



Dan Saltzman, Commissioner
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July 1, 2013 to June 30, 2014

DRAFT Portland Fair Housing Action Plan Annual Update FY 2013-2014

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 we report on the outcomes in the Consolidated Annual Performance Evaluation Report (CAPER) to HUD. Below are the highlights of progress toward meeting Portland’s Fair Housing Action Plan goals.

The Plan includes action Items in eight areas:

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. This year the large outcome for FHAC was the inclusion of equity assessments and plans in every PHB contract. With the demographic data from these assessments PHB can move towards a better understanding of service gaps and solutions to eliminate those gaps in service to people of color.

The Portland Housing Bureaus Strategic Plan ending 2017 is focused on three goals:

1. *Increase the Supply of Affordable Housing -*
2. *Prevent Homelessness -*
3. *Create and Stabilize Homeowners with a focus on Communities of Color –*

Fair Housing is integral to this focus. By increasing the supply of affordable housing we make more housing choice. Preventing homelessness we reach our most vulnerable protected classes, and by creating and stabilizing homeownership with a focus on communities of color we build wealth, stabilize and preserve community and culture.

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

Housing Choice	Fair Housing Advocacy Committee	Enforcement	Partnership with Landlords	Equity
Completion of the Portland Housing Growth and Opportunity Analysis	Implementation of the Fair Housing Outreach Campaign.	Additional resources for our partners to advocate on behalf of low income renters. Continued Partnership between the City of Portland and our local fair housing testing organizations.	Our for profit and non-profit partners found common ground on changes to landlord tenant law regarding acceptance applications from Section 8 voucher holders.	Education of contractors regarding affirmatively furthering fair housing. Contractors spent an entire day engaged in understanding Fair Housing policy.

Housing Choice

Housing choice means that everyone has equal access to affordable homes in quality neighborhoods. Our most significant gain was when the State Legislature passed a bill to include Section 8 as a protected source of income. HB2639 went into effect July 1, 2014 and is now being implemented. Home Forward has been the main educator of landlords in Multnomah County. This bill is designed to remove barriers to tenants with Section 8 vouchers from renting homes in their preferred communities, giving low-income households more choices of where to live.

Our investments from July 1, 2013 to July 30, 2014 increased housing choice to vulnerable Portlanders. Preservation is the top funding priority because it targets investment in our most vulnerable populations and gives us the most return on the investment. The Housing Bureau embraced its value of transparency and equity through a new Notice of Funding Process that allows most of the bureau funds to be released through a competitive process that is evaluated by our partners. Equity issues such as location, access, and contracting were a significant component of the selection criteria. Housing investments resulted in the building, rehabilitation or preservation, of nearly 126 units of affordable housing homes in FY 2013-2014.

Planning where we invest is a key component of housing choice. This year, in partnership with the Bureau of Planning and Sustainability, PHB incorporated the results of the housing opportunity study into the Comprehensive Plan and its maps. This information is informing 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.

Housing Choice policy actions also 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.

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 funding a far reaching multi-lingual public awareness campaign through multiple media sources including radio, TV and movie houses, and community venues, to bring public awareness to Fair Housing issues. FHAC is also a venue for discussion of Fair Housing policy with a diverse set of constituents. This year important conversations were had about the new Affirmatively Furthering Fair Housing rule and HB 2639. FHAC shared these views with stakeholders that were influential in the creation and passage of HB 2639. FHAC celebrated Fair Housing Month with activities intended to reach underserved

audiences with information about what constitutes a Fair Housing violation and where to place complaints and with a Fair Housing forum aimed at our contractors and government partners.

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 (CAT) 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, CAT enhanced its referral relationship with Impact NW to increase referrals for families with severe mold related habitability issues. For fiscal year FY 2014-15 CAT has agreements with LASO and FHCO to assist them with a pilot project to assist families with landlord tenant issue that do not rise to the level of litigation. An example of advocacy would include a reasonable accommodation letter when being denied a companion pet. The Fair Housing Council of Oregon in Partnership with the Fair Housing Center of Washington are still conducting fair housing rental audit tests.

