

Nonprofit Organizations across Select U.S. Metropolitan Areas
Operating as Rental Housing Resource Centers

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PURPOSE

The primary goal of this research was to identify (1) not-for-profit organizations *primarily* focused on provision of rental housing resources across select parts of the country (as listed in Table 1) that (a) serve renters and landlords (the few that serve both are noted with an asterisk); (b) operate out of a physical location; (c) and offer more than one of the following services: mediation/legal assistance, educational outreach and/or policy advocacy, financial assistance, or other direct-client rental housing related services. For each of the identified organizations, I sought further information on (2) staff structure; (3) specific program/service offerings; (4) the role(s) of and relationship(s) to collaborating organizations; (5) funding sources; and (6) innovative efforts to promote rental housing affordability, quality, and stability.

The review provides recommendations on the staff structure, programmatic offerings, roles and relationships with collaborating organizations, funding models and sources, and innovative efforts across each of these areas, and beyond, to optimally inform the continued development of Milwaukee's Rental Housing Resource Center (RHRC).

ORGANIZATIONAL ORIGIN AND STRUCTURE

In 2018, a group of 30 Milwaukee area stakeholder and government organizations formed the Eviction Prevention Coalition (EPC) to address the eviction crisis in Milwaukee County. While each organization involved was already assisting households to prevent or address evictions in its own unique niche, the group quickly identified the need for an innovative clearinghouse that tenants and landlords could use as a first step in being connected to resources, education, and services, driving the development of the (RHRC) to fill this void.

The RHRC is a “one-stop-shop” where tenants and landlords can receive resources that improve housing stability and prevent eviction. This research effort aimed to understand what organizations across select U.S. communities operated as rental housing resource centers. Further information was collected on whether or not entities serve tenants and/or landlords; which programs and services each offered; how collaborations, staff and funding were structured, impacts each generated; and what innovative practices were taking place with the goal of informing the RHRC's continued development.

RHRC co-partners include the Apartment Association of Southeastern Wisconsin, City of Milwaukee, Community Advocates (CA), IMPACT, Legal Action of Wisconsin, Legal Aid Society of Milwaukee, Mediate Milwaukee and Milwaukee County. CA and UEDA have engaged ongoing project management assistance from Sarah Greenberg of Greenberg Strategies LLC, an experienced national consultant with a track record of building and supporting sustainable multi-stakeholder housing collaboratives. Greenberg Strategies LLC is assisting with fund development, development of the Partnership Memorandum of Understanding/Agreement and ongoing strategic partnership planning. Other stakeholders have also been involved in the planning process (Rental Housing Stability Coalition) and will continue to meet quarterly to support the RHRC.

Community Advocates was recommended by the EPC to serve as the host site for the physical RHRC at its downtown office building due its convenient location and existing infrastructure. Construction and painting of the main space and offices were completed in January 2021. Much time and effort were spent researching ideas to ensure the space and equipment is trauma-informed, ADA compliant and adheres to COVID/social distancing protocols. Community Advocates is now working with a contractor to build six computer kiosk stations and finalize ordering the furniture and signage. While the RHRC will not be able to open to public in full capacity to ensure safety of clients and staff, they will provide reservations for Zoom Court hearings and can provide partners access to office space.

CA is the largest basic needs agency in the state, serving nearly 70,000 individuals annually. CA's Housing Department has over four decades of experience with case management, advocacy, relocation services, and financial assistance to reduce the risk of homelessness for low-income individuals and families.

METHODOLOGY

Cities and counties were selected to provide a variety of locations to build a national understanding of rental housing centers as well as highlight innovative programs. Rental housing resource centers do their work in specific housing markets, political landscapes and demographic contexts. These contexts, then, shape programmatic choices and development. Table 1 includes population estimates, population density, percentage of persons in poverty, and owner-occupied housing rates. Table 2 includes median household income, median gross rent, fair market rent, and housing vacancy rates.

