



Dan Saltzman, Commissioner  
Traci Manning, Director

July 1, 2012 to June 30, 2013

**Portland Fair Housing Action Plan Annual Update FY 2012-2013**

The City of Portland and the Portland Housing Bureau (PHB) are dedicated to removing barriers to housing choice in our community. Our city, county and state are strongest when everyone has equal access to a safe, affordable place to call home.

To guide our work, we developed the Portland Fair Housing Action Plan, adopted by City Council on Sept. 14, 2011. This Action Plan is being updated annually as part of the annual Action Plan process and reporting on the outcomes for our annual report to HUD.

The Plan includes action Items in eight areas:

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| 1. End Discrimination in Rental Housing             | 5. Employ Fair Housing Testing  |
| 2. Create a Fair Housing Advocacy Committee (FHAC)  | 6. Expand the Supply of Accessible, Affordable Homes                                  |
| 3. Strengthen Public Awareness of Fair Housing Laws | 7. Address and Mitigate the Unintended Consequences of Gentrification                 |
| 4. Improve Access to Housing Opportunity            | 8. Increase Funding for Safety Net Programs for Low-Income and Vulnerable Populations |

The Fair Housing Advocacy Committee (FHAC) has become the primary body for the consortium of the City of Portland, Multnomah County and the City of Gresham to discuss Fair Housing issues. This body holds the partners accountable to outcomes; increases public awareness among both renters and landlords; improves coordination of Fair Housing enforcement officials; increases housing access and choice; and better incorporates data to measure and close disparities in funding and contracting decisions to create equitable outcomes. Issues that challenge the Fair Housing Action Plan are declining federal and local dollars; new communities, such as recent immigrants, that are not aware of their Fair Housing rights; lack of coordination among advocates; limited data available to accurately measure discrimination; and historic land use, lending and investment policies that perpetuate segregation or create displacement.

Based on the outcomes to date, we anticipate a future focus on the education of our partners about the impact of the Fair Housing Act obligations in all aspects of City planning, investing, and coordination of investments that enhance access for low-income households.

While challenges remain, we are proud of what we have accomplished together. We will continue to advance our broad Fair Housing agenda in the coming years. Below are the highlights of our successful efforts.

**Fair Housing Highlights**

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|-----------------------|--|--------------------|---------------------------------------|---------------|
| <b>Housing Choice</b> | <b>Fair Housing<br/>Advocacy<br/>Committee</b> | <b>Enforcement</b> | <b>Partnership with<br/>Landlords</b> | <b>Equity</b> |
|-----------------------|--|--------------------|---------------------------------------|---------------|

**Housing Choice**

Housing choice means that everyone has equal access to affordable homes in quality neighborhoods. Our investments from July 1, 2012 to July 30, 2013 increased housing choice to vulnerable Portlanders. Our most significant gain was when the State Legislature passed a bill to include Section 8 as a protected source of income. This removed barriers to tenants with Section 8 vouchers from renting homes in their preferred communities, giving low-income households more choices of where to live. Preservation is the top funding priority because it targets investment in our most vulnerable populations and gives us the most return on the investment. Passage of the Tax Increment Set-Aside policy and Section 108 loan funds made the funds available for a large-scale preservation effort. The recently concluded 11X13 Housing Preservation campaign retained affordability in 11 buildings that were in danger of conversion to market rate. The result is that nearly 1,000 low-income households will have affordable housing in the central city, and Portland retained an estimated \$160 million in HUD rent subsidies for Portland residents for decades to come. Other housing investments resulted in the building, or preservation, of nearly 370 affordable homes in FY 2012-2013.

Planning where we invest is a key component of housing choice. This year, in partnership with the Bureau of Planning and Sustainability, PHB concluded a housing opportunity study. This information will inform our investment decisions as PHB works to intentionally house our most vulnerable citizens close to services such as transportation, fresh groceries and strong schools that enhance stability and quality of life.

**Fair Housing Advocacy Committee**

The Fair Housing Advocacy Committee (FHAC) serves as the primary body to discuss Fair Housing and holds the partnering jurisdictions accountable to the Fair Housing Action Plan that guides its work. This year FHAC’s accomplishments include a far reaching public awareness campaign through media and community venues, to bring public awareness to Fair Housing issues.