Partnerships with Landlords

Landlords and developers enhanced their Fair Housing knowledge in FY 2013-14. Landlord organization Multifamily NW enhanced Fair Housing classes to include recent changes in landlord tenant law including accepting applications from applicants with Section 8 certificates. The Rental Housing Association of Greater Portland continues to participate in the Fair Housing Advocacy Committee and added Fair Housing content to its website and monthly newsletters. In 2014, Multifamily NW and Oregon Opportunity Network agreed to review, refine, and promote their adopted Fair Housing best practices for rental housing management. In 2014, PHB is working with the rental housing associations to publicize the best practices among their members. For example, Multifamily NW distributed the Fair Housing best practices to every attendee at its annual trade show in September 2013.

Equity

The Fair Housing Action Plan called for strategies to improve access to resources and to 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 to removing 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. PHB contract access data is now available by race and ethnicity. PHB is tracking this information to understand the rates of access these programs are serving of community of color and whether or not these programs are serving people at rates comparable to the percentage of people in poverty within a group. For example, in FY 2013 data regarding participation in PHB funded homeownership projects showed 69% of households accessing home repair services indicated they were from communities of color and 35% of households purchasing new homes indicated they were from communities of color.

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. Fair Housing Best Practices, Oregon Opportunity Network
- E. PHB's Bureau-wide Equity Goals Framework

Progress Report at a Glance

Action Plan Step	FY 2011-12 Results	FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
I. End Discrimination In Rental Housing				
Desired Outcome: Better coordinated enforcement will increase the number of litigated Fair Housing cases referred by PHB contractors by the end of June 2012.				
<p>1. Fund and enhance enforcement of Fair Housing laws.</p>	<p>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.</p>	<p>LASO had 12 cases in FY 2012-13 with evidence of discrimination.</p> <p>LASO had 56 Fair Housing complaints in FY 2011-12.</p> <p>FHCO had 873 calls and 355 were Fair Housing related.</p> <p>Enforcement staff convened quarterly.</p>	<p>LASO had 16 cases with evidence of discrimination.</p> <p>LASO had 66 Fair Housing Complaints.</p> <p>FHCO had 663 calls. 103 resulted in Fair Housing advocacy.</p> <p>Enforcement staff convened quarterly.</p> <p>PHB and partners secured general fund dollars to support a FY 2014-15 pilot project in one-on-one renter advocacy.</p>	<p>Coordination of Enforcement staff has improved litigation outcomes by getting clients referred to the most appropriate service.</p> <p>LASO had an increase in the number of calls and cases.</p> <p>FHCO had a decrease in calls and advocacy cases.</p> <p>The Fair Housing Enforcement workgroup meets regularly.</p>

Desired Outcome: 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 opportunities by the end of the fiscal year.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
<p>2. Continue and enhance the education of Fair Housing laws.</p>	<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.</p> <p>Members of the groups manage 176,000 apartments. Other</p>	<p>OON and Multifamily NW adopted nonprofit Fair Housing Best Practices for all of its members.</p> <p>OON held a fair housing class for property and Asset Managers) with about 50 attendees.</p> <p>LASO participated in six outreach events.</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>OON and Multifamily are working to implement best Fair Housing practices.</p> <p>OON had two Fair Housing trainings for their members.</p> <p>LASO participated in eight outreach events.</p> <p>Multifamily NW held approximately 21 Fair Housing trainings.</p> <p>FHCO held 10 trainings, resulting in more than 324 participants.</p>	<p>Fair Housing-specific training to landlords appears to have fewer participants than last year. Increased, as part of membership in their association.</p> <p>Increasing the number of culturally and linguistically specific groups. The number of people of color reached is 95%.</p>