I employed an internet search via Google using : “tenant landlord rental housing assistance nonprofit+(city/county of interest)”; “rental housing assistance nonprofit+(city/county of interest)”; “tenant+landlord rental housing center nonprofit+(city/county of interest)”. This process yielded 288 organizations. Each search was then narrowed further through a detailed review of websites and other supporting materials (i.e. annual reports, third-party websites, etc.) to identify which (a) serve renters (and landlords); (b) operate out of a physical location accessible to clients they serve; (c) offer more than one of the following direct-client services: mediation/legal assistance, educational outreach/community organizing/political advocacy, financial assistance, or other. This process resulted in identification of 21 non-profit organizations across the selected 13 cities and 18 counties.¹

¹ NOTE: Due to vague and infrequently updated websites, the report may not include all requested information for each organization. However, any information pertaining to staff structure, program offerings, collaborating organizations, funding, and innovative efforts have been included to the extent possible. While information on organizations serving tenants and landlords was requested, there appears to be a significant lack of rental housing resource center nonprofits that serve both types of clientele, or perhaps simply fail to explicitly mention serving property owners.

SUMMARY OF FINDINGS

Serve Tenants and Landlords

- Of the 21 nonprofits that met the search criteria, only 10 or 48% offer any services to property owners. Those which do most often provide trainings (some fee for service) on Fair Housing laws, basic educational and informational resources, such as draft leases, or mediation services.

Operate Out of Physical Location

- The majority of the reviewed organizations do not explicitly reference whether or not in-person services are provided. Of course, this could be a consequence of the Coronavirus pandemic's impact on organizational operations.
- A few organizations do not list an address, making it unclear if they (1) solely operate an informational website, (2) take applications for assistance via web-based systems, or (3) encourage phone or email contact for further information/to begin the intake process.

Service Offerings

- The majority of services targeting affordable housing, financial support, or emergency services appear to operate out of area public housing authorities, not nonprofits.
- Many of the nonprofits which do provide such assistance were established in response to specific needs that had not been attended to or addressed by public housing authorities or other local governmental bodies.
- Few organizations offer multilingual services. Only two offered a fully translated website (into Spanish).
- Most organizations' websites are vague about the limits of the geographic area they serve. However, across those that offer such information, jurisdictional boundaries differ dramatically by organization, presumably determined by a number of factors including but not limited to: (1) jurisdictional funding entities (i.e. United Way, City/County governments, public housing authorities); (2) organizational capacity; (3) jurisdictional support; and (4) perceived demand. Several explicitly state that they serve the greater metropolitan area, though not to the boundaries of the county in which they reside, a few serve regional or tri-county areas (most often specific to large, densely-populated metropolitan areas like Los Angeles and the Bay Area), and those which operate nationally often do their work specific to certain cities in which they have established offices.
- Several do not have a general email address, encouraging phone calls or completion of preliminary web-based applications.

Staff Structure

- Staff structure is seldom included on organizational websites. However, smaller organizations often post photos with contact information and titles for all staff; whereas larger organizations post the same solely for senior leadership.
- While organizational structure is not provided, position titles differ dramatically based on the size of the organization and types of services offered.

Impact

- A select few of the organizations reviewed posted annual reports or quantitative data about their impacts on their website.
- Those which provide information on impact often do so in the context of sharing their mission, programs, or in solicitation of financial contributions. Each are most often done with use of a client photo and anecdote or quote.

Collaborators

- Few mention collaborators.
- Those which do seldom provide descriptions about their collaborations with others or the specifics of the role of collaborators in their partnerships.
- The entities that were created through collaboration offer little information about their individual organization's staff contributions or each nonprofit's scope of work.

Funding Sources

- Few share any information pertaining to their annual operating budget and revenue sources.
- However, funders may be inferred by posted logos from some supporting organizations.
- Those that post such information appear to have public and corporate sponsorship.
- Several of the organizations feature a 'Donate' page on their website.

Innovative Efforts

- Few organizations are offering innovative programs or efforts. Instead, new organizations, coalitions, and initiatives are being developed outside of the established nonprofits that are often restricted to provision of reactive services. Innovative efforts have been documented in Appendix C.