## **Enforcement**

Enforcement of the Fair Housing law, when there are acts of discrimination, is supported through the litigation and referral work of Fair Housing Council of Oregon (FHCO) and Legal Aid Services of Oregon (LASO). PHB contracts with FHCO and LASO to provide Fair Housing investigation and litigation services to Portland residents. PHB also contracts with the Community Alliance of Tenants and 211 Info to educate their clients about Fair Housing rights and to make appropriate Fair Housing referrals. PHB has used these contractual relationships, as an opportunity to build communication and coordination. As a result of increased collaboration, PHB partners report they are making referral decisions to better address all of a client needs. For example, a person with a Fair Housing complaint related to harassment who is also being evicted needs legal assistance for both the Fair Housing and the tenant landlord issue. Whereas, when a person is being denied a companion pet, they may only need advice to resolve a Fair Housing issue related to reasonable accommodations. Examples of collaboration include the well attended Fair Housing Month City Council briefing with guest Sara Pratt, Deputy Assistant Secretary for Programs and Enforcement at the Department of Housing and Urban Development (HUD), and the quarterly meetings of enforcement staff, coordinated by FHCO. Periodic analysis by our partners of regional Fair Housing complaint data and testing data, is leading to a better understanding of gaps in our enforcement systems and better litigation responses.

## **Partnerships with Landlords**

Landlords and developers enhanced their Fair Housing knowledge in FY 2012-13. Landlord organization Multifamily NW increased the number of Fair Housing classes and committed to financially supporting the FHAC-sponsored Fair Housing outreach campaign described above. The Rental Housing Association of Greater Portland added Fair Housing content to its website and monthly newsletter. In April 2013, Multifamily NW and Oregon Opportunity Network (OON) adopted and published Fair Housing best practices for rental housing management. In 2013, PHB is working with the rental housing associations to publicize the best practices among their members. For example, Multifamily NW will distribute the Fair Housing best practices to every attendee at its annual trade show in September.

## **Equity**

The Fair Housing Action Plan called for strategies to improve access to resources and close outcome gaps for people of color. Equity strategies to address these issues are woven throughout PHB's policies, programs, operations and contract management. PHB is committed to increasing access to its programs by people of color and historically underserved communities and remove any housing choice barriers that may be present in its investments. PHB is addressing gaps in outcomes by gathering access and outcome data, from all sub-recipient contractors and loan recipients. For example, PHB has a 30% utilization rate for contracting with Minority, Women and Emerging Small Businesses (MWESB) firm's participating in publically funded housing projects. This is 3% increase over last year's MWESB utilization rate of 27%.

Housing Choice policy actions include the successful legislation supporting changes to the Limited Tax Exemption (LTE) program to make it available, citywide. Program changes include using an equity lens to evaluate recipients of our funding. PHB guided all of its subcontractors to evaluate whether disparities exist among those being served with public resources, and to create strategies to close those gaps. FHAC launched Fair Housing Month activities intended to reach underserved audiences with information about what constitutes a Fair Housing violation and where to place complaints. All PHB sub-recipients incorporated strategies into their scopes of services to reach underserved communities and reported the outcomes. Strategies employed included providing information in different languages, meeting with people in their own communities and developing long-term relationships with leaders in historically underserved communities. PHB invested in our Diversity and Civic Leadership partners to gain insight into the diverse housing needs of our immigrant communities and communities of color, to inform our Portland Housing Growth and Opportunity Analysis (PHGOA) and opportunity maps.

**Exhibits A-E**

- A. Fair Housing Advocacy Committee Roster
- B. PHB Guiding Principles of Equity and Social Justice
- C. Fair Housing Best Practices, Multifamily NW
- D. Oregon Opportunity Network
- E. PHB's Bureau wide Equity Goals Framework

**Progress Report at a Glance**

| Action Plan Step   | FY 2011-12 Results  | FY 2011-12 Results   | FY 2012-13 Results   | FY 2012-13 Analysis   |
|--|---|--|--|---|
| <b>I. End Discrimination In Rental Housing</b>   |   |  |  |   |
| <b>Desired Outcome:</b> Better coordinated enforcement will increase the number of litigated Fair Housing cases referred by PHB contractors by the end of June 2012.                         |   |  |  |   |
| 1. Fund and enhance enforcement of Fair Housing laws.  | PHB contracts with LASO to enforce Fair Housing complaints. PHB funds FHCO to educate the public about its ability to facilitate the resolution of Fair Housing complaints or make a referral to an enforcement agency. Both PHB and FHCO have been coordinating with enforcement officials. PHB has contracted with FHCO to do Fair Housing audit tests because discrimination data helps inform enforcement strategies. | LASO had 14 cases in FY 2011-12 with evidence of discrimination.<br><br>LASO had 64 Fair Housing complaints in FY2011-12.<br><br>FHCO had 1,219 calls and 479 were Fair Housing related. | LASO had 12 cases in FY 2012-13 with evidence of discrimination.<br><br>LASO had 56 Fair Housing complaints in FY 2011-12.<br><br>FHCO had 873 calls and 355 were Fair Housing related.<br><br>Enforcement staff convened quarterly. | Coordination of Enforcement staff has improved litigation outcomes by getting clients referred to the most appropriate service.<br><br>Both LASO and FHCO had a decrease in the total number of Fair Housing cases. |
| <b>Desired Outcome:</b> The increased investment in Fair Housing-specific training to landlords as part of membership in each association will result in a quantifiable increase in training |   |  |  |   |

