



AGENDA
Housing & Homelessness Commission
Thursday, September 3, 2020
Virtual, 7:00 PM

As the result of an executive order issued by Governor J.B. Pritzker suspending in-person attendance requirements for public meetings, the Housing and Homelessness Commission members and City staff will be participating in this meeting remotely. Due to public health concerns, residents will not be able to provide public comments in-person at the meeting. Those wishing to make public comments may submit written comments or sign up to provide public comments by phone or video during the meeting via the public comment form, or by calling/texting meeting by 847-448-4311.

Public comment form: <https://tinyurl.com/ycv36ne7>

Community members may watch the Housing and Homelessness Commission meeting:

Online through the Zoom platform:

<https://zoom.us/j/98729140187?pwd=eHhYcUEwcWIYMUkrbzcVWlIRtJNz09>

Password: 983952

Or join by phone:

Dial US: +1 312 626 6799

Webinar ID: 987 2914 0187 Password: 983952

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 Sarah Flax at 847.448.8684.

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 Sarah Flax at 847.448.8684. 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)

1. CALL TO ORDER/DECLARATION OF A QUORUM

2. SUSPENSION OF THE RULES

Members participating electronically or by telephone.

3. APPROVAL OF MEETING MINUTES

- A. July 9, 2020 meeting minutes 3 - 5
[hhc-minutes-20200709-DRAFT](#)

4. ITEMS FOR CONSIDERATION

- A. Renewal Contract for Landlord-Tenant Services with Metropolitan Tenants Organization and Lawyers' Committee for Better Housing for October 1, 2020 - December 31, 2021 6 - 18
[BCC Memorandum-Community Development-Attachment - Pdf](#)

5. NEW/OTHER BUSINESS

6. PUBLIC COMMENT

7. ADJOURNMENT



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MEETING MINUTES

HOUSING AND HOMELESSNESS COMMISSION

Thursday, July 9, 2020 7:00 P.M.
Remotely via Zoom

Present: Chair Larry Donoghue, Monika Bobo, Kathy Feingold, Moika Long, Ald. Eleanor Revelle, Renee Phillips, Ellen Cushing.

Absent: Noelle Gilbreath, Neda Nozari,

Staff: Sarah Flax, Housing and Grants Manager, Marion Johnson, Housing and Grants Intern

Call to Order/Declaration of a Quorum

Chair Donoghue called the meeting to order at 7:03 PM with a quorum present.

Suspension of the rules

Ald. Revelle moved suspension of the rules to allow for members to participate electronically or by phone. Ellen Cushing seconded the motion; it was approved unanimously.

Approval of Meeting Minutes

Ald. Revelle moved approval of the February 18, 2020 minutes, Kathy Feingold seconded the motion; Ellen Cushing and Renee Phillips abstained due to not being present at the last meeting. The minutes were approved unanimously.

Community Partners for Affordable Housing 2019-2020 Waitlist Activity Report

Staff presented the waitlist activity report for feedback. The report template is meant to be presented semi-annually to the commission and the City Council. Amy Kauffman, Director of Development and Community Relations of Community Partners for Affordable Housing (CPAH), provided some context on the reporting.

Kathy Feingold shared that it was helpful information. Larry Donoghue asked whether the income levels in the charts were ranges. Staff agreed to clarify how this information was shown on the report. Ellen Cushing suggested providing more information on the size and income level units in each building. Alderman Revelle also suggested identifying whether the units in the charts were new construction, condo conversion, or other. Renee Phillips asked whether additional information about the average and longest time a household stays on the list. The commission also discussed how the report provides some information on the process in getting units rented, including number of applications being approved, pending, and turned down, either by the prospective tenant or building owner. Amy Kauffman from CPAH provided some context on why people may stay on the wait list. Outside of unit availability, matching households to units also comes down to timing, personal situation such as a job change or desire to stay in their current unit, inability to certify the income information originally

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provided or to complete their application. Ms. Kauffman also shared information on how the centralized waitlist works and is prioritized. She shared there is very little turn over on the units and that tenants so far are staying in their units. Prospective tenants are not deleted from the list but instead get moved to the bottom of the list if they reject 2 units. Mr. Donoghue asked how much the list changed in the last 12 months. Amy Kauffman shared that about 200 eligible people were added, but that CPAH gets about 3 calls for each eligible application.