RECOMMENDATIONS FOR RHRC'S DEVELOPMENT

These recommendations are based on the national review as well as best practices in community. As lead researcher, I also bring to bear experience managing local public policy on behalf of the University of Wisconsin-Madison as former director of community relations; overseeing transportation, economic development, and intergovernmental affairs on behalf of the City of Madison as a former deputy mayor; and as a caseworker assisting households with energy assistance and other needs across several counties in southern Wisconsin. Service in these capacities, in addition to extensive community engagement and board service with numerous organizations spanning a wide range of disciplinary areas, has allowed for a nuanced understanding of rental housing challenges and policy within the state of Wisconsin and beyond.

Serve Tenants and Landlords

- Incorporate both sets of clientele into mission, foundational documents, and all communications.
- Explicitly identify unique services provided to both tenants and property owners on website (through separate pages tailored to client type) and in other communication materials.

- Secure representation from renters and property owners on RHRC governing body.
 - Given the distribution of power between renters and property owners is currently imbalanced, perhaps seek greater representation from renters through more than one board seat Leardini et al. (2019) and LeRoux (2009) provide research on effective board makeup and organizational best practices that may be helpful.
 - Via website, provide transparency about board membership, roles, responsibilities, and process for becoming involved.
 - Allow for democratic process for board service.

Operate Out of Physical Location

- Explicitly state that services are offered in-person.
 - Eliminate confusion by featuring a banner at the top of every page specifying COVID-19 specific protocols are in effect until determined otherwise.
- Offer services at pop-up sites in collaboration with partner organizations to ensure greater accessibility and address logistical challenges such as transportation.
- Provide information about amenities such as childcare, translation services, etc. via website, email, phone messages, and print communications.

Service Offerings

- Determine if the RHRC will offer advocacy, policy, tenant organizing, and other services, in accordance with the gap between that which exists in Milwaukee County and that which is needed.
- Provide a landing page that introduces the many forms of welcomed communication (i.e. hotline, web-based application submission, virtual chat function, email, etc.) and initial steps for securing services.
- Eliminate barriers to obtaining support by offering:
 - Drop-in services across multiple high-traffic and geographically wide-ranging service locations (perhaps through partner organizations, municipal buildings, churches, libraries, etc.);
 - Web-based applications;
 - Web-based email (direct submission via website);
 - Web-chat feature;
 - Text messaging;
 - 24-hour hotline (or after-hours emergency line);
 - Determine whether or not a social media presence will support greater access.
- Provide multilingual services and translated documentation (website, phone message options included) based on community need.
 - Produce format-specific translated materials that are culturally-responsive [i.e. videos for the Hmong community].
- Explicitly state the service area via website, phone messaging, and print communications.

Staff Structure

- Provide transparency on staff structure and nature of cross-organization collaboration.
- Photos, names, titles, phone numbers, and email addresses, as appropriate, provide greater transparency and accessibility to prospective clientele as well as prospective funders.

- Provide opportunities for landlord, tenant, and community member volunteer engagement.

Impact

- Incorporate evidence-based information into website, annual reporting efforts, and donor solicitations.
 - Balance quantitative and qualitative data representation.
 - Collect voices from tenants, property owners, organizational partners, and external supporters focusing on the structure, benefits and outcomes of RHRC participation.
 - As contextually appropriate, provide annual impact information as well as cumulative impact.
- Capture the cumulative impact on an annual basis and make the year-in-review document available via website.

Collaborators

- Explicitly differentiate collaborators and funders via the website.
- Clearly articulate the roles and responsibilities of each partner organization.

Funding Sources

- Provide annual report, to include operating budget and funding, via website.

Innovative Efforts

- Explore offering services that go beyond education and mediation for tenants and landlords, such as:
 - Provision of draft leases;
 - Certifications for property owners (Fair Housing education, etc.);
 - Property owner pledge (commitment to RHRC code of landlord ethics);
 - Provide trainings specific to Milwaukee city and county ordinances;
 - Offer tenant trainings for creation of resident cooperatives;
 - Additional innovative efforts identified in Appendix C.
- As appropriate, secure board or staff representation on city and county housing-related committees to ensure the RHRC remains informed on existing practices and forthcoming changes, as well as advocates for policy changes to benefit landlord-tenant relationship.

