hours for City of Evanston residents.

9. Is this location in compliance with the requirements of the federal ADA (Americans with Disabilities Act)?

Yes. In comparison to our old office location, all internal offices are ADA compliant.

10. How is eligibility for this program determined and what demographic data are collected about clients?

This program is open to all residents, regardless of income level. The demographic data that is collected includes: Location of employment, Household size, Female Head of Household (Y/N), Age, Any household member(s) with a disability (Y/N), Gender, Limited English Speaking (Y/N, if yes, what is primary language), Race/Ethnic Background, Household income (monthly), Born in the United States or its territories (Y/N, if no, country of origin).

11. Provide a summary of your organization's mission and work including services, organizational structure, size and functions of the board, and any significant changes in the last year.

Open Communities' mission is to educate, advocate, and organize to promote just and inclusive communities in north suburban Chicago. What began in the 1960s as a grassroots movement to end housing discrimination became the North Shore Interfaith Housing Council in 1972. For 43 years, the agency, renamed the Interfaith Housing Center of the Northern Suburbs in 1986, has been at the forefront of the fight for fair and affordable housing, providing advocacy, education and organizing expertise as well as a range of free and confidential services. The changing reality of the north suburban landscape led the agency to build upon a rock solid foundation of success in the housing arena by renaming itself **Open Communities** in 2012 and more importantly, explicitly adopting an expanded scope of social justice issues beyond housing to education reform, immigrant integration, civic engagement, and environmental sustainability.

Open Communities is the only suburban group that combines service delivery with organizing and advocacy for social justice. The agency serves persons with housing needs through:

- Fair housing discrimination complaint investigation;
- Landlord/tenant dispute resolution;
- Foreclosure and predatory lending prevention housing counseling; and

2017 was the first year in which we had a full time Housing Intake Specialist. This position serves as the first point of contact with the person seeking services from Open Communities. The Housing Intake Specialist ensures that the intake process is effectively and fully completed for every person seeking services. Moreover, the Housing Intake Specialist guarantees that every person seeking landlord and tenant services is linked quickly to the Landlord-Tenant Liaison.

2017 also saw significant growth in our organizing and advocacy programs, especially in the city of Evanston. Our Evanston Justice Team was (and remains) very active. In particular, the team was very active in supporting the Cook County ordinance for increased minimum wages and paid sick leave, which are issues that directly affect low income renters. We are currently strategizing on how to best mobilize the organizing and advocacy efforts of the Justice Team to include tenants and tenant groups in the City of Evanston.

12. Program Outcomes and Indicators

Outcome (What is the program designed to achieve?)	Indicator (How is success determined?)	Number or percent of total that will achieve this
Education and Advice	Resident receives information verbally, electronically, or in writing, including all appropriate documents, form letters, or fact sheets; Client is made aware that follow-up is welcomed	85%
Referral	Resident’s situation is properly assessed and referred to existing appropriate services	15%
Internal Referral	Other Open Communities services meets the needs of the client (Fair Housing)	10%
Organize 4 training sessions for Evanston tenants on rights and responsibilities	Completion of 4 training events	15%
Organizing 1 training session for Evanston property managers and landlords on responsibilities, with City [DATE TBD]	Completion of annual landlord training event	n/a

Open Communities’ staff is also happy to arrange an internal training for the Evanston Police Department, Evanston Human Relations Commission, 3-1-1 intake staff and any other “first responders” when it comes to landlord/tenant issues.

In 2017, Open Communities observed an increase in our external referrals to the City of Evanston's Inspectors. There was a noticeable uptick in tenants dealing with pest infestation and problematic building condition issues. As a means to hold property managers accountable, and to determine if the building was up to code, we connected tenants to City Inspectors. Open Communities also regularly refers clients to General Assistance for tenants who have pressing financial needs.

BUDGET

Complete the table below for your program budget. Total revenues should be equal to or greater than total program expenditures. Line item expense and revenue descriptions should match your chart of accounts. If your program is new, leave fiscal year 2016 blank. Include all funding sources/revenues for your program. Total sources/revenues should equal total uses/expenses. Line items must match your chart of accounts/operating budget. Show any source of funding of \$20,000 or more in a separate line. Show any grants/donations that have been secured, and unrestricted revenues that are committed to this program, in the "2017 Committed" column.