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| opportunities by the end of the fiscal year.                |   |  |   |   |
| 2. Continue and enhance the education of Fair Housing laws. | <p>PHB contracts with the FHCO to educate tenants and landlords about the fair housing law. PHB contracts with CAT to educate renters about their fair housing rights and tenant landlord responsibilities, and CAT refers renters to legal or supportive services, when there are related fair housing, health, and or, habitability issues.</p> <p>PHB requested and funded efforts for Oregon Opportunity Network (OON) to develop Fair Housing best practices and encouraged Multifamily NW to adopt Fair Housing best practices. Members of the groups manage 176,000 apartments. Other partners, including the Community Alliance of Tenants (CAT), FHCO and LASO, have quantified their outreach efforts to communities of color, as outlined in their annual sub-recipient reports.</p> | <p>OON drafted Fair Housing Best Practices.</p> <p>OON held a 2011 Executive Directors and Property and Asset Managers class for 60 attendees.</p> <p>Multifamily NW drafted Fair Housing Best Practices.</p> <p>Multifamily NW held 21 trainings resulting in 647 participants.</p> <p>FHCO held 11 trainings.</p> <p>CAT held 10 workshops.</p> <p>All contractors committed to actions to reach residents with low English proficiency and recent immigrant communities.</p> <p>LASO participated in two outreach events.</p> | <p>OON adopted nonprofit Fair Housing Best Practices for all of its members.</p> <p>Multifamily NW adopted Fair Housing Best Practices.</p> <p>OON held a fair housing class for property and Asset Managers) with about 50 attendees.</p> <p>Multifamily NW held 22 trainings resulting in 704 participants.</p> <p>FHCO held 13 trainings, resulting in more than 339 participants.</p> <p>CAT held 18 workshops resulting in more than 198 participants.</p> <p>Eight of the workshops were held in Spanish and English.</p> | <p>Fair Housing-specific training to landlords increased, as part of membership in their association.</p> |

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|  |   | Home Forward sent all 250 employees to Fair Housing trainings.  | LASO participated in six outreach events.<br><br>Home Forward sent all 250 employees to Fair Housing trainings.  |  |
| <b>Desired Outcome:</b> The increased investment in Fair Housing-specific training to renters will result in a quantifiable increase in renters who report Fair Housing complaints and an increase in from groups that we know have reduced housing choice, but are not reporting. |   |   |  |  |
| 3. Continue and enhance the education of Fair Housing laws for renters.  | PHB contracts with CAT, FHCO, and LASO, to educate renters about their Fair Housing rights. | CAT held 10 workshops.<br><br>All contractors committed to actions to reach residents with low English proficiency and recent immigrant communities.<br><br>LASO participated in two outreach events.<br><br>FHCO had 8% of its hotline calls from non-English speaking callers | FHCO held 13 trainings, resulting in more than 339 participants<br><br>CAT held 18 workshops, resulting in more than 198 participants.<br><br>Eight of the workshops were held in Spanish and English.<br><br>LASO participated in six outreach events.<br>FHCO had 6% of its hotline calls from non-English speaking callers. | There is a 1.3% increase in the percentage of Fair Housing related calls to FHCO.<br><br>More materials and events were available to non-English speaking households, but hotline calls from non-English speakers decreased by 2%. |

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| <b>Desired Outcome:</b> Reliable and independent information about possible Fair Housing violation trends in rental and ownership housing. |  |   |   |  |
| 4. Conduct Fair Housing testing.   | PHB has invested in Fair Housing Audit Testing as one tool for measuring Fair Housing violations and trends that limit housing choice in rental and ownership housing.   | PHB conducted a public procurement process to select a Fair Housing contractor to conduct Fair Housing testing. | Fair Housing Center of Washington was selected to oversee FHCO in fulfilling Fair Housing testing services for FY 2013-14.  | Oversight of the Fair Housing scope of services, and testing by the City Attorney's Office and the Washington Center for Fair Housing, provides the desired independent information. The test results are not yet available to evaluate for reliability or trends. |
| <b>Desired Outcome:</b> A coordinated effort with buy-in from multiple interests.  |  |   |   |  |
| 5. Modify screening and credit criteria that impact protected classes.   | PHB has met with contractors to include equity outcomes in all contracts.<br><br>PHB launched phase two of the Equity Agenda, with inclusion of property management, asset management and resident services. We expect a Fall 2013 kickoff to result in conversations about modification of screening and credit criteria. | PHB contracted with OON to create Fair Housing best practices for nonprofits.                                   | PHB has contracted OON to facilitate 10 meetings of the Resident Services Work Group (RSWG), to create best practices in resident services. RSWG will hold one conference session and one working group session a year, focusing on Fair Housing best | The diversity of FHAC members' results in coordination and buy-in from multiple interests. Our nonprofit housing partners are providing more leadership and support of Fair Housing policies as evidenced by the   |