Organization Data Collection Process

The following rental housing resource organizations have been compiled because they are located within and serve the city and county areas that were the focus of our information search. Listed in alphabetical order by state then by city, with city first and their respective county second, these nonprofit organizations have met the search criteria operating as resource centers, offering more than one rental housing program within their respective jurisdictions. The search employed a website review process in which the following information where provided was collected and paraphrased: (1) organizational name, (2) physical/ mailing address, (3) contact information (phone number and website), (4) mission, (5) programs and services, (6) staff structure, (7) impact, (8) collaborators, and (9) funding. Additional information that was a unique practice or program, or perceived by the researcher to be of benefit to the developing RHRC, was included in the noteworthy section of each information summary. Greater detail as to this process can be found in Appendix A.

While these criteria were searched for all cities and counties (as seen in Table I and II), several generated no findings but were retained in the body of the report and highlighted in gray.

CALIFORNIA

Berkley, CA

None

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Alameda County, CA

ECHO (Eden Council for Hope and Opportunity) HOUSING*

Operates across six locations
Administrative Offices
22551 Second Street, Suite 200
Hayward, CA 94541
510.581.9380
No general email provided.
www.echofairhousing.org

MISSION

“ECHO's ultimate goal is to promote equal access in housing and provide support services which would aid in the prevention of homelessness and promote permanent housing conditions.

The primary objectives and purposes of this corporation shall be:

To provide education and charitable assistance to the general public in matters relating to obtaining and maintaining housing generally, and improving their social, economic, familial and educational conditions generally;

To promote fairness and equality of opportunity for all persons regardless of race, color, creed, national origin, gender, age, sexual orientation, disability, or HIV status in the areas of education, employment, housing and public and private services;

To provide rental assistance, housing assistance, tenant/landlord counseling, homeseeking, homesharing, and mortgage and home purchase counseling.”

PROGRAMS

Every service offered across different jurisdictions, though many serve tri-county area.

- **Fair Housing Services** - providing counseling, investigation, mediation, enforcement, and education through Fair Housing Program; Offer tester trainings
- **Tenant/Landlord Counseling Program** – providing information on housing rights and responsibilities; Offer trained mediators to assist in resolving housing disputes through conciliation and mediation.
- **Rental Assistance Program and Rent/Deposit Grant Program**
- **Shared Housing Counseling and Placement Program**
- **[Rent Review and Eviction Harassment](#)** (In response to local ordinance)
- **Homeseeking Counseling**
- **First-Time Homebuyer Counseling and Education**

STAFF STRUCTURE

[No dedicated staff at Salinas Office]

Hayward Office

Executive Director
Senior Bookkeeper
Housing Programs Coordinator
Office Manager
Fair Housing Coordinator
Housing Counselor (4)

Oakland Office

Fair Housing Counselor

Livermore Office

Housing Counselor

Monterey Office

Housing Counselor

Antioch Office

Housing Counselor

IMPACT

Established in 1964, ECHO's services reach over 5,000 clients per year with housing information, referrals, and assistance. ECHO's primary service component continues to be equal housing access; however, more recent services have been directed to intervention and prevention of homelessness.

COLLABORATOR

[Eden Housing](#), an affordable housing developer throughout the Bay Area and an organization born out of Echo Housing, is a close collaborator.

Partners and supporters not differentiated; Nature of partnership and support not specified.

The website provides information and links to external service offerings across: (1) eviction defense; (2) property owner assistance; (3) emergency shelters; (4) independent living centers.

FUNDING

While funding sources were not explicitly identified, the website lists three county governments, 19 city governments, and US Department of Housing & Urban Development as “partners and supporters”.

Noteworthy: (1) Project SHARE is available to help formulate housemate agreements between home seekers and home providers for rent or service exchange. While under the home sharing agreement, counseling and dispute resolution can be provided to both parties to smooth over disagreements. Started in 1981 by the Gray Panthers, shared housing was seen as a solution to two problems facing elder communities: increasing rents and the institutionalization of older adults. After creating Project SHARE, the Gray Panthers looked to ECHO Housing to administer and carry out the program, offering referrals and matching, counseling, workshops, and support services. (2) Offers online trainings on city-specific eviction moratoriums and tenant protections.