Line Item Expenses	2017	% of Budget	2018	% of Budget	
Total Salaries	118,846	66%	128,908	73%	
Payroll Taxes	9032	5%	9861	5.5%	
State Unemployment Tax & Workers Comp	382	0%	3148	1.7%	
Staff Health Insurance	17,831	10%	8418	4.7%	
Staff Training	9980	6%	4000	2.2%	
Advertising	277	0%	500	.2%	
Audit	1525	1%	1250	.7%	
Equipment Expense	607	0%	535	.2%	
Insurance-D&O, Liability	1004	0%	1039	.6%	
Newsltr/Annual Report	1264	0%	0	0	
On-line services	791	0%	978	.5%	
Postage, Shipping, Messenger	555	0%	250	.1%	
Printing/Photocopying	1387	1%	590	.2%	
Professional Services (not audit)	1248	0%	650	.3	
Rent – Office	16,184	9%	12,423	7%	
Supplies Expense	2429	1%	1250	.7%	
Telephone Expense	2779	2%	2082	1%	
Transportation - Local	1664	1%	600	.2%	
Total Expenditures:	178,689	100%	177,216	100%	

Revenues	2017	2018	2018 Committed
Affordable Housing Funds	40,500	44,304	Pending
HUD Fair Housing Initiatives Program	29,000	27,403	Yes
City of Des Plaines	2,000	2,000	Yes
Niles Township	3,500	3,500	Yes
Cook County CDBG	35,000	33,820	Yes
The Chicago Community Trust	25,000	25,000	Pending
Woods Fund of Chicago	12,500	15,000	Yes
Northfield Township	5,000	5,000	Yes
Age Options	21,189	21,189	Yes
Total Revenues:	174,189	177,216	

Indicate your fiscal year. If requesting funds for an existing program, explain any significant differences in revenues or expenses between your 2017 and 2018 program budgets, particularly funding cuts from major funders such as the State of IL, and its impact on service levels, staffing, etc. Describe your efforts to secure other sources of funding and justify any increased request from the City of Evanston. Why is Evanston's Affordable Housing Fund an appropriate funding source for this program?

Open Communities' fiscal year is July 1 – June 30. Funding for the Landlord/Tenant Program is mostly stable, however it is insufficient for the amount of work that needs to be done. We are currently working on additional funding for our Landlord Tenant program through private foundations, as well as through other municipalities in our service area.

Evanston's Affordable Housing Fund is an appropriate funding source for this program because landlord/tenant counseling is a simple, low-cost way to serve Evanston's hundreds of tenants who have questions and concerns about their rental situations, and to prevent deterioration of the existing rental stock. Nearly half of Evanston's housing stock is rental, and a disproportionate number of Evanston's low-income population rents in substandard housing. Therefore, this type of counseling helps preserve affordable housing, upgrade the current rental stock (an effective partnership with Property Standards staff), and empowers renters to advocate on their own behalf.

Currently, 60% of all Landlord Tenant cases at Open Communities involve Evanston residents. However, at the current level of funding (\$40,500), the City of Evanston covers only 22.8% of the program's expenses (\$177,216). While we do not expect the City of Evanston to cover 60% of the program expenses, we respectfully ask for an increase in funding, to \$44,304. This would take the level of funding from the City of Evanston to 25%. We are confident that our relocation to the City of Evanston will enable us to increase the number of Evanston clients in need of Landlord/Tenant services.

CERTIFICATION

We, the undersigned duly authorized agents of Open Communities (applicant), do hereby state, that to the best of our knowledge, the information contained in this application is true and correct. Applicant assures the City of Evanston that funds will be administered by the applicant, and that funds received shall be used solely for the purpose described in this application.