Approval of Renewal Funding to Administer the Inclusionary Housing Waitlist

Amy Kauffman, Director of Development and Community Relations of Community Partners for Affordable Housing (CPAH) provided background on the Inclusionary Housing Waitlist and their proposal to continue administering it.

Ms. Kauffman explained this proposal is for 20 months and will include 2 waitlist updates as well as 2 income re-certifications process due to the timing of the contract. Mr. Donoghue pointed out that the monthly cost for this contract had gone done compared to the previous year but that the amount of work required would likely increase due to the expansion of units, updates, and recertifications, and was concerned about making sure the City was covering the actual costs expanded by CPAH to administer the waitlist. Ms. Flax shared that while it was correct, the past year contract had been extended to 16 months instead of 12 months. Ms. Kauffman stated that CPAH was confident that they would be able to cover services and keep the level of service and that an adjustment could be possible with the next contract if needed. Ms. Flax added that should the scope of work changed dramatically, staff could review and come back to the commission for additional funding as needed.

There being no further discussion, Ellen Cushing moved approval of the funding request, Renee Phillips seconded the motion and it was approved 7-0.

Staff Reports

Sarah Flax gave an update CDBG-CV and ESG-CV funding from the CARES Act provided to prepare, protect, and respond to COVID-19. City staff is currently projecting potential expenditures, including a potential 25% match to the FEMA reimbursement for the COVID-19 expenditures such as hotel rooms to house the homeless during the COVID-19 crisis. The ruling on this match is yet to be determined, making financial projections and program design challenging. Ms. Flax shared local partners and non-profits have also expanded a significant of money and applied to various reimbursement programs through FEMA or Cook County. Ms. Flax also discussed the upcoming eviction moratorium ordinance slated for the July, 27 City Council.

Staff shared that a request for funding for the rapid rehousing of more than 21 homeless family with children was approved by City Council earlier this month. Staff is presenting a second request to house a group of more than 20 single adults to next City Council. Ms. Flax shared the need to stay cautious with the spending as official ruling on how the funds can be expanded was not final yet, most specifically regarding the 25% FEMA

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match which amounts to close to \$300,000. Staff is also currently working on a small business assistance program using CDBG-CV funding. Finally, the City Council will also be presented with a second substantial amendment to our 2019 PY Plan for CARES Act funding, including the increase in ESG-CV funding. Ms. Flax shared that based on the public participation plan amendment required for CDBG-CV and ESG-CV funding, funding requests utilizing these funds would go either directly to City Council or to a commission appointed by the City Council. She also shared that while funds have been allocated to the City of Evanston, no money had been received yet.

Larry Donoghue thanked the City staff for the amount of work performed.

New/Other Business

Nomination of Chair and Vice Chair: Staff shared that members had nominated Larry Donoghue for Chair and Monika Bobo for Vice Chair. Kathy Feingold moved to vote on their appointment, Ellen Cushing seconded the motion. Members of the commission voted 7-0 to appoint the chair and vice chair.

Public comment

Mrs. Tina Padon provided public comment via chat during the meeting and asked how landlords could sign-up to provide affordable housing. Staff responded a form was in the works and would be shared with Ms. Padon directly as well as posted on the landlord's page on the City's website. Ms. Padon asked how to sign-up as a landlord to use centralized waitlist units. She also requested information on how to apply for the owner-occupied rehab program. Staff responded that they would follow up and provide this information to Ms. Padon by email when the information is available.

Adjournment

There being no more business before the commission, Alderman Revelle moved to adjourn, Monika Bobo seconded the motion and it was approved unanimously at 8:34 PM.

The next scheduled meeting of the Commission is Thursday, August 6, at 7:00 PM via Zoom.

Respectfully submitted,
Marion Johnson, Housing and Grants Intern



Memorandum

To: Members of the Housing and Homelessness Commission

From: Marion Johnson, Housing and Grants Intern

CC: Johanna Nyden, Community Development Director; Sarah Flax, Housing and Grants Manager

Subject: Renewal Contract for Landlord-Tenant Services with Metropolitan Tenants Organization and Lawyers' Committee for Better Housing for October 1, 2020 - December 31, 2021

Date: September 3, 2020

Summary:

Recommended Action:

Staff recommends approval by the Housing and Homelessness Commission of a not to exceed \$87,500 renewal contract with Metropolitan Tenants Organization (MTO) and Lawyers' Committee for Better Housing (LCBH) for landlord-tenant services.