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EAST BAY HOUSING ORGANIZATIONS (EBHO)

538 9th Street, Suite 200

Oakland, CA 94607

510.663.3830

Staff@ebho.org

www.ebho.org

MISSION

“EBHO is a member-driven organization working to **preserve, protect, and create affordable housing opportunities for low-income communities** in the East Bay by **educating, advocating, organizing, and building coalitions.**”

PROGRAMS

- [Annual Affordable Housing Week](#)

Affordable Housing Week, part of a region-wide Affordable Housing Month, is hosted each May and features a week-long series of educational events, community conversations, discussion panels, ground breakings, tours, and grand openings that highlight the housing struggles facing the community as well as what members create in order to help solve those struggles. EBHO and members sponsor events through the East Bay that reach thousands of residents, housing and service providers, advocates, local government staff and elected officials.

- **Statewide Organizing**

EBHO has been deeply involved in efforts to protect, preserve, and produce affordable housing. In 2019, EBHO worked in coalition with partners across the affordable housing and advocacy sectors to win many key affordable housing and renter protection bills in the state assembly as part of the 3P's Coalition. They have partnered to launch the Residents United Network (RUN) to create a statewide advocacy movement for affordable homes (administered under another nonprofit headquartered in Sacramento, CA). Additionally, EBHO coordinates public comment letters for distribution to elected officials on specific issues at various levels of government.

- **Regional and Locality Committees**

- **Berkley Committee**
- **Concord Committee**
- **Oakland Committee**

- **East Bay Regional Policy Committee**

- **Interfaith Communities United for Affordable Housing**

- **Resident & Community Organizing Program Committee**

- EBHO's Resident Organizing Program in Oakland and throughout the East Bay seeks to empower affordable housing residents to be affordable housing advocates alongside members and allies, and to engage them in EBHO's campaigns and programs. RCOP Committee runs transformative leadership trainings and engages affordable housing residents in the policy and neighborhood decisions that affect them directly.

- **Leadership Academy**

A four-month program focusing on the essential elements needed in becoming an effective affordable housing advocate and community leader. Each cohort of 15-20 affordable housing residents and staff attends eight workshops spanning leadership, housing justice, civic education, strategic communications, and community organizing.

STAFF STRUCTURE

Executive Director
Policy Director
Membership & Operations Director
Program Director
Lead Organizer
Communications Manager
Campaign Organizer
Policy Associate
Community, Faith & Justice Organizer

IMPACT

EBHO does not specify their impact in any formal capacity on their website or in their guidebook; however, they contribute regularly to area media on issues that they work to address and feature such information on a dedicated '[In the News](#)' webpage.

COLLABORATORS

As a member serving organization, numerous municipal governments and nonprofit organizations are listed in [their membership](#), though details as to their roles and relationship are not specified.

FUNDING

Funding partners listed: The California Endowment, Great Communities Collaborative, The San Francisco Foundation, CZ, Soda Foundation, Sunlight Giving, SAHA, EAH Housing, US Bank, Bank of America, Union Bank.

No additional available information on impact, collaborators, or funding.

Noteworthy: EBHO (1) endorses ballot measures as well as communicates pre- and post-elections on rental housing related measures and outcomes; (2) solicits additional ideas and volunteerism to grow efforts beyond existing committees; (3) Concord Committee [formed first city-wide tenants union](#); (4) features board oversight which includes two EBHO resident leaders; (5) develops an [educational resource](#) for prospective low-income renters to understand and obtain low-income housing as well as [an annual guidebook](#) on affordable housing in the area targeting advocates, policymakers, and developers with support from private funding partners (guidebook available in English, Spanish, and Chinese); (6) hosts a community member training called the Leadership Academy; (7) coordinates and submits public comment letters; (8) promotes [virtual workshop trainings on grounding organizing in feminist framework and nonviolent resistance](#), connection of faith and religious practices into one's social justice work. [Looks to be independent from EBHO, but promoting it via their events calendar]