	<p>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>CAT held 18 workshops resulting in more than 198 participants.</p> <p>Eight of the workshops were held in Spanish and English.</p> <p>The Bureau of Development Services offers eight landlord trainings every fiscal year in FY 2012/13 the total attendance was 795.</p> <p>Home Forward sent all 250 employees to Fair Housing trainings.</p>	<p>CAT reached landlords through FHAC, and participation in the statewide housing workgroup.</p> <p>The City of Portland Bureau of Development Services holds eight landlord trainings every fiscal year for a total of 776 attendees.</p> <p>Home Forward held a total of six Fair Housing trainings, 192 staff members attended in person and 34 via a webinar. Information ranged from basic to advance.</p>	
<p>Desired Outcome: 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.</p>		<p>FY 2012-13 Results</p>	<p>FY 2013-14 Results</p>	<p>FY 2013-14 Analysis</p>
<p>3. Continue and enhance the education</p>	<p>PHB contracts with CAT, FHCO, and LASO, to educate renters about their Fair Housing rights.</p>	<p>FHCO educates through its' hotline.</p>	<p>FHCO educated 662 Portland residents</p>	<p>There is a 1.3% increase in the percentage of Fair</p>

<p>of Fair Housing laws for renters.</p>	<p>These partners use tools such as a hotline, websites, and direct legal advocacy, one on one counseling, workshops, and media such as radio, TV and printed information. Our partners are asked to innovate their approach to reach people of color and other historically underserved populations. Efforts include making interpreters available, translating material and providing information in multiple languages. Our effectiveness is measured by an increase in members that identify as non-English speakers and by matching the demographic profile of communities in poverty.</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>LASO participated in six outreach events.</p> <p>FHCO had 6% of its hotline calls from non-English speaking callers.</p>	<p>through the complaint intake system.</p> <p>FHCO held 9 Fair Housing trainings, resulting in more than 199 participants.</p> <p>CAT Counseled over 2219 renters about renter rights.</p> <p>CAT held 8 workshops resulting in more than 245 participants and participated in at least five outreach events.</p> <p>CAT held at least two workshops in Spanish and had specific outreach to Native American and African communities and organizations. CAT translated material into Spanish, Vietnamese and Russian. East Portland Workshops had materials translated</p>	<p>Housing related calls to FHCO.</p> <p>More materials and events were available to non-English speaking households, but FHCO hotline calls from non-English speakers decreased by 2%.</p> <p>More trainings and translations were offered to culturally specific groups in the language of that group.</p> <p>Translation of materials into more languages</p>
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			into Burmese, Karen, Nepalese and Bhutanese.	
Desired Outcome: Reliable and independent information about possible Fair Housing violation trends in rental and ownership housing.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
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.	Fair Housing Center of Washington was selected to oversee FHCO in fulfilling Fair Housing testing services for FY 2013-14.	Fair Housing Center of Washington is overseeing FHCO in fulfilling Fair Housing testing services for FY 2013-14.	Oversight of the Fair Housing scope of services, and testing by the City of Portland Attorney's Office and the Washington Center for Fair Housing, provides the desired independent information. The testing process has not concluded, so the City has nothing to report this year.
Desired Outcome: A coordinated policy efforts with buy-in from multiple interests.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
5. Modify screening and credit criteria that impact protected classes.	PHB has met with contractors to include equity outcomes in all contracts. PHB launched phase two of the Equity Agenda, with inclusion of property management, asset	PHB has contracted OON to facilitate 10 meetings of the Resident Services Work Group (RSWG), to create best practices in resident services.	PHB has contracted OON to facilitate 10 meetings of the Resident Services Work Group (RSWG), to create best	The diversity of FHAC members' results in coordination and buy-in from multiple interests. Our nonprofit housing partners are

	management and resident services. We expect a Fall 2013 kickoff to result in conversations about modification of screening and credit criteria.	RSWG will hold one conference session and one working group session a year, focusing on Fair Housing best practices. FHCO considered leading statewide conversations about re-entry issues, which will include screening criteria.	practices in resident services. RSWG will hold one conference session and one working group session a year, focusing on Fair Housing best practices. Multifamily NW shared some research on the level charges for various arrests and convictions.	providing more leadership and support of Fair Housing policies as evidenced by the adopted Fair Housing Best Practices. Modification of screening and credit criteria has not been initiated.
II. Create A Fair Housing Advocacy Committee		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
Desired Outcome: The Action Plan will have a diverse set of champions to hold the implementing agencies accountable and to revise the Action Plan as needed.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
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.	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;	The FHAC members meet quarterly. FHAC members educated themselves about how to apply Affirmatively Furthering Fair standards to local policy decisions. The Portland Housing Bureau made	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