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|   |  |  | practices. FHCO is leading statewide conversations about re-entry issues, which will include screening criteria.   | adopted Fair Housing Best Practices.<br><br>Modification of screening and credit criteria has not been initiated.   |
| <b>II. Create A Fair Housing Advocacy Committee</b>   |  | <b>FY 2011-12 Results</b>  | <b>FY 2012-13 Results</b>  | <b>FY 2012-13 Analysis</b>  |
| <b>Desired Outcome:</b> The Action Plan will have a diverse set of champions to hold the implementing agencies accountable and to revise the Action Plan as needed. |  |  |  |   |
| 1. Work with partners to create a Fair Housing Advocacy Committee (FHAC).   | PHB initiated FHAC to hold partners accountable to the Action Plan and to revise the Action Plan as needed. See above. | PHB initiated the Fair Housing Advocacy Committee on Oct. 27, 2011. See above. | The FHAC members meet quarterly. FHAC members sent a letter to state legislators to support removing “source of income” as a basis to deny review of a rental application; coordinated a Fair Housing public awareness campaign; and kicked off with a meeting with local and federal decision makers. | FHAC remains diverse. FHAC meets regularly to champion implementation of the Action Plan and to revise it as needed. Most strategies from the Fair Housing Action Plan have been initiated. |
| <b>III. Strengthen Public Awareness Of Fair Housing Laws</b>  |  | <b>FY 2011-12 Results</b>  | <b>FY 2012-13 Results</b>  | <b>FY 2012-13 Analysis</b>  |

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| <p>Desired Outcome: Working with our partners, we will continue to develop strategies to increase utilization of programs by protected classes.</p> <p>This will result in quantifiably increased utilization of reported programs.</p> |  |  |   |   |
| <p>1. Ensure frequent and accurate trainings for renters or providers to understand Fair Housing law.</p>   | <p>PHB contracts with CAT, FHCO and LASO to educate renters about their Fair Housing rights and resources.</p> | <p>CAT counseled 1,600 renters.</p> <p>FHCO held 11 trainings.</p> <p>LASO offered information at four events.</p> <p>LASO created two culturally specific events.</p> | <p>CAT counseled 1,952 renters.</p> <p>FHCO held 13 renter trainings. FHCO trainings reached more than 299 people.</p> <p>CAT held 18 workshops, resulting in more than 198 participants.</p> <p>Eight of the workshops were held in Spanish and English.</p> <p>LASO offered information at six events.</p> <p>LASO created one culturally specific event.</p> | <p>Utilization of Fair Housing education services have increased.</p> <p>CAT increased utilization of Fair Housing education services by Spanish speaking renters.</p> <p>Utilization of the FHCO hotline has decreased but the percent of Fair Housing-related complaints has increased.</p> |
| <p><b>Desired Outcome:</b> Work with partners to secure resources for a public information campaign about Fair Housing rights, and current issues to change attitudes, practices, and public</p>  |  |  |   |   |

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| policies; using culturally and linguistically appropriate methods to reach all members of the public. Support from the Housing Commissioner, and partners, will result in increased public and private funds in support of the campaign. |  |   |  |  |
| 2. Secure resources for a public information campaign about Fair Housing rights.   | FHAC will lead the Fair Housing awareness campaigns and seek partners to continue this work.   | FHAC identified strategies for reaching the general public and funded those strategies.   | FHAC raised and deployed \$4,750 in support of a public awareness campaign carried out on TV, radio, print and at a community event. Every dollar was matched one-to-one with additional advertizing. <i>Apartment Finder</i> donated a full-color, inside cover page ad that was circulated citywide. | FHAC worked with partners to secure and leverage resources for a public information campaign.  |
| <b>IV. Improve Access To Housing Opportunity</b>   |  | <b>FY 2011-12 Results</b>   | <b>FY 2012-13 Results</b>  | <b>FY 2012-13 Analysis</b>   |
| <b>Desired Outcome:</b> Actions will be based on best available data and jurisdictions will have the same points of reference.   |  |   |  |  |
| 1. Develop opportunity mapping and planning as the foundation of a housing policy.   | PHB initiated a Portland Housing Growth and Opportunity Analysis (PHGOA). The report about this analysis will be a component of our future location policy and | The Bureau of Planning and Sustainability (BPS) and PHB commissioned maps identifying areas of opportunity in relationship to housing availability, affordability | The opportunity maps and a 90% draft report are complete. The maps and analysis were refined through work sessions with the five Diversity in Civic  | The PHGOA process is based on the best available data and has been well vetted with partners and jurisdictions to create the same point of |