Funding Source:

The funding source is the City's Affordable Housing Fund, 250.21.5465.65497, Landlord-Tenant services. The Affordable Housing Fund currently has an unallocated cash balance of approximately \$2,275,000.

Summary:

The City contracted with MTO and LCBH for landlord-tenant services from October 1, 2019 through September 30, 2020 for a not to exceed amount of \$70,000. Between October 1, 2019 and June 30, 2020, MTO has handled 351 cases, averaging 39 cases per month. In addition, MTO held three workshops on renters and landlords' rights in 2020. To date, the City has paid \$43,656 to MTO for landlord-tenant services (including \$10,875 on the September 14, 2020 bills list).

The proposed renewal contract from MTO/LCBH covers a 15-month period, from October 1, 2020 to December 31, 2021. This is recommended so that the period of service of the contract will be aligned with the City's fiscal year to facilitate budgeting in future years. MTO/LCBH submitted an application for renewal of its contract with the City for a not to exceed amount of \$87,500. The collaboration between MTO and LCBH results in greater efficiency in service delivery, reduced administrative time spent on intake of clients, and improved data collection and reporting.

The total contract of \$87,500 for a 15-month period is the same on a monthly basis as the current contract of \$70,000 for a 12-month period. Services are divided into a base scope of work and additional services that will be provided as needed. However, cases in the base scope have increased during the current 12-month contract, from an average of 30 calls per month to between 35 and 40 calls per month. Based on the current issues that include tenants unable to pay rent because of reduced income due to COVID-19 and the lifting of the moratorium on evictions of those tenants on August 22, 2020, cases are not expected to decline, and are more likely to increase. As a result, funding has been increased for the base scope of work from \$10,875 to \$11,700 per quarter.

Base Scope of Work - \$58,500: \$46,000 for MTO and \$12,500 for LCBH, would be paid for in five quarterly installments of \$11,700 in the month following each quarter (January, April, July, and October 2021, and January 2022). The following services are included:

- Operating a free hotline for landlord-tenant inquiries Monday through Friday from 1-5 pm; for callers who call outside of those hours, MTO will return all calls within two business days
- Responding to landlord-tenant inquiries received through the City's 311 system and the MTO hotline, estimated at 35-40 cases per month
- Delivering information and assistance to landlords and tenants, including help with writing letters, strategies on how to resolve issues through negotiations, and referrals to other sources
- Working with the City to maintain current landlord-tenant information on the City's and MTO's websites
- Coordinating at least two two-hour trainings for Evanston tenants and landlords
- Working with the City's Property Standards Division RENT program to provide at least one two-hour training for Evanston landlords and/or property managers

Additional Services - up to \$29,000: would be billed to the City on a quarterly basis as incurred, but not to exceed \$29,000 during the contract period. The following services are included:

- Mediation between landlords and tenants would be provided at the hourly rate per the fee schedule (exhibit A) and billed based on actual hours and applicable reimbursable costs.
- Tenant organizing would be provided at the hourly rate per the fee schedule (exhibit A) and billed based on actual hours and applicable reimbursable expenses per building case, for buildings at which tenants are facing common problems such as a foreclosure, poor maintenance, building security concerns, health hazards, etc.
- Legal representation for low-income Evanston tenants to avoid displacement through evictions and illegal lockouts would be provided and billed at \$120 per hour, plus any reimbursable expenses associated with these cases

The recommendation of the Housing and Homelessness Commission will go to the Planning and Development Committee and City Council for approval at their meetings on September 28, 2020.

Attachments:

- MTO/LCBH application/qualifications narrative
- Exhibit A – Fee Schedule

Legislative History:

City Council approved a 12-month contract with MTO/LCBH in a not to exceed amount of \$70,000 in January 2020.

Attachments:

[MTO-LCBH Application-Qualifications Narrative & Fee Schedule](#)



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www.tenants-rights.org

August 27, 2020

City of Evanston
Lorraine M. Morton Civic Center
2100 Ridge Road, Room 3203
Evanston, Illinois 60201

To the Housing and Homelessness Commission:

The Metropolitan Tenants Organization (MTO) is happy to submit a proposal to renew our Landlord and Tenants Services contract for the City of Evanston. The Metropolitan Tenants Organization is the largest provider of services to tenants and tenants' organizations in the Chicago Metropolitan area. MTO has been providing services to renters for over 30 years and we believe a good tenant and good landlord can make a difference in ensuring that housing is decent and affordable.