		and kicked off with a meeting with local and federal decision makers.	resources available to contractors for translation and other language services.	Plan have been initiated.
III. Strengthen Public Awareness Of Fair Housing Laws				
Desired Outcome: Working with our partners, we will continue to develop strategies to increase utilization of programs by protected classes.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
This will result in quantifiably increased utilization of reported programs.				
1. Ensure frequent and accurate trainings for renters or providers to understand Fair Housing law.	PHB contracts with CAT, FHCO and LASO to educate renters about their Fair Housing rights and resources.	<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>CAT counseled 2,219 renters.</p> <p>FHCO educated 662 Portland residents through the complaint intake system.</p> <p>FHCO held 9 Fair Housing trainings, resulting in more than 199 participants.</p> <p>CAT held 8 workshops resulting in more than 245 participants and participated in at least five outreach events.</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>

		LASO offered information at six events.	At least two workshops held in Spanish Specific outreach to Native American and African communities and organizations.	
Desired Outcome: Work with partners to secure resources for a public information campaign about Fair Housing rights, and current issues to change attitudes, practices, and public 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.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
2. Secure resources for a public information campaign about Fair Housing rights in Multnomah County.	FHAC will lead the Fair Housing awareness campaigns and seek partners to continue this work.	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 advertising. <i>Apartment Finder</i> donated a full-color, inside cover page ad that was circulated citywide.	FHAC concluded the first phase of the outreach campaign with a template for radio and TV that can be localized and modified for different languages. A radio and TV ad was broadcasted in Spanish and English. An interview was conducted for a Spanish language and English language TV talk show.	The Fair Housing Outreach campaign leveraged local resources and partnerships.

IV. Improve Access To Housing Opportunity		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
Desired Outcome: Actions will be based on best available data and jurisdictions will have the same points of reference.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
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 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.	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 Leadership organizations.	PHB has adopted the Portland Housing Opportunity Analysis and they are including it as one part of their investment analysis.	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 reference for future investment strategies.
Desired Outcome: Equity will become a foundational value in all investment decisions resulting in removing disparities in access and outcomes in all Portland Housing Bureau and partner organization programs.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
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	Policy updates to LTE programs, NOFA and MWESB procurement goals were accomplished.	Policy updates to LTE programs, NOFA and MWESB procurement goals were accomplished.	PHB has committed City resources to implement its Equity Agenda.

	<p>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.</p>	<p>MWESB utilization is 30%.</p> <p>In FY2012-13, six out of 10 households served by PHB were households of color. Households residing in PHB affordable rental housing were 14% Black, 51% White, 2 % Native American, 3% Asian, 0% Pacific Islander, and 8% Hispanic.</p> <p>People of color served compared to percent of populations in poverty are as follows for Fair Housing Contracts:</p> <p>CAT: 44% people of color served</p> <p>FHCO: 35% people of color served</p> <p>LASO: 49% people of color served MWESB utilization is 27%.</p>	<p>All subrecipients are obligated to complete an organizational equity assessment and plan.</p> <p>MWESB utilization is inconclusive at this date due to projects still in progress. Current information shows a 49% utilization rate.</p> <p>In FY2013-14, 54% of the households residing in PHB affordable rental housing were White, 16% Black, 2% Native American, 3% Asian, 1% Pacific Islander and 9% Hispanic.</p> <p>CAT: 44% people of color served. Of 5 workshops, 95% were people of color.</p>	<p>The Equity Agenda has expanded to PHB's partners.</p> <p>Utilization of MWESB firms is inconclusive at this time.</p> <p>Increased Fair Housing outcomes, from the program and policy changes are inconclusive at this time.</p> <p>In rental housing it appears that there was a small increase in the percentage of Black and Hispanic households served.</p>
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			FHCO: 36% people of color served LASO: 49% people of color served.	
V. Expand Fair Housing Testing				
Desired Outcome: Acquire reliable and independent information about possible Fair Housing violation trends in rental and ownership housing.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
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	Testing contractor has been selected and testing will be tied to enforcement.	Testing contractor has been selected and testing will be tied to enforcement.	We do not have testing data yet.
VI. Expand The Supply Of Accessible, Affordable Homes				
Desired Outcome: 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.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
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 11 projects, representing 616 units primarily targeted to 0-60% MFI households in FY 2012-13. Every dollar invested by PHB is leveraged by 1.6.	PHB funded four projects, representing 126 units affordable homes targeted primarily to 0-60% MFI households. Every dollar invested by PHB is leveraged by	The greatest impact on increasing the number of affordable family sized housing options has been through PHB’s homebuyer assistance and tax