Kelly Kleiman, Interim Executive Director
Name & Title

Signature 3/20/2018
Date

PROGRAM ADMINISTRATOR

Laura Kochevar, Director of Communications and Development
Name

Signature 3/20/2018
Date

Open Communities FY'18 Approved Budget

Income:	
Age Options 10/01/16 - 09/30/17	18,583
Age Options 10/01/17 - 09/30/18	32,141
Banks	-
Board Of Directors-Individual Contribution	1,750
Board-led Minimum Fundraising	12,398
CDBG Evanston- Homesharing	7,500
CDBG Fair Housing--FY17-18	65,000
CDBG Fair Housing--FY18-19	32,500
CDBG-Village of Skokie-LL/T	-
Chicago Community Trust-FY18 Gen Ops	25,000
Chicago Community Trust-LL/T & HC	74,465
Contributions-Individual	20,000
Corporate Contributions	-
Dues & Memberships	5,775
Endowment Contributions	-
Evanston Community Fdn	10,000
Evanston, City of-LL/T (2017)	40,500
Field Fdn	20,000
First Bank of Highland Park-FPP	1,000
Hands Foundation- Legacy Grant	10,000
Harris Family Fdn	5,000
HOPE FH-FH-Enf. Grant	3,023
HUD FHIP PEI_Grant Yr 3_GH700G14013	120,000
HUD Housing Comphr. Counseling	15,070
HUD/FHIP EOI-1/15/17	57,066
IHDA-FPP Rnd 4- #51118	60,000
IHDA-FPPG	98,333
IHDA-NFMC Rnd 10	802
Litigation Income	-
Miller Fund (pd thru Evstn Cmnty Fdn)	2,100
Morraine Township	-
Niles Township Corp Fund	3,500
Northfield Township	5,000
Project Income	-
Retirement Research Fdn	-
St. Peter's Community Church	-
Woods Fund	25,000
Interest Income	-
Dividend Income	-
Miscellaneous Income.	-
Total Income	771,507

Expenses:	
Salaries	387,169
Employer Social Security	163,220
Employee contributed plans (403b, metra)	19,704
Workers Compensation Ins.	3,288

Open Communities FY'18 Proposed Budget

Staff Insurance	22,777
Staff Training	21,816
Accounting	2,370
Advertising	22,000
Audit	5,500
Bank Charges	270
Board Development	-
Conference Expense	1,100
Equipment	6,862
Government Fees & Licenses	1,106
Insurance - Wrongful Act	1,880
Insurance-Gen Liab. Prepaid	2,740
Memberships [Other orgs.]	1,417
Newsltr/Annual Rpt Print/Desgn	-
On-line services/Info Tech	3,911
Postage/Shipping/Messenger	1,000
Printing/Photocopying	12,168
Profess. Services [not acctng]	24,575
Publications & Subscriptions	1,000
Rent - Meeting Room	500
Rent - Office	30,206
Subcontractor	7,500
Supplies	5,000
Telephone	8,328
Tester stipends	3,165
Tester expense	1,093
Tester professional services	-
Travel - Out of Town	2,514
Transportation-Local/Priv. Veh	2,728
Transportation-Per Diem/Subs	-
Refreshments/Food	4,600
Miscellaneous	-
Total Expenses	771,507
Surplus (Deficit)	(0)

OPEN COMMUNITIES**FY'17 Operating Budget****REVENUES**

	Individual Gifts		\$ 12,000.00
	Board Contributions		5,000.00
	Individual Gifts: Justice Project		1,000.00
	Income from Fundraisers (Individual)		12,075.00
	Income from Fundraisers (Corporate)		20,650.00
	Member Contributions (incl. Justice Proj.)		9,500.00
	Corp. & Fdn. Contributions		
		The Chicago Community Trust	57,500.00
		Sally Mead Hands Foundation	10,000.00
		Woods Fund of Chicago	25,000.00
		Banks	3,000.00
		Other	63,589.00
	AgeOptions		26,000.00
	Evanston CDBG-Homesharing		5,000.00
	Moraine Township-Homesharing		3,000.00
	New Trier Township		2,500.00
	Niles Township-Homesharing		3,500.00
	Northfield Township-Homesharing		4,000.00
	Cook CDBG-Fair Housing		65,000.00
	HUD/FHIP Enforcement		333,000.00
	HUD/FHIP Education-General		75,000.00
	AG-Latino Policy Forum-Foreclosure Prev.		16,000.00
	Evanston-Landlord/Tenant		36,250.00
	HUD/Housing Counseling		14,260.00
	IHDA/Housing Counseling		12,540.00
	Litigation Income		-
	Dividend Income		30.00
	Interest Income		120.00
	In-Kind Contribution		-
	Miscellaneous		-
TOTAL REVENUES			\$ 815,514.00