MTO's legal partner, the Lawyers' Committee for Better Housing (LCBH) has been in existence for almost 40 years. They have an equally illustrious history. The agency has defended thousands of tenants in eviction court and helped them to avoid homelessness. Our proposed budget includes \$30,000 for LCBH to provide technical support to MTO and free legal representation and a device for Evanston tenants with low and moderate incomes.

Over the past year MTO, LCBH, and the City of Evanston have forged a partnership to preserve affordable housing and stabilize tenants in their homes and communities. The number of tenants and landlords served has been slowly increasing over the past year. We are now handling on average more than 35 cases per month. MTO provides phone counseling, until COVID hit MTO provided in person counseling at the Evanston library on Friday afternoons, three workshops to landlords and tenants (one was in Spanish), and in several cases LCBH provided legal support.

We believe the upcoming year is going to be particularly important as soon the State of Illinois Eviction Moratorium is going to be lifted. This puts potentially hundreds of tenants at risk of eviction and displacement. As you consider our request, we hope that you will find the resources to maintain this program, which, in the long run will reduce other costs by preventing homelessness.

If you have any questions or need further information, please feel free to contact me at 773-292-4980 x 226 or via email at johnb@tenants-rights.org.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Bartlett', with a stylized flourish at the end.

John Bartlett
Executive Director

Landlord-Tenants Submission City of Evanston, Illinois

The Qualifications and Experience of Organizations :

MTO has been serving residents of Evanston for the past 2.5 year, providing tenants and landlords with information and referrals regarding rental laws of Evanston and the State of Illinois. Metropolitan Tenants Organization (MTO) has three interrelated program areas: Tenant Stabilization, Affordable Housing Preservation, and Advocacy.

Tenant Stabilization works with individual tenants to stabilize their housing situation. Our Tenant Stabilization program includes the Tenants' Rights Hotline, Eviction Prevention Program and the Healthy Homes Program.

The *Tenant's Rights Hotline* serves about 10,000 renters every year. The hotline empowers renters to preserve and stabilize their housing situation by giving tenants tools and support needed to resolve current housing issues. The Hotline makes it easy for tenants to find out the law, know how to communicate with their landlord, document their situation, and most importantly, solve their housing problems. The Hotline also acts as the eyes and ears of the agency. They alert us to emerging issues. The hotline and app serve as portals to MTO's organizing and advocacy programs. All issues are tracked by address. MTO has the capacity to map problems by ward or zip code.

MTO's Eviction Prevention Program provides tenants who are at risk of eviction with services and referrals. In fiscal year 2020, MTO interviewed more than 500 renters who were at risk of eviction and accepted half of them into the program. MTO staff referred 150 of those tenants to legal aid attorneys. Legal service providers accepted 80 percent of the cases and were able to successfully defend the tenants. MTO helped all tenants gather the necessary documents to defend themselves in eviction. We helped almost 75 tenants negotiate and work out deals with their landlord thus avoiding eviction all together. During COVID, this is especially important. We have worked with tenants not only to avoid eviction but to get their rent reduced and new leases signed.

MTO's *Healthy Homes Program (HHP)* provides families with additional assistance to address any home-based health hazards. MTO conducts home inspections to assess the problems, and provides information to tenants to help them identify, correct, and maintain a safe and healthy home. The *HHP* also acts as a means to bridge health care and housing by looking at prevention. MTO has developed partnerships with several agencies, health care providers, and universities, including, Chicago Department of Public Health (CDPH), Sinai Urban Health Institute (SUHI), Loyola University, and funding from US Environmental Protection Agency (EPA). This collaboration works with renters, particularly homes with children, to abate home-based health hazards like asthma triggers and lead.

Affordable Housing Preservation Program (AHPP) at MTO works to stabilize tenants and their connectedness with their communities by preserving affordable housing. MTO works in subsidized and market housing. Low-income renters face a variety of pressures and conditions that can lead to displacement. Deteriorating buildings, poor maintenance, foreclosures, and building owners opting out of affordable contract renewals are all reasons that tenants may be forced to relocate, thus affecting their stability. MTO's AHPP works to help renters address these issues and remain in affordable, stable, safe, and decent housing. For instance MTO worked with a group of senior tenants in Evanston to get elevator services restored. MTO works in 30 to 40 multi-unit buildings every year with new and/or existing tenants' associations.