			approximately two dollars.	exemption programs.
VII. Address And Mitigate The Unintended Consequences Of Gentrification		FY 2012-13 Results	FY 2013-14 Results	FY 2012-13 Analysis
Desired Outcome: 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.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
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.	<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>The PHGOA maps are being used by the Portland Housing Bureau and they are incorporated into Portland Maps.</p> <p>On average, approximately 44% of our homeownership products reached a person of color.</p> <p>On average, approximately 47% of the households served by PHB's Fair Housing</p>	<p>Overall our Fair Housing contracts showed an increase of access to our programs by people of color.</p> <p>PHGOA will lead to policies that help inform equitable investment actions and mitigation of displacement.</p>

		Home Forward now uses an Inclusion Lens to evaluate its work for impacts on communities of color and other protected classes.	contracts were people of color. Home Forward is using a new payment standard to increase housing choice.	
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.	TIF funds deployed in the FY 2012-13 NOFA helped buy affordability in Glisan Commons (1), Lifeworks and Beech Street Apartments.	Development funds deployed in the FY 2013-14 NOFA helped buy affordability in three multifamily projects.	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.	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.	Housing Preservation and Rehabilitation is still a priority in the 2014 NOFA. The resource development campaign has not yet started. Federal redevelopment funds created an average of 31 units in every project.	PHB has been effective in preserving and leveraging funding. For every dollar spent, we leveraged two dollars, an increase over FY 2012-13. Federal Funding has not been increase nor significantly decreased in 2014.

VIII. Increase Funding For Safety-Net Programs For Low-Income And Vulnerable Populations				
Desired Outcome: By increasing resources for Safety-Net programs for our most vulnerable populations we will stabilize those households, stabilize communities, and prevent some of the housing management cost issues associated with unstable households.		FY 2012-13 Results	FY 2013-14 Results	FY 2013-14 Analysis
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.	<p>In FY 2012-13, an emergency shelter retention rate of more than 90 days for people of color was 36%.</p> <p>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.</p>	<p>In FY 2013-14 an emergency shelter retention rate of more than 90 days for people of color was 40%.</p> <p>In FY 2013-14 Coordinated Care organizations were eligible to apply for additional federal coordinated care funding.</p>	<p>The 90 day emergency shelter retention rate for people of color is increasing.</p> <p>The Coordinated Care Model appears to be helping the community leverage and gain more safety-net and housing assistance resources.</p>
2. Continue funding development of subsidized, accessible housing units for individuals and families	PHB and community partners advocated for funding for households experiencing the most extreme poverty, at 0-	In FY 2012-13, PHB funded more than 330 units for 0-30% MFI households.	In FY 2013-14, PHB funded more than 4 units for 0-30% MFI households and 121	Fewer units were funded for 0-30% MFI households than in previous

below 30% Median Family Income (MFI).	30% MFI, with a "Save the Safety Net" campaign.		units between 31% and 60% MFI.	years. These units typically require additional subsidy such as a project based voucher.
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Exhibit A: Fair Housing Advocacy Committee

Name	Organization	Appointed by
Vacant Seat	Vacant Seat	City of Portland
Joe VanderVeer	Portland Disability Commission	City of Portland
Deborah Imse	Metro Multifamily Housing Association	City of Portland
John Miller	Oregon Opportunity Network	City of Portland
Elisa Harrigan	Community Alliance of Tenants	City of Portland
Jerad Goughnour	Rental Housing Association Greater Portland	City of Portland
Lynne Walker	Gresham Community Development & Housing Subcommittee	City of Gresham
Marc-Daniel Domond	COLAS Construction	City of Gresham
Mary-Rain O'Meara	Human Solutions	City of Gresham
Betty Dominguez	Home Forward	Home Forward
Maxine Fitzpatrick	Portland Community Reinvestment Initiative	Multnomah County
Rachel Payton	Volunteers of America - Home Free	Multnomah County
Liora Berry	Cascadia Behavioral Health	Multnomah County