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|  | investment strategy. The information will help PHB and our partners identify current and historic disparities, and identify the investment, policy and program decisions that mitigate and remove historic disparities.   | and populations.  | Leadership organizations.  | reference for future investment strategies.   |
| 2. Commit all City resources in ways that increase opportunity and equity. | PHB launched its Equity Agenda for Fair Housing contractors and housing developers, linking its funding to access and outcomes for communities of color. Implementation includes the development of contracting equity goals, Notice of Funding Availability (NOFA) equity goals, MWESB procurement and contracting equity goals, a Limited Tax Exemption (LTE) policy update, Big Look and policy reviews. Each sub-recipient reports demographic information on access and outcomes for comparison over time. | PHB committed to programs and policy updates to the LTE programs, TIF and MWESB goals and sub-recipient contracts.<br><br>MWESB utilization is 27%.<br><br>Fair Housing Contracts: People of color served compared to percent of populations in poverty are as follows:<br><br>CAT: 46% people of color served<br><br>FHCO: 39% people of color served<br><br>LASO: 56% people of | Policy updates to LTE programs, NOFA and MWESB procurement goals were accomplished.<br><br>MWESB utilization is 30%.<br><br>In FY2012-13, six out of 10 households served by PHB were households of color.<br><br>People of color served compared to percent of populations in poverty are as follows:<br><br>CAT: 44% people of color served<br><br>FHCO: 35% people of | PHB has committed City resources to implement its Equity Agenda. Results include a 3% increase in utilization of MWESB firms. Increased Fair Housing outcomes, from the program and policy changes are inconclusive at this time. |

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|   |   | color served  | color served<br><br>LASO: 49% people of color served   |   |
| <b>V. Expand Fair Housing Testing</b>   |   | <b>FY 2011-12 Results</b>   | <b>FY 2012-13 Results</b>  | <b>FY 2012-13 Analysis</b>  |
| <b>Desired Outcome:</b> Acquire reliable and independent information about possible Fair Housing violation trends in rental and ownership housing.  |   |   |  |   |
| 1. Acquire reliable and independent information about possible Fair Housing violation trends in rental and ownership housing.   | FH contracts are managed through the City of Portland Attorney's office, thus providing the expertise of attorneys to review the audit testing results. See above I.4 | See above.  | Testing contractor has been selected and testing will be tied to enforcement.  | We do not have testing data yet.  |
| <b>VI. Expand The Supply Of Accessible, Affordable Homes</b>  |   | <b>FY 2011-12 Results</b>   | <b>FY 2012-13 Results</b>  | <b>FY 2012-13 Analysis</b>  |
| <b>Desired Outcome:</b> Increasing housing choices will result in an increased number of family-sized units in the City's affordable housing portfolio by fiscal year 2012-13. Data will be reported to FHAC. |   |   |  |   |
| 1. Increase the number of affordable/accessible housing choices for all household sizes, especially family-sized housing.   | This action is being addressed through resource development and our annual NOFA criteria.   | PHB funded 15 projects, representing 338 units of affordable homes targeted to 0-60% MFI in FY 2011-12. | PHB funded nine projects, representing 511 units (99% of production) of affordable homes targeted to 0-60% MFI households in FY 2012-13.<br><br>Every dollar invested by | PHB has increased the number affordable housing units in its portfolio, but not family sized housing. |