Tenant Advocacy at MTO is rooted in the organization's vision and values of nurturing the engagement of families advocating on their own behalf for positive change. Sometimes that change means promoting legislative policies and programs. Supporting renting families takes place at all levels from the Tenant Hotline, the Squared Away Chicago app, walk-ins, or networking at community events. Families learn about their housing rights and the interconnectedness to other rights such as health care and civil rights. As tenant leaders increase their skill sets through the experience of asserting their rights, MTO develops opportunities to engage them in city, state, and national policy campaigns. Through MTO renters are able to identify commonalities between their own experiences and those of renters from other parts of the region. They identify common issues and develop campaigns and organizing strategies to move issues forward. Emerging leaders are nurtured with training opportunities, as well as encouragement to take on positions of leadership in broader campaigns for institutional change. Through these campaigns, renting families can meet with government officials and impact public and private rental housing policy. As they participate in broader social justice coalitions in which MTO participates, they experience the successes peoples' movements can have. This experience helps to build momentum and ownership over the process of positive social change.

A survey of MTO's program participants highlights our capacity to work with low-income households and individuals. Almost fifty-five percent of constituents have incomes at or below the poverty line, 71% are African American, 15% are Latino/Hispanic. Seventy-five percent of all people who use MTO's services are women. Fifteen percent of our constituents identify as immigrants and refugees.

Most of the service population lives in Cook County's poorest neighborhoods. Their homes are often in disrepair, with pests, heating problems, leaks, mold, etc. The women in these predominantly female-heading households are often afraid to complain out of fear of eviction and the threat it poses to their families. Moving from home to home is a way of life. Even though moving costs money and harms their children's education, most of these women feel they have no choice.

MTO has the capacity to service Evanston's Spanish speaking population. MTO has 3 bi-lingual Spanish speaking staff. Should other languages be required MTO has relationships that can provide this assistance on an as needed basis. When the COVID pandemic first hit and the Governor issued a moratorium on evictions, MTO provided Spanish speaking residents of Evanston with a workshop on Landlord and Tenants Rights during the pandemic.

MTO provides similar services for the City of Chicago and Cook County in its southern suburbs. For each we provide renters with an information and referral phone help line, organize tenants' associations and host workshops on the tenant laws for the area. MTO has also had several EPA grants to assist renters around healthy homes issues such as lead paint hazards, pest, mold, etc.

Since its founding in 1980, LCBH has provided direct legal assistance for low-income families facing eviction or other serious housing issues. As the needs of renters changed, so did LCBH's services. When Chicago's affordable housing supply rapidly declined, placing more renters at risk of homelessness, LCBH hired a social worker to help keep vulnerable families stable. When the foreclosure crisis placed entire buildings full of tenants at risk of eviction, LCBH intervened, winning settlements that awarded tenants financial damages and time to move. Drawing on its years of experience, LCBH helped to shape policies that protect Chicago's renters, such as the Residential Landlord and Tenant Ordinance (RLTO) and the Keep Chicago Renting Ordinance Eviction (KCRO). This experience uniquely qualifies LCBH to provide consultation to the City of Evanston regarding its landlord-tenant or fair housing brochure as well updates to its human rights ordinance.

LCBH prioritizes case acceptance based on a client's vulnerability to homelessness. Most of LCBH's clients are parents with minor children, seniors, or individuals with disabilities. In 2018, 63% of LCBH's clients receiving non-helpline (foreclosure related) legal services were women; 35% had children under 18 living in the household; and 65% reported an income under \$20,000. Further, 9% of LCBH clients were over 65 years old and 44% identified as a person with a disability or stated that a member of his/her household has a disability.

Program Staff and Managers

MTO has a dedicated and knowledgeable staff. The following positions will be assigned to the program:

Oversight of the program is vested in John Bartlett, MTO's Executive Director with 30-plus years of experience in nonprofit organizations dealing with tenant rights, including 20 years in management capacities at MTO. Mr. Bartlett is a trained professional mediator and for the past 20 years has routinely performed mediations for the US. Postal Service.

Our County Organizer, David Wilson, has worked with the organization for 15 years. He both answers calls from County residents and organizes tenants' associations in the County and the City. Mr. Wilson has organized and presented numerous Landlord and Tenants training seminars throughout his career. He has received high marks from participants for his thoroughness and capacity to relate to participants. Mr. Wilson has also been instrumental in organizing trainings for HUD property managers. More than 80 managers attended his last training. Mr. Wilson is an expert in subsidized housing laws.