Michael Alexander	Urban League of Portland	Multnomah County, Coalition of Communities of Color
Jason Trombley - Chair	Coalition of Communities of Color	Coalition of Communities of Color
Kayse Jama	Center of Intercultural Organizing (CIO)	Immigrant Community
Abby Ahern	Rent Well	At Large

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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 (OON) Fair Housing Best Practices

OON 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 has been added as a section in all PHB sub-recipient contracts:

Commitment to Equity Agenda

PHB is incorporating equity goals into all Subrecipient 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.

City of Portland Equity Framework - <http://www.portlandonline.com/portlandplan/index.cfm?c=58776&a=420370>

Our equity goals are also in alignment 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.

PHB Strategic Plan - <http://www.portlandoregon.gov/phb/article/427251>

PHB will utilize indicators posted on PHB’s website, linked below, to evaluate progress towards our goal of reducing and removing disparities in access and outcomes for communities of color.

PHB Equity Webpage - <http://www.portlandoregon.gov/phb/60596>

Access

PHB works to ensure equity for communities of color in city-supported housing programs. To evaluate progress PHB will utilize indicators 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 2014-15, PHB desires to reduce disparities in communities' rates of poverty by working with all contractors to increase Access to services by communities of color which experience disproportionate poverty rates. Contractors will be accountable for their efforts to reduce disparities by seeking to provide services to communities of color that contribute to achievement of the overall PHB goals. As described above, PHB will report on and publish our collective progress made in serving communities of color, by program, at least annually.

Outcomes

PHB desires 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 contribute to the achievement of program specific and bureau wide goals for communities of color.

In FY 2014-15 all Subrecipient contractors will report outcome measures by race/ethnicity.

In FY 2014-15 all Subrecipient contractors will evaluate outcomes by race/ethnicity and if evaluation shows statistically significant disparities in the achievement of outcomes based on race, contractor will work with PHB to determine why such disparate impacts are occurring, and to recommend and implement a remedy to eliminate them.

Equity Assessments

In FY 2014-15 all Subrecipient contractors will submit an organizational equity assessment by March 31, 2015 using a standardized equity assessment tool. Some exceptions will be made on a case by case basis for organizations that have already completed an organization equity assessment within the last two years using widely accepted tools.

Equity Plans

In FY 2014-15 all Subrecipient contractors will submit an organizational equity plan by June 30, 2015 using a standardized equity plan template. Some exceptions will be made on a case by case basis for organizations that have already completed an organization and program equity plan within the last two years using widely accepted tools.

Exhibit F: Excerpt from the Multnomah County Community Assessment Performance Evaluation Report

Public Facilities & Improvements

Public Facilities and Improvement projects address the national objective of benefit to low-moderate income persons on an area basis.¹

Multnomah County qualifies as an “exception area” and the cities of Fairview and Wood Village qualify by meeting the “upper quartile percentage” for the County, established at 37.8%.² Projects are concentrated in areas of lowest income using available census information.

The City of Fairview projects were located in a low-mod area as follows:

Census Tract: 101	Block Group: 1 and 2	Population: 1666	Low/mod Pct: 61.1% and 38.0% respectively
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Pedestrian Access Development (\$79,743)

The City of Fairview successfully completed its Public Facilities and Improvement project goal. The project provided new sidewalks on the south side of Main Street between Second and 223rd Avenue, and 1st Avenue from Main to Cedar, east of Fairview Elementary School. This section provided the only continuous sidewalk for pedestrian travel east-west across the Old Town. The City of Fairview has improved the area with storm water infrastructure improvements and upgrades to the area’s Community Center.