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|  |   |   | PHB is leveraged by 1.6.  |  |
| <b>VII. Address And Mitigate The Unintended Consequences Of Gentrification</b>   |   | <b>FY 2011-12 Results</b>   | <b>FY 2012-13 Results</b>   | <b>FY 2012-13 Analysis</b>   |
| <b>Desired Outcome:</b> Working with our partners, we will continue to develop strategies to increase utilization of programs by protected classes. This will result in quantifiably increased utilization of reported programs by the end of the fiscal year. |   |   |   |  |
| 1. Mitigate the effects of displacement through all City investments.  | PHB contracted to create an Equity Business Plan, an Equity Lens, a Homeownership Agenda and PHGOA. Its purpose is to address investment risks and mitigate for displacement as identified in the Fair Housing Action Plan. | PHB completed a draft of the PHGOA maps and a gentrification study. | <p>The PHGOA maps, a report and gentrification study were shared with partners for feedback.</p> <p>Six of 10 people served by household stabilization programs were people of color.</p> <p>On average, 42% of our homeownership products reached a person of color.</p> <p>On average, 26% of the households served by our Fair Housing contracts were people of color.</p> | <p>Our Fair Housing contractors do not have a quantifiable increase in utilization by protected classes such as communities of color.</p> <p>PHGOA will lead to policies that help inform equitable investment actions and mitigation of displacement.</p> |

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|   |   |  | Home Forward now uses an Inclusion Lens to evaluate its work for impacts on communities of color and other protected classes.   |   |
| 2. Encourage the renewal of the Portland 30% Tax Increment Financing Policy affordable housing set-aside. | PHB led the effort to secure TIF set aside funding for affordable housing.                                | City Council adopted the policy on Nov. 16, 2011, ensuring funding for affordable housing through FY 2015-16.  | TIF funds deployed in the FY 2012-13 NOFA helped buy affordability in Glisan Commons (1), Lifeworks and Beech Street Apartments.  | At this time we have not quantified utilization rates of rental housing by protected classes, such as people of color.  |
| 3. Focus on new resource development to acquire and preserve rental housing.                              | Historical sources of funding for acquisition, development and preservation have been steadily declining. | PHB successfully converted one-time-only funding into ongoing general fund support. PHB applied for and was awarded a Housing Opportunities for People With AIDS (HOPWA) grant for \$1,365,793 over three years. Of that, \$502,500 covers direct housing assistance (rent assistance and move-in costs). The remainder is used for integrated | The 11x13 Housing Preservation campaign concluded in FY 12-13 with funding commitments for all 11 projects. The resource development campaign has not yet started. Federal redevelopment funds will create an average of 22 units in every project. | PHB has been effective in preserving and leveraging funding. For every dollar spent, we leveraged 1.6 dollars.<br><br>The 11X13 Preservation campaign preserves federal funding into the future. However, several years of federal funding cuts result in |

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|  |   | supportive services and systems integration/planning work.   |   | real cuts into new development, acquisition or preservations.   |
| <b>VIII. Increase Funding For Safety-Net Programs For Low-Income And Vulnerable Populations</b>  |   | <b>FY 2011-12 Results</b>  | <b>FY 2012-13 Results</b>   | <b>FY 2012-13 Analysis</b>  |
| 1. Increase funding for social services known to assist in stabilizing households.   | PHB encouraged City Council to pass budget items that helped stabilize vulnerable population. Stable rates of retention in housing for households receiving housing assistance are key indicators of stabilization. | In FY 2011-12, a resolution was passed to convert one-time-only general fund dollars into ongoing funding. | In FY 2012-13, one-time-only general fund conversion to ongoing funding was adopted for the FY2012-13 budget. FY 2012-13, \$140,000 was used to assist 46 displaced tenants with relocation; and \$377,551 provided rent assistance to approximately 800 households, among other items. | In 2012, an emergency shelter retention rate of more than 90 days for people of color was 36%.  |
| 2. Continue funding development of subsidized, accessible housing units for individuals and families below 30% Median Family Income (MFI). | PHB and community partners advocated for funding for households experiencing the most extreme poverty, at 0-30% MFI, with a "Save the Safety Net" campaign.   | In FY 2011-12, PHB funded more than 361 units for 0-30% MFI households.                                    | In FY 2012-13, PHB funded more than 330 units for 0-30% MFI households.   | Fewer units were funded for 0-30% MFI households, in part, because funding has not increased, while development costs continue to rise. |