Hotline Coordinator, Lolita Davis, has been with the organization for 3 years. Ms. Davis has been through trainings conducted by the Lawyers' Committee for Better Housing and the National Alliance for HUD Tenants. Ms. Davis prepares reports and vouchers.

Our Eviction Prevention Specialist, Phil DeVon, works with tenants facing eviction. An increasing number of tenants have fallen behind in rent since March 1.

Our Hotline Counselor, Miguel Jimenez, is fully English/Spanish bilingual and has been working in service agencies in Chicago for several years.

LCBH staffing includes:

Mark Swartz, Executive Director – Mark has advocated on behalf of Chicago's renters for over a decade. In 2008 he launched LCBH's Tenants in Foreclosure Intervention Project (TFIP) where he developed an early warning system to alert community-based organizers about recent foreclosure filings and sales and released annual data and policy reports on the impact of foreclosure on renters. Under Mark's supervision, LCBH drafted the original version of the ordinance that eventually passed in 2013 known as the Keep Chicago Renting Ordinance that created additional protections for Chicago renters living through foreclosure. Mark's focus is on renters' rights, tenants in foreclosure law, and access to justice issues in eviction court, and he has given numerous presentations to bar associations, law schools, and regional conferences. Mark graduated cum laude from the University of Wisconsin Law School.

Aileen Flanagan, Senior Attorney – Aileen, a graduate of Loyola University Law School, was admitted to practice in May of 2009, and has been with LCBH since 2012. She manages LCBH's Tenants in Foreclosure Helpline, and facilitates training for housing counselors and tenant advocates.

Jonathon Raffensperger, Staff Attorney – Jon represents tenants in eviction court, as well as in other litigation and non-litigation matters that relate to housing conditions and landlord-tenant issues. He is a

graduate of Dartmouth College and the University of Chicago Law School and was admitted to practice in November 2010. Prior to joining LCBH, Jon was a litigation associate in private practice.

Fees

Please see attached sheet

Contract

MTO wishes to negotiate an exception to the insurance requirement of \$5,000,000. See Insurance section in Scope of Service.

M/W/EBE

This is not applicable to MTO as the agency is a nonprofit and has no ownership. MTO's Board would qualify as 60% of MTO's board are people of color and 60% are women.

Project Proposal

The Metropolitan Tenants Organization (MTO) proposes to partner with the Lawyers' Committee for Better Housing (LCBH) to provide Evanston tenants with comprehensive services that will stabilize and improve the living conditions of Evanston renters. MTO and LCBH have been providing tenants with services for well over 30 years. MTO and LCBH have worked together as partners on many projects in the past and present. This partnership will elevate Evanston tenant services to new standards. MTO will be the lead partner in the collaboration.

Currently there are few free legal services available to Evanston renters. Most of these services are only available to subsidized tenants. The vast majority of low-income renters, however, reside in the private rental market. Displacement can have severe consequences for tenants and in many cases can be avoided with minimal legal assistance. MTO and LCBH have instituted an Eviction Prevention Program which has a long-term goal of providing every renter with the service they will need to avoid eviction.

As a result of the COVID pandemic, we are expecting to see a large increase in the number of tenants facing evictions. Estimates vary and some are as high as 30% or renters are behind in rent. Pre-litigation eviction diversion strategies, connecting qualified renters to homeless prevention dollars, and in-court eviction advice and litigation services are all strategies that MTO and LCBH have utilized, and will continue to utilize in this project.

Scope of Services:

Basic:

MTO will operate a free help line for City of Evanston renters and property owners. The helpline will be open from 1 to 5 daily and will answer calls on a first come, first served basis. MTO has the capacity to handle more than 35 cases every month. Callers will receive information that relates to creating a better understanding of and compliance with Evanston's Residential Landlord and Tenants Ordinance. For callers who do not call during helpline hours, MTO will return all calls within 48 hours. MTO will make two attempts to return the call.

Besides verbal information all callers who request it will receive packets of information as follow-up which will include sample letters and information. Information will be sent via mail or email. MTO may also provide additional assistance to tenants and landlords which may include help in writing letters,

strategies on how to resolve issues through negotiations, and referrals to other resources, to assist with health issues, homeless prevention funding, and other resources, depending on the need. Callers can also request written information about the RLTO and sample letters. The Hotline is a first line of defense in efforts to prevent homelessness and maintain Evanston's affordable rental housing.