Housing Rehabilitation

Housing rehab projects provided by Unlimited Choices, Inc. (UCI) serves low and low- mod income persons in the east county area: Fairview, Wood Village, Maywood Park, Troutdale, and unincorporated areas within the jurisdiction.

Adapt-a-Home (\$68,310) Mend-a-Home (\$79,000)

Unlimited Choices met its housing rehabilitation goals for the Adapt-a-Home and Mend-a-Home projects. Adapt-a-Home served eighteen (18) low-income people with physical disabilities. The Adapt-a-Home program offers clients information and assistance, on-site assessments to prioritize needs, a detailed request for bids, oversight and troubleshooting during construction, final project inspection, signed property owner release form and satisfaction questionnaires. Homes were retrofitted with shower/tub grab bars, raised toilets, ramp/walker steps, repaired gutters, handrails, deck repairs and doorway expansions.

The Mend-a-Home program provides critical home repair to certain elements of a housing unit that are in urgent need, but where the whole house is not rehabilitated. In FY 2013-14, Mend-a-Home served twenty-one (21) households with rehabilitation services. Critical home repairs included roofs, gutters, plumbing, electrical, structural or those things deemed essential to the health and safety of the homeowners, such as, black mold, broken doors and/or windows, door locks and floor damage.

Public Services

Multnomah County provided public service funding to four agencies that serve low and low-mod income persons in the east county area.

Fair Housing Council of Oregon (\$1,000)

The Fair Housing Council of Oregon celebrated “Fair Housing Month” by sponsoring an awareness campaign focusing on illegal housing discrimination and fair housing rights to housing consumers, housing providers, and the broader community. Collaborating with Multnomah County, City of Portland, Department of Housing and Community Development and other fair housing advocates, the Fair Housing Council of Oregon leveraged funding to launch a series of fair housing activities during April 2014 including, unveiling of FHCO’s new logo, hosting special receptions, education forums and classroom events. The annual poster contest for school children and the popular bus tour-“Fasten Your Seat Belts...It’s Been a Bumpy Ride” furthered the causes of awareness, equity and justice as they relate to housing in Oregon. With the CDBG funds, the Fair Housing Council leveraged additional funds to create a fair housing Public Service Announcement (PSA) that was shown before a movie audience in Multnomah County movie theaters. Spanish and English PSA’s were shown during the month of April 2014.

Community Alliance of Tenants (\$5,000)

Community Alliance of Tenants (CAT) focused its outreach on English, Spanish, Russian and Vietnamese communities in East Multnomah County with a series of three Tenant Education events; two Renter’s Rights workshops and a Tenant Resource Fair. CAT

staff and volunteers conducted its outreach efforts using targeted phone calling, business social media and door knocking to encourage residents in attending education events. Event flyers were distributed to low- moderate income residents in Wood Village, Fairview and Troutdale. CAT partnered with Rockwood CDC, Reynolds High School, Fair Housing Council of Oregon, Multnomah County, Catholic Charities El Programa Hispano, Mt. Hood Early Childhood, Metro, Community Energy Project 211 info and Russian Oregon Social Services. For Hotline callers, fifty-one individuals were provided renter rights counseling and education and ninety-two individuals attended Renter's Rights Workshops held at Reynolds High School, Rockwood Library and Reynolds Middle School. Education materials were made available in Vietnamese, Spanish and Russian languages.

Human Solutions, Inc. (\$24,220)

Human Solutions provided safe, stable, long term transitional housing and intensive services to forty-seven (47) extremely low-income homeless individuals facing significant barriers to housing stability and income self-sufficiency. In addition, anti- poverty educational classes cover topics relevant to these vulnerable families. Education topics include housing readiness, money management, and basic computer skills, English as a second language, job readiness and workplace professionalism skills. Classes run for approximately two hours and free childcare is provided to participants.

Community Energy Projects, Inc. (\$5,726)

The Community Energy Projects, Inc. provided energy education and training in low- cost, small measure weatherization techniques for twenty-eight (28) households totaling 121 individuals. The project includes free weatherization materials to qualified low-income participants who install the materials in their own homes, or in the homes of low-income family members. This training method has been successful in helping reduce or contain energy costs and improve home comfort; increasing the likelihood of retaining health, housing and employment.