EXPENSES

	Total Salaries		\$ 529,281.00
	Payroll Taxes		40,490.00
	Unemployment Insurance Tax		7,847.00
	Workers Compensation		1,000.00
	Staff Health Insurance		27,366.00
	Staff Training		2,000.00
	Advertising		1,000.00
	Audit		5,500.00
	Bank Charges		245.00

	Board Development		30,000.00
	Conferences		2,500.00
	Equipment		2,190.00
	Fees and Licences		750.00
	Insurance - D&O (Board)		985.00
	Insurance - Office Related Insurance		4,560.00
	Litigation Expense		-
	Memberships		1,400.00
	Newsletter/Annual Report Printing		2,600.00
	On-Line Services		2,500.00
	Postage/Messenger		2,850.00
	Printing/Photocopying		5,000.00
	Professional Services		53,100.00
	Publications & Subscriptions		150.00
	Refreshments/Food		4,500.00
	Rent-Meeting Room		1,000.00
	Rent-Office		48,850.00
	Supplies		7,800.00
	Telephone		7,200.00
	Tester Stipends		3,550.00
	Tester Expenses		800.00
	Transportation-Out of Town		6,000.00
	Transportation-Local		6,000.00
	In-Kind Contribution		-
	Miscellaneous		6,500.00
TOTAL EXPENSES			\$ 815,514.00
EXCESS REVENUES/EXPENSES			\$ -

Evanston Affordable Housing Data

Low Income Households

Characteristics: The majority of the households in this group are renters. It is not uncommon for individuals and families in this income bracket to be unstably housed and employed in service industry jobs; often move seeking affordability and most vulnerable to becoming homeless. A substantial number of households with fixed incomes, primarily seniors and people with disabilities, fall within this group, as well. A household of three at 30% AMI makes approximately \$21,330 per year and at 50% AMI makes \$35,550 per year.

Number of households at or below 50% AMI in Evanston:

- 6,995 households, or 24% of all households
 - 5,275 renter-occupied, or 75%
 - 1,720 owner-occupied, or 25%

Moderate Income Households

Characteristics: This group has a higher proportion of owner-occupied households than the Low Income segment. However, in Evanston, the majority are still renters. Many households in this group are stably housed and hold steady jobs. However, due to the earning potential of many jobs, a significant portion of Moderate Income households will continue to be housing cost burdened at some level. A household of three at 60% AMI makes approximately \$42,660 per year and at 80% AMI makes approximately \$56,900 per year.

Number of households between 80% and 100% AMI in Evanston:

- 2,570 households, or 9% of all households
 - 1,310 renter-occupied, or 51%
 - 1,260 owner-occupied, or 49%

Middle Income Households

Characteristics: Homeownership in this segment of the population is much higher and more appealing due to greater and more stable incomes. A household of three at 100% AMI makes approximately \$71,100 per year, and \$85,320 at 120% AMI. More analysis is necessary in order to explore strategies for households between 80% and 120% AMI. However, data provided by HUD only goes up to 100% AMI. Therefore, the analysis below was completed based on households with incomes between 80% and 100% AMI.

Number of households between 80% and 100% AMI in Evanston:

- 4,030 households, or 14% of all households
 - 2,675 renter-occupied, or 66%
 - 1,355 owner-occupied, or 34%