**Exhibit B: PHB Guiding Principles of Equity and Social Justice**

**Exhibit A: Fair Housing Advocacy Committee**

| <b>Name</b>                   | <b>Organization</b>                                  | <b>Appointed by</b>                                    |
|-------------------------------|--|--|
| <b>Vacant Seat</b>            | Vacant Seat  | City of Portland                                       |
| <b>Joe VanderVeer</b>         | Portland Disability Commission                       | City of Portland                                       |
| <b>Deborah Imse</b>           | Metro Multifamily Housing Association                | City of Portland                                       |
| <b>John Miller</b>            | Oregon Opportunity Network                           | City of Portland                                       |
| <b>Elisa Harrigan</b>         | Community Alliance of Tenants                        | City of Portland                                       |
| <b>Jerad Goughnour</b>        | Rental Housing Association Greater Portland          | City of Portland                                       |
| <b>Lynne Walker</b>           | Gresham Community Development & Housing Subcommittee | City of Gresham  |
| <b>Marc-Daniel Domond</b>     | COLAS Construction                                   | City of Gresham  |
| <b>Raina Smith-Roller</b>     | Human Solutions                                      | City of Gresham  |
| <b>Molly Rogers</b>           | Home Forward   | Home Forward   |
| <b>Neisha Saxena Co-Chair</b> | Disability Rights Oregon                             | Multnomah County                                       |
| <b>Rachel Payton</b>          | Volunteers of America - Home Free                    | Multnomah County                                       |
| <b>Liora Berry</b>            | Cascadia Behavioral Health                           | Multnomah County                                       |
| <b>Michael Alexander</b>      | Urban League of Portland                             | Multnomah County,<br>Coalition of Communities of Color |
| <b>Jason Trombley</b>         | Coalition of Communities of Color                    | Coalition of Communities of Color                      |
| <b>Kayse Jama</b>             | Center of Intercultural Organizing (CIO)             | Immigrant Community                                    |
| <b>Abby Ahern</b>             | Rent Well  | At Large   |

## **Exhibit B: PHB Guiding Principles of Equity and Social Justice**

**Equity means that all residents from Portland’s diverse and multicultural communities have access to the opportunities and resources they need to attain their full potential.**

PHB will work towards eliminating housing barriers of all kinds. We recognize Oregon’s history of housing discrimination and social injustice and must address current-day disparities in access to the resources, programs and opportunities experienced by communities of color. In Portland, people of color experience racism and encounter barriers to stable housing and housing resources at much higher rates than their white counterparts. This leads to more people of color experiencing disparate living conditions and having less access to public goods, services and resources.

PHB will ensure equity by applying these Guiding Principles of Equity and Social Justice when developing policies and organizational priorities, and when making operational and financial investment decisions.

PHB will:

- Seek knowledge and learn from the guidance of others in pursuit of our equity goals
- Strengthen and develop community relationships and engagement for shared success
- Honor and encourage relationships of trust and respect among partners who serve communities of color, service providers, housing developers and contractors
- Develop and communicate equity commitments
- Make policy and operational decisions using an equity lens
- Leverage the work and programs of other organizations effectively addressing issues of equity
- Continually incorporate equity achievements and knowledge into decision making and implementation of social justice policies
- Provide leadership and support to stakeholders related to equity
- Define, measure and report equity results

## **Exhibit C: Fair Housing Best Practices, Multifamily NW and Oregon Opportunity Network**

### Multifamily NW Fair Housing Best Practices Document

The Multifamily NW Board of Directors, staff and members are dedicated to quality rental housing and upholding Fair Housing laws as a legal and moral obligation to offer equal opportunities and consistent policies for everyone. When Fair Housing laws are broken through proven discriminatory actions, violators must be held accountable.

Multifamily NW believes offering frequent Fair Housing training will improve Fair Housing awareness for landlords. The association is committed to developing training partnerships with federal, state, county and city housing agencies who have demonstrated unbiased and fair application of rules. Multifamily NW equally supports expanded Fair Housing non-advocacy, independent audits (or testing)\* that ensure frequent, unbiased feedback on compliance with Fair Housing laws. Multifamily NW will review the recommended 'Best Practices' document annually and update as appropriate.

Multifamily NW recommends the following 'Best Practices' for those operating in the property management industry:

#### **Training**

- Provide a Fair Housing Policy statement to all employees upon hiring.
- Require newly hired or new employees to receive Fair Housing training within 30 days of hire date and all other employees to have a Fair Housing update annually.
- Include Fair Housing discussions as part of regular staff meetings.
- Include Fair Housing updates in newsletters or other correspondences that go out to employees.
- Encourage all employees to reference the Multifamily NW website.

#### **Screening**

- Post rental criteria at property and on website.
- Give rental criteria and application to every prospective resident regardless of whether it is requested.
- Use third party screening\* for all rental applications.
- Formalize and document the appeal process for denials.
- Develop a formalized wait list policy.

#### **Marketing**

- Display Fair Housing Posters in office location and common areas, if applicable.
- Post Fair Housing information on your website.
- Ensure all advertising is in compliance with Fair Housing regulations.

#### **Reasonable Accommodations**

- Remind employees that every request is considered valid until it has been explored.
- Develop a clear, written policy.
- A senior individual in the organization (not on-site staff) should review and make determinations on RA requests. An asset manager, or other management staff, should review RA files periodically to ensure consistency and proper documentation.