Callers facing eviction receive follow-up calls to check on the status of their cases, find out if their case was accepted by attorneys, and see if they need additional services such as letter writing or negotiating with the landlord.

MTO has extensive relationships with legal service providers as well as attorneys throughout the region. As a part of the contract MTO will make referrals to the best available free legal assistance provider. MTO is aware that for market rate tenants there are few resources, which is why we are proposing that as a part of this contract, LCBH will provide direct legal services to low-income renters. By providing this service MTO and LCBH can make sure that low-income residents will get the support they will need to avoid displacement. The MTO-LCBH Partnership will streamline legal referrals and reduce displacement, by making sure that renters have the tools and resources to avoid eviction and stay in their homes. MTO will act as a liaison between tenants and attorneys and work with renters to avoid eviction and unwanted displacement. The MTO-LCBH collaboration will decrease intake redundancy, create a smooth handoff of eviction cases, improve data collection, and, in the end, increase tenant stability. Increased stability will have positive effects on both the families and their communities, including effects on education, health, and employment.

MTO will work with the City of Evanston to maintain current Landlord and Tenant information on the City of Evanston's website and MTO's website. MTO is currently investigating whether it is feasible to modify MTO's web app for Chicago to create a web app for Evanston that will contain downloadable and editable letter templates for rent reduction notices, 14-day termination notices, essential service notices, etc. Should it not be possible to change the web app, MTO will post all letters and information on its website, www.tenants-rights.org.

Additional Services:

MTO will organize and provide at least three trainings for Evanston tenants and/or small landlords. MTO plans to provide these trainings online. The trainings will provide an overview of Evanston's Residential Landlord and Tenants Ordinance as well as a questions and answers period to go over individual concerns. MTO will provide all participants with sample letters and other written materials. As a part of this agreement, MTO will organize at least one workshop for property managers and landlords. MTO will work with the City's Property Standards Division to conduct outreach to landlords, particularly small landlords and those with a history or poor performance. MTO will work with Taft West, of Chicago Community Loan Fund, to facilitate the training.

MTO at no cost to the City of Evanston will take part in round tables of service provider networks and Evanston's Continuum of Care. Through participation in these forums MTO will expand outreach efforts to renters and will work to encourage renters to call as soon as problems arise and are thus easier to resolve rather than wait for a crisis to occur, which makes resolving problems more difficult.

On an as needed basis, MTO will provide mediation services for landlords and tenants. MTO's Executive Director is a professional mediator and can handle complex in-person disputes. MTO staff are able to work with tenants to communicate with landlords to develop win-win agreements. MTO will also conduct informal mediations/negotiations over the phone.

When there are building-wide repair or other problems, working with a tenants' association is often the most effective and efficient means of resolving disputes. When tenants call with a problem, they are asked if others in their building are facing a similar problem. A counselor will identify a building for organizing if the majority of tenants are facing a common problem such as a foreclosure, poor maintenance, building security concerns, health hazards, or other issues that may threaten the viability and affordability of the complex. In those cases, MTO's field organizer will help residents form tenant associations, and provide the training and support needed to help resolve the issue(s) threatening the preservation of the building, while also working to keep it affordable.

MTO and LCBH are available to consult with the City of Evanston regarding emerging landlord and tenant issues and help to develop a proactive response that may require programmatic or legislative fixes.

Finally, LCBH's staff attorneys will provide high-quality legal representation to tenants facing housing instability. These services will include eviction defense for low-income renters as well as litigation services to combat retaliation and illegal lockouts. LCBH has extensive experience in this area. In 2018, LCBH provided legal services to 806 client families, serving 1,233 people total. LCBH's services secure positive outcomes, including financial benefits, dismissals, additional time to move, and sealed records.

Without an attorney, renters in eviction court are at a huge disadvantage. In 2017, there were approximately 29,965 eviction filings in Cook County, with many more renters being "informally evicted" by a coercive landlord, poor conditions, or lockouts. LCBH data show that without an attorney, the likelihood that an eviction order will be entered against a tenant is about 62%; with an attorney, it's about 45%. In other words, by having an attorney, tenants decreased their odds of getting an eviction order by about 25%. The benefits of having an attorney are even greater when the tenant is represented by a civil legal aid provider, a non-profit organization that offers free legal help with non-criminal legal issues. 50% of cases where tenants were represented by private attorneys resulted in eviction orders. Legal aid representation resulted in eviction orders only 22% of the time, less than half the rate of their private attorney counterparts.