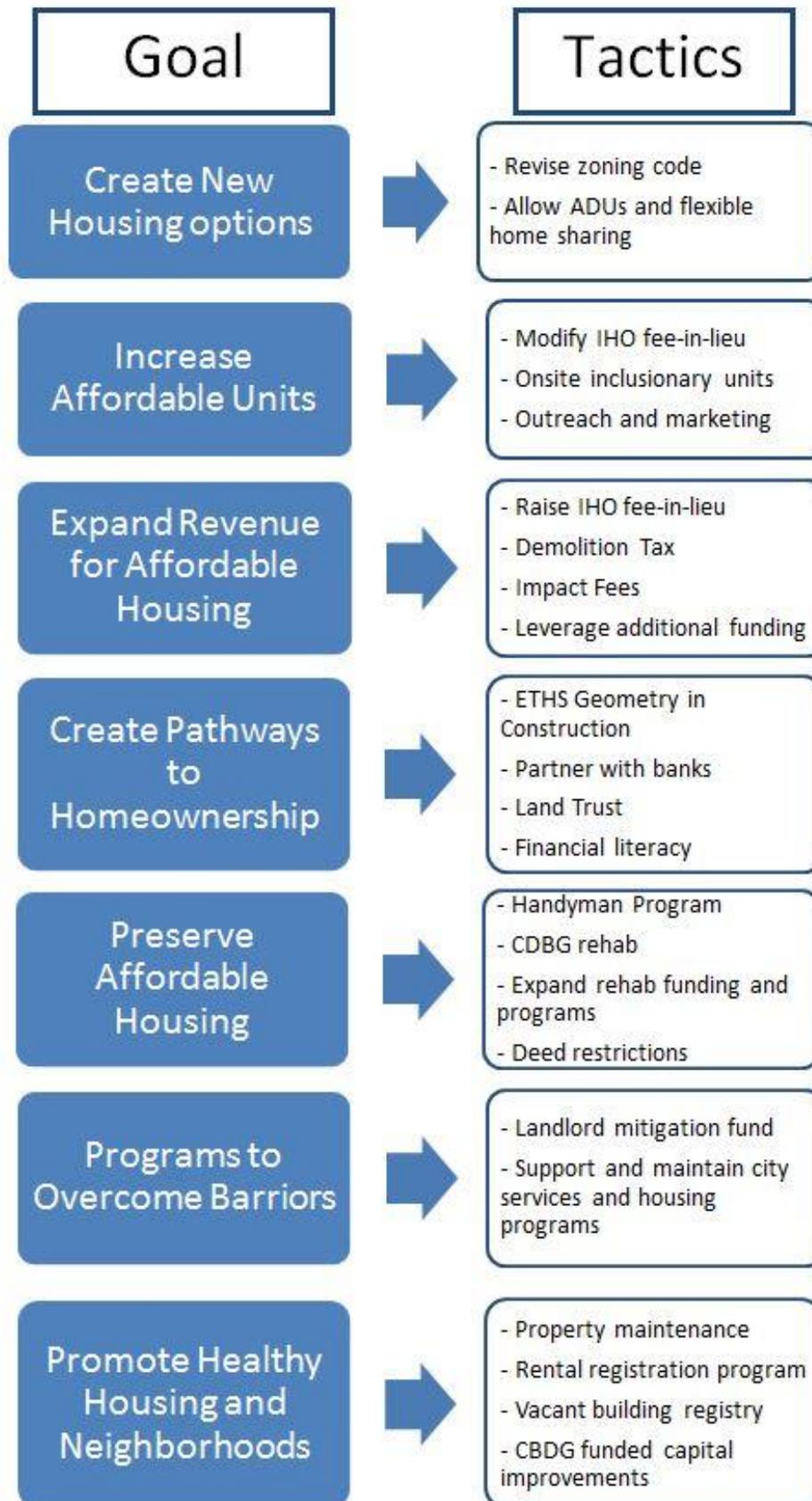
Evanston Affordable Housing Data

Housing Strategies			
	Low Income	Moderate Income	Middle Income
PSH	✓		
Housing Subsidies	✓	✓	
Income-Restricted	✓	✓	✓
IHO		✓	✓
ADUs	✓	✓	✓
Home Sharing	✓	✓	✓
Small Lot Housing			✓
Homeownership			✓

	% of Units	# of Units
Rented ≤ 30% AMI	3%	451
Rented > 30% and ≤ 50% AMI	7%	860
Rented > 50% and ≤ 60% AMI	16%	2,071
Rented > 60% and ≤ 80% AMI	28%	3,742
rented > 80% AMI	46%	6,069
Total:	100%	13,645

	Total Units	% Occupied by Higher Income Tenants	# Occupied by Higher Income Tenants	% Occupied by Income Eligible Tenants	# Occupied by Income Eligible Tenants
Rented ≤ 30% AMI	451	43.3%	195	56.7%	256
Rented > 30% and ≤ 50% AMI	860	36.7%	316	63.3%	544
Rented > 50% and ≤ 80% AMI	5813	33.9%	1,971	66.1%	3,842