### **Testing/Auditing**

Conduct independent third party testing of employees.

Conduct self-testing of employees at periodic intervals.

Document all exchanges with potential or current residents by using a formal written system the equivalent of a guest card/log book.

### **\*Definitions**

Independent Audits/Testing – A non-advocacy party that has no financial or philosophical interest in the outcome of the audits or testing.

Third Party Screening – Decision making regarding the application is not done by the on-site individual who is receiving the application.

## Exhibit D. Oregon Opportunity Network Fair Housing Best Practices

<http://oregonon.org/files/2012/04/Fair-Housing-Best-Practices-Adopted-by-Oregon-ON-Board-April-2012.pdf>

## Exhibit E. PHB's Bureau-wide Equity Goals Framework

PHB's Equity Agenda is grounded in the vision that all residents from Portland's diverse and multicultural communities have access to the opportunities and resources they need to attain their full potential. To achieve success in implementing our vision, PHB has engaged with our partners to develop ways to operationalize this vision through targeted strategies to reduce disparities.

In FY 2012-13, PHB focused on applying a racial equity lens to our budget, our funding processes and our contracts for services. Attached to all our work is "PHB's Guiding Principles of Equity and Social Justice," which communicates our values and intentions as we approach this work with our partners.

We started with data. We required that all sub-recipient contractors collect and report race and ethnicity information from clients consistently. We have committed to publishing this data on who is served every year.

We followed up with setting goals. We worked with sub-recipient contractors to set equity goals that would help their organizations increase *outcomes* and *access* for communities of color. In doing so, we began a communitywide catalogue of promising practices and successful strategies to help achieve our goals.

PHB's mission drives our strategies and work. We continue to serve vulnerable, low-income people whose needs are not met by the market. In FY 2013-14, we will build on these communitywide equity successes by establishing and clearly communicating bureau-wide goals for *access* and *outcomes* across all PHB programs for communities of color.

By removing *access* barriers for those most impacted by current and historical discrimination and disparity, we improve *access* to the system for everyone.

We recognize that *access* only gets people through the door, so we will increase our focus on reducing the disparities in *outcomes* experienced by communities of color, as measured by each community's rate of poverty.

Accountability against the goals will occur in two ways:

1. Transparency – PHB will publish our progress against the goals annually
2. Sustained Effort – PHB commits to, and will engage our partners’ willingness to work to reduce and remove disparities. In this contemplative moment in our community, we are leading our partners to help us meet these goals by engaging proactively in problem solving, through dialogue with diverse community stakeholders and openness to continuing to work towards reaching our goals.

The following language will be added as a section in all PHB sub-recipient contracts:

### **Commitment to Equity Agenda**

PHB is incorporating equity goals into all sub-recipient contracts in alignment with The Portland Plan, which establishes that in order to ensure everyone has *access* to the opportunities necessary to satisfy their essential needs, the City will enforce Title VI, track the information needed to understand disparities, evaluate equity impacts, improve evaluation methods and mitigate for disparities.

<http://www.portlandonline.com/portlandplan/index.cfm?c=56527>

Our equity goals also align with the Strategic Plan of the Portland Housing Bureau, which directs PHB to work to ensure equitable *access* to housing by setting clear, measurable equity goals for all PHB programs, incorporating equity goals into all funding applications and contracts, monitoring and reporting on whether we reach our goals and using proven strategies to increase the use of city-supported housing services by communities of color.

<http://www.portlandoregon.gov/phb/article/427251>

PHB will accomplish this by establishing the following goals that aspire to reduce and remove disparities in *access* and *outcomes* for communities of color.

<http://www.portlandoregon.gov/phb/60596> (Link under construction)

### **Access**

PHB works to ensure equity for communities of color in city-supported housing programs. In order to reduce disparities, PHB will establish goals for serving communities based on the disparity between the rates of poverty for whites and respective communities of color, as measured by ACS data for each community. In FY 2013-14, PHB aspires to reduce disparities in community’s rates of poverty by working with all contractors to increase *access* to services by communities of color. Contractors will be accountable for their efforts to reduce disparities by providing services to communities of color that contribute to achievement of the overall PHB goals.

## **Outcomes**

PHB aspires to reduce and remove the documented disparities experienced by communities of color in service and housing *outcomes* by working with partners to measure *outcomes* and implement strategies for service delivery that ensure that all communities succeed. In FY 2013-14 all sub-recipient contractors will report *outcome* measures by race/ethnicity. In FY 2013-14 sub-recipient contractors' *outcome* reporting should not show disparities in the achievement of *outcomes* by race/ethnicity.