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Los Angeles, CA

NONE

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Los Angeles County, CA

FAIR HOUSING FOUNDATION*

(Serving Los Angeles and Orange counties)

Los Angeles County Office:

3605 Long Beach Boulevard, Suite 302

Long Beach, CA 90807

1.800.446.FAIR (3247)

info@fhfca.org; Web-based email submission also an option
www.fairhousingfoundation.com

MISSION

“The Fair Housing Foundation is dedicated to eliminating discrimination in housing and promoting equal access to housing choices for everyone.”

PROGRAMS

- **Fair Housing**
 - Virtual Workshops
 - Walk-in Clinics
 - Filing Fair Housing Complaint Allegations
- **Landlord and Tenant Counseling** on their rights and responsibilities, including:
 - Responding to and documenting general housing inquiries
 - Offering counsel and referrals to resolve general housing issues and evictions
- **Rental Housing Counseling**
 - One-on-one counseling sessions that include: assessment of housing and financial situation, create personalized budget and set financial goals, manage debt, connect with resources to assist with utility bills and other rental support, prevent eviction, grow awareness of fair housing rights, resolve landlord/tenant disputes, and/or secure affordable housing
- **Outreach and Education** for tenants, property owners, and Fair Housing certification for property managers

STAFF STRUCTURE

Executive Director (HUD certified)
Case Analyst (HUD certified)
Community Engagement Liaison (HUD certified)
Project Specialist (HUD certified)
Outreach Coordinator
Housing Counselor

FUNDING

Funding information limited to news posts on blog regarding grants received from Wells Fargo Foundation and U.S. Department of Housing and Urban Development.

No available information on impact or collaborators.

Noteworthy: Fair Housing Foundation offers Spanish language services.

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HOUSING RIGHTS CENTER OF LOS ANGELES*

(Serving LA County and neighboring counties via three service locations)
3255 Wilshire Blvd. Suite 1150
Los Angeles, CA 90010

1.800.477.5977
info@hrc-la.org
www.hrc-la.org

MISSION

“The Housing Rights Center (HRC) is the nation's largest non-profit civil rights organization dedicated to securing and promoting Fair Housing. HRC was founded in 1968, the same year that Congress passed the Fair Housing Act (FHA). Our mission is to actively support and promote freedom of residence through education, advocacy, and litigation, to the end that all persons have the opportunity to secure the housing they desire and can afford, without regard to their race, color, religion, gender, sexual orientation, national origin, familial status, marital status, disability, ancestry, age, source of income or other characteristics protected by law.”

PROGRAMS

- **Housing Discrimination Complaint Investigation & Disability Accommodation**
 - Including mediation, advocacy, conciliation, a referral to state and federal administrative agencies, or referral to HRC’s Litigation Department
- **Outreach & Education**
 - Including trainings, community workshops, and events
- **Landlord-Tenant Counseling**
- **Monthly rental listing** for affordable, senior, and veteran housing throughout Los Angeles and Ventura Counties

STAFF STRUCTURE

Executive

Executive Director
Deputy Director

Administration

Accountant
Office Manager

Programs

Programs Manager
LA County Rental Assistance Programs Manager

Litigation

Director of Litigation
Legal Assistant
Paralegal

Media, Outreach and Education

Director
Senior Outreach Coordinator (4)

Housing Counseling

Director

Senior Housing Counselor (2)

Housing Counselor (5)

Investigations

Director

Senior Case Analyst

Case Analyst (5)

Fair Housing Initiative Program (FHIP)

Project Director

Test Coordinator

No available information on impact, collaborators, or funding.

Noteworthy: HRC (1) serves landlords and tenants through via pop-up clinics at a variety of locations on a fixed-basis, including libraries, City Hall, senior centers, and cultural community centers; (2) provides information on ballot measures; (3) offers an email subscription option for regular communications from the organization to clientele.