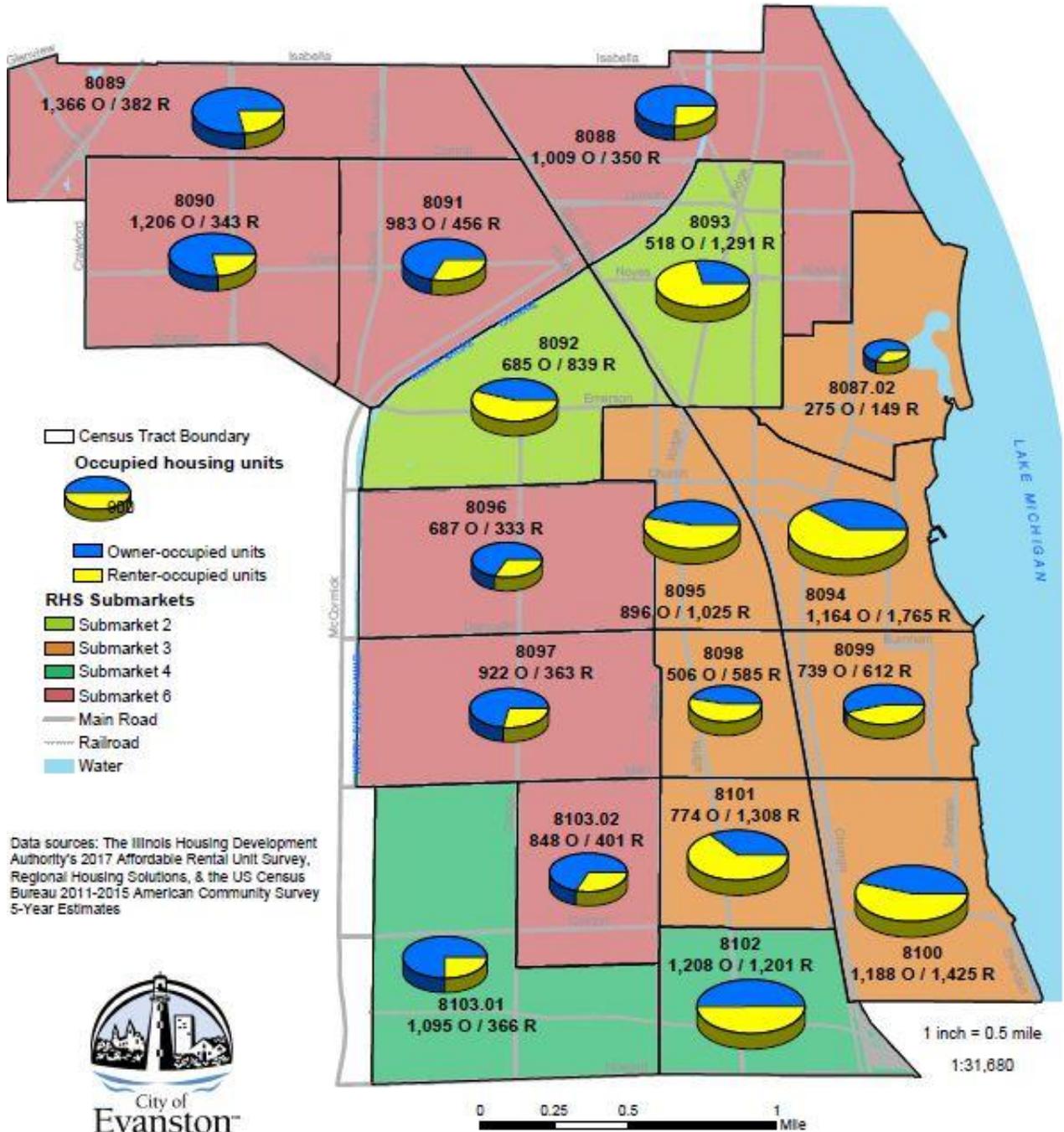
Evanston Affordable Housing Data



Evanston Affordable Housing Data

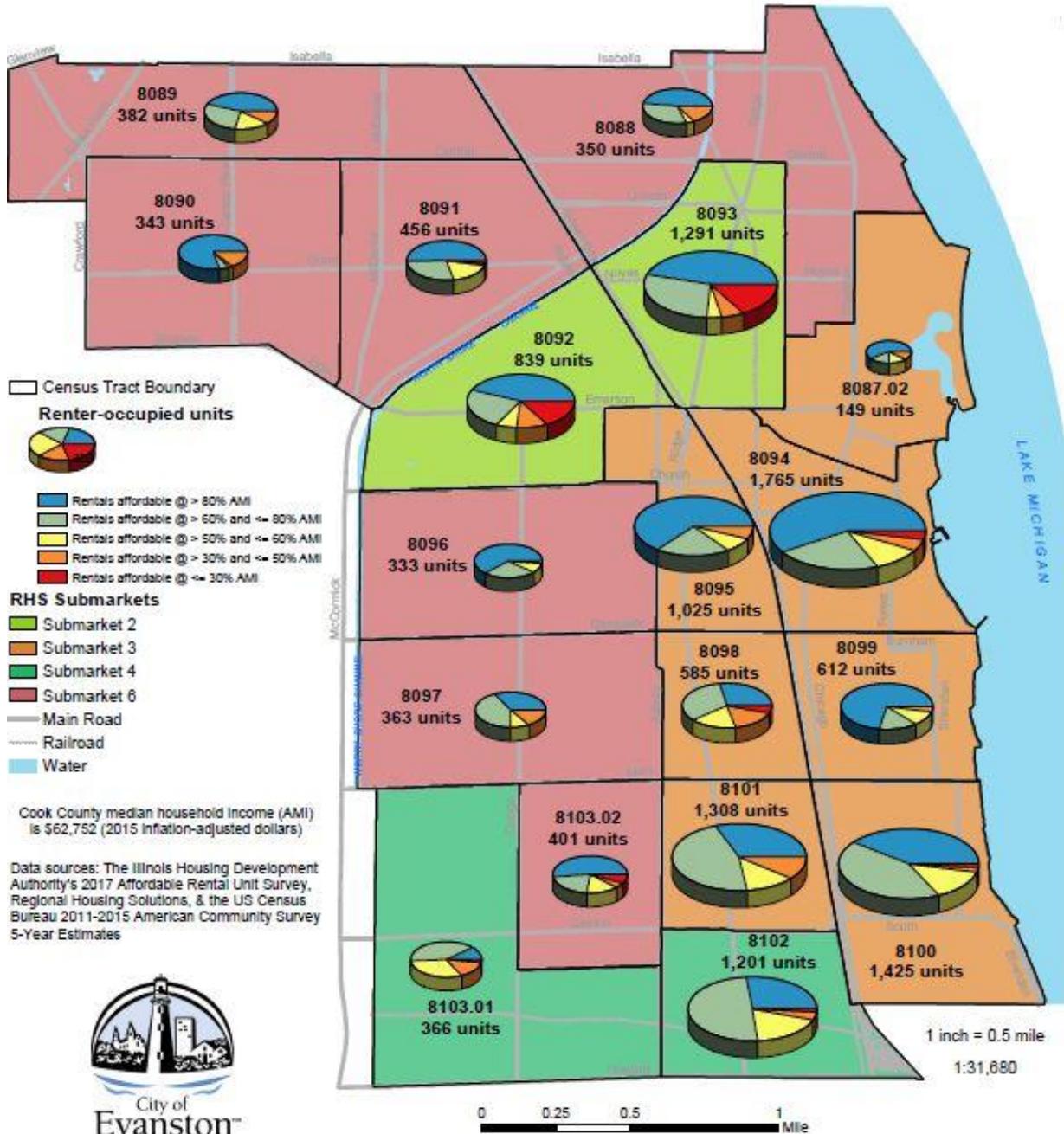
Evanston, IL

Owner- and Renter-Occupied Housing



Evanston Affordable Housing Data

Evanston, IL Affordable Rental Housing



Evanston Affordable Housing Data

Evanston, IL Income-Restricted Rental Units