The impact of eviction has lasting consequences. This is true even for those who paid their rent in a timely manner, but were evicted without cause, or where an eviction suit was merely filed and was either dismissed or adjudicated in favor of the tenant. And since many landlords and housing authorities refuse to take on persons with evictions on their record, families are often forced to relocate to neighborhoods with higher levels of poverty and violent crime, or accept lower quality units.

LCBH attorneys will provide consultation to make sure letters written by tenants to landlords regarding rent reductions, eviction notices, essential services and other issues are consistent with the provisions of Evanston's Landlord Tenant Ordinance. When such letters are not effective at resolving a dispute, LCBH will assess the appropriateness of providing more in-depth legal services.

Scope of Services:

MTO will accept referrals by phone and email from City's 311 system. MTO will also accept referrals from City's website and from all other Evanston sources including governmental and nonprofit entities. MTO will provide onsite counseling in Evanston at a City of Evanston library/meeting space. We will acknowledge all calls within 2 business days and resolve all simple requests within 5 days.

Reporting:

MTO will work with the City of Evanston on a reporting format. Reports are turned in on a monthly basis. MTO can change or update reporting per request of City of Evanston

Tracking and reporting are done primarily through dBase software and Microsoft Excel. MTO has developed mapping capabilities for the City of Chicago. We expect to be able to develop the same for Evanston. The exception to our monthly reporting cycle involves our Tenants Rights Hotline, for which a weekly recap report is a regular Agenda item at our All-Staff Meeting every Friday morning. This schedule recognizes the critical nature of the Hotline to our overall program, and focuses on Hotline staffing (both staff and volunteer), number of calls, and any anomalies in the types of calls (MTO's Hotline calls have historically served as an early warning system on the state of the rental housing market in Evanston).

Additionally, the Hotline/Volunteer Supervisor and the Executive Director/Assistant Director meet no less than monthly to discuss benchmarks and any needed adjustments.

Pricing

Please see attached sheet.

Insurance:

MTO wishes to negotiate the comprehensive general liability requirement discussed in the RFP. MTO believes it creates a hardship to effectively and efficiently perform the services required. Currently, MTO maintains a 1,000,000 combined single limit for each occurrence and can designate the City as Additional Insured. It would cost an additional \$4,000 to increase that to \$5,000,000. It would add unnecessary additional costs to the project, which MTO would have to take on. We already have absorbed some of the costs of the project. We ask for a waiver from this exceedingly high amount of insurance. No other governmental agency including the City of Chicago requires such a large policy.

Exhibit A - Fee Schedule

Fee Summary					
Base Scope of Work					\$58,500.00
Additional Services					\$29,000.00
Total Project Cost:					\$87,500.00
Fee Detail – Basic Scope of Services					
Task 1: Landlord-Tenant Inquiries					
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost	
Hotline Coordinator	MTO	\$27.00	375	\$26,950.00	
Bilingual Counselor	MTO	\$24.00	250		
Eviction Prevention specialist	MTO	\$27.00	300		
Supervisor	MTO	\$43.00	175	\$7,525.00	
Total Reimbursable Expenses (e.g. printing, travel, supplies, etc)				\$5,000.00	
Lawyers Committee for Better Housing Retainer				\$12,500.00	
Total Proposed Cost - Task 1				\$51,975.00	
Task 2: Landlord/ Tenant/Property Manager Trainings					
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost	
Eviction and Counselor	MTO	\$25.00	175	\$4,375.00	
Supervisor	MTO	\$43.00	36	\$1,550.00	
Total Reimbursable Expenses (e.g. printing, travel, supplies, etc)				\$600.00	

Total Proposed Cost - Task 2				\$6,525.00
Total Proposed Basic Scope of Services				
				\$58,500.00
Fee Detail – Additional Services				
Task 3: Mediation Services				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Mediator	MTO	\$43.00	Actual	
Task 4: Tenant Organizing				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
MTO staff plus supervision	MTO	\$27.00	Actual	
Task 5: Legal Representation				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Mark Swartz	LCBH	\$120.00	Actual	
Total Reimbursable Expenses (e.g. printing, travel, supplies, etc)				Actual
Total Proposed Additional Services Not to Exceed				\$29,000.00