Catholic Charities/El Programa Hispano (\$7,500)

Catholic Charities/El Programa Hispano provides year-round information and referral, emergency services and advocacy to the low-income, Latino population living in Troutdale, Wood Village and Fairview (and other areas of unincorporated Multnomah County). Clients receiving emergency services undergo a comprehensive assessment that enables them to access additional services and move from vulnerability to self-sufficiency. Service options include: energy and rental assistance, education and leadership classes and workshops, counseling, health services, legal guidance and notary services, translation services, and tax preparation assistance. Catholic Charities/El Programa Hispano served nine hundred and seven (907) residents in east Multnomah County.

Portland Housing Bureau-Consolidated Plan Administration (\$3,400)

The Portland Housing Bureau continues to take the lead for the Consortium and the Federal Funding Oversight Committee (FFOC). Staffing includes coordination and various committee work plans, and lead responsibility for coordination and completion of the Consolidated Plan, Analysis of Impediments to Fair Housing, Citizen Participation One-Year Action Plans and performance reports requested by Housing and Urban Development (HUD)

Multnomah County partners with the City of Portland and works collaboratively sharing cost and staffing support for the continued development of the 5-year consolidated plan. County staff provides support to the Policy Advisory Board (PAB) of Multnomah County; that is made up of representatives from each of the four participating cities of Fairview, Troutdale, Wood Village, Lake Oswego and a County Commissioner Policy Advisor. The PAB establishes the criteria for competitive RFP processes and recommends projects to be funded with federal housing and community development funds in Multnomah County.

1An activity must meet the identified needs of L/M income persons residing in an area where at least 51% of the residents (or less if the “upper quartile” applies to the grantee, as described below) are L/M income persons.

2*Upper Quartile Percent* refers to a provision by statute that has been made for communities to use a percentage other than 51% to qualify an area benefit activity based on serving an area that contains a percent of L/M income persons that is not lower than that contained in the grantee’s (Multnomah Co.) upper one-fourth of all areas within its jurisdiction in terms of degree of concentration of L/M income population.

Exhibit G: City of Gresham FY 2013-2014

Affirmatively Furthering Fair Housing

The City of Gresham actively works to affirmatively further fair housing through its Rental Inspection Program. The City inspects all multifamily units throughout the City on both a mandatory and complaint basis. The complaint-driven component provides protections for those reporting the violations to the greatest extent possible. Inspections focus on a broad range of habitability standards, and while

the primary focus is on fire, life and safety issues, and the inspections will also cover less critical but important habitability issues. The program has proven to improve living conditions for all Gresham residents and has elicited positive feedback.

In 2013, Rental Housing staff conducted 135 complaint inspections and 1,684 mandatory inspections for a total of 1,819 inspections.

Three Gresham Representatives participate in the Consortium-wide Fair Housing Advocacy Committee (FHAC) along with representatives from Portland and Multnomah County. The FHAC focuses on three areas: education and outreach, policy and advocacy and enforcement.

Gresham adopted amendments to the City's Housing Policy on November 19, 2013 which became effective Dec. 19, 2013. The Housing Policy project provided housing data and information on housing trends that were used to develop housing goals, policies and action measures for Gresham as a whole, the Downtown, Civic Neighborhood and Central Rockwood.

The City also partnered with the Camassia Community Planning, Portland State University's, Master of Urban and Regional Planning Workshop group to develop a framework for understanding the distribution of "opportunity" among neighborhoods and populations in Gresham. Camassia partnered with six community groups, conducted 33 interviews, hosted five listening circles and discussion groups that engaged 69 people, conducted a questionnaire that received 236 responses, and worked with six technical advisors. The "opportunity map" project resulted in recommendations to City Council including:

- Construct additional housing units, prioritizing units that are affordable to households making less than 30% AMFI and between 50%-80% AMFI; use the opportunity analysis to help guide the location of residential development.
- Increase HOME funds for rental housing rehabilitation and redevelopment that property owners can utilize, targeting outreach to properties that have the most complaints through the Rental Housing Inspection Program.

Increase awareness of and resources to existing renter assistance programming, tenant education, and landlord training.