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San Francisco, CA

BILL SORRO HOUSING PROGRAM (BiSHoP)

1110 Howard Street

San Francisco CA 94103

415.513.5177

info@bishopsf.org; Online intake form

www.bishopsf.org

MISSION

“BiSHoP is a nonprofit that is dedicated to ensuring vulnerable members of our community have access to affordable housing in San Francisco, and we also advocate for their right to keep it.”

PROGRAMS

- **Affordable Housing**
 - Assistance finding available housing via the [DAHLIA housing portal](#) (San Francisco’s Housing Portal, a project of the Mayor’s Office of Housing and Community Development) & through nonprofit developers
- **Housing Application Assistance**
 - Submitting applications for clients on DAHLIA, and helping clients fill out applications brought to BiSHoP
- **Case Management**

- Assisting clients with rental subsidies, application appeals, yearly recertification, etc.
- **Tenant Rights Counseling**
 - Informing clients about their rights as tenants and the eviction process in San Francisco
- **Housing Education & Workshops**
 - Educating new clients about types of affordable housing and how to apply
- **Advocacy**
 - Supporting or opposing legislation

STAFFING STRUCTURE

Executive Director
 Senior Case Manager
 Case Manager (2)
 Housing Specialist & Data Analyst
 Outreach Coordinator

IMPACT

Website features four client stories and advocacy successes, though no comprehensive data to capture impact beyond anecdote.

FUNDING

Website indicates support received from City and County of San Francisco, Mayor’s Office of Housing and Community Development.

No additional information about impact, collaborators, or funding.

Noteworthy: BiSHoP offers (1) multilingual services (French, Spanish, Arabic, English); (2) weekly drop-in clinic for new clients.

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TENDERLOIN HOUSING CLINIC

126 Hyde Street
 San Francisco, CA 94102
 415.885.3286
 No general email provided.
www.thclinic.org

MISSION

“The mission of the Tenderloin Housing Clinic (THC) is to prevent tenant displacement, to preserve and expand the City's low cost housing stock, and to provide comprehensive legal assistance to low income tenants. THC is successful in fulfilling this mission by providing free legal services, securing SRO units through the Master Lease program and offering comprehensive support services to clients.”

PROGRAMS

- **Legal Assistance**
- **Community Organizing**
- **Permanent Housing**
- **Transitional Housing** focused on formerly incarcerated individuals
- **Money Management**

STAFFING STRUCTURE

[Only Executive Leadership Team featured on website]

Executive Director
Deputy Director
Director of Transitional Housing
Director of Support Services
Director of Housing Services
Director of Facilities
Director of Human Resources
Director of Finance
Director of Information Technology
Director of Property Management

IMPACT

THC is one of the largest providers of low-income housing in San Francisco. With multiple properties throughout San Francisco, THC is able to provide housing to over 2,000 individuals with supportive services and on-site case management. Their '[History](#)' webpage captures significant developments since their founding in 1980.

No additional information about impact, collaborators, or funding.

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HOUSING RIGHTS COMMITTEE OF SAN FRANCISCO

(Two locations)

Mission Office:

1663 Mission Street, #504

415.703.8644

Richmond Office:

4301 Geary Boulevard at 7th Avenue

415.947.9085

San Francisco, CA 94103

info@hrcsf.org

www.hrcsf.org

MISSION

No formal mission statement listed.

PROGRAMS

- **Organizing**
 - Help create building and community-wide tenants groups to fight against displacement and evictions
 - Coordinate, plan, and mobilize protests, actions and housing justice demonstrations
- **Education**
 - Free counseling for San Francisco tenants in all types of housing: rent-controlled units, SROs, public housing and Section 8
 - Sponsor workshops, community meetings, and other events
- **Advocacy**
 - Advocate for tenants in Section 8 and public housing
 - Successfully change and support housing-related laws for a more fair San Francisco

STAFFING STRUCTURE

Executive Director
Director of Counseling
Lead Counselor
Habitability Compliance Advocate (for public housing)
Lead Community Organizer
Counselor & Organizer (Spanish language services offered; Mission District)
Administrative Assistant/Tenant Counselor
Section 8 Advocate
Anti-Eviction Organizer/Artist in Residence

(West Side Office)
Program Director for West Side program (Mandarin language services offered; role targets specific district)
Cantonese-speaking community organizer (role targets specific district)
Mandarin/Cantonese-speaking community organizer (role targets specific district)
Cantonese-speaking tenant counselor
Russian-speaking tenant counselor
Administrative support for the counseling department

IMPACT

Serve more than 5,000 tenants each year.

COLLABORATOR

Anti-Displacement Coalition, a network of tenant organizations and allies to organize against the soaring evictions and rent increases in San Francisco.

FUNDING

Current operating budget is upwards of \$1 million and sustains the work of 20+ staff across three San Francisco offices working in multiple languages and in all types of private and public housing. Transitioning from relying on City funding to membership model.

No additional information on mission, impact, collaborators, or funding.

Noteworthy: HRC relies significantly on volunteer engagement.

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San Francisco County, CA

EVICTION DEFENSE COLLABORATIVE

1338 Mission Street, 4th Floor

San Francisco, CA 94103

415.947.0797

legal@evictiondefense.org

www.evictiondefense.org

BACKGROUND

(Mission not provided)

“Founded in 1996, Eviction Defense Collaborative was the first organization in the country to provide legal assistance to clients facing an eviction and rental assistance as part of a coordinated, single agency anti-displacement strategy. EDC was also one of the first housing organizations to combine services for shelter clients, tenants in publicly-owned housing, and tenants in privately-owned housing in one organization, breaking traditional silos in the housing movement, to build a broad, intersectional approach to regional housing stability.”

PROGRAMS

- **Legal Assistance**
- **Rental Assistance**
 - Rental Assistance Disbursement Component (RADCo) provides interest-free loans and grants to tenants residing in the City and County of San Francisco who have fallen behind in their rent due to a temporary financial setback.
- **Shelter Client Advocacy**
 - The Shelter Client Advocates work with residents of homeless shelters funded by the City and County of San Francisco to monitor shelter conditions and the application of shelter rules.
- **Tenant Right to Counsel**

STAFFING STRUCTURE

Administration

Executive Director

Data and Finance Administrator

Director of Development & Operations

Finance Manager

Operations and HR Assistant

Grants Coordinator

Finance Associate

Legal Clinic

Right to Counsel Coordinator (3)

Litigation Department

Director of Litigation & Policy (outgoing)

Director of Litigation & Policy (incoming)

Supervising Litigation Attorney

Senior Litigation Attorney (2)

Litigation Attorney (6)

Social Worker Supervisor

Litigation Paralegal (3)

Law Fellows (4)

RADCo Department

Rental Assistance Manager

RADCo Assistant Manager

Rental Assistance Coordinator (12)

Shelter Client Advocacy Program

Interim Directing Attorney

Advocate (4)

IMPACT

Each year, EDC provides emergency legal services and rental assistance to over 5,000 tenants in San Francisco. Website features dedicated 'Impact' webpage featuring client stories and detail relating to the purpose and value of their work, though no comprehensive data to capture impact beyond anecdote.

No available information on collaborators or funding.

Noteworthy: EDC (1) is the lead agency to design and implement San Francisco Right to Counsel; (2) offers Spanish language services.

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COLORADO

Denver, CO

NORTHEAST DENVER HOUSING CENTER

1735 Gaylord Street

Denver, CO 80206

303.377.3334

info@nedenverhousing.org; Web-based email submission also an option
www.nedenverhousing.org

MISSION

“To create sustainable, healthy housing opportunities for underserved households through outreach, education, and housing development.”

PROGRAMS

- **Temporary Rental & Utility Assistance**
- **Comprehensive Housing Counseling**
[Group based or One-on-One Appointments are Available]
 - Credit Counseling
 - Home Ownership Counseling
 - Reverse Mortgage Counseling (HECM)
 - Foreclosure Prevention Counseling
 - Information on Down Payment Assistance Programs
 - Spanish Language Counseling Services
 - Energy Efficient/Healthy Homes Education and/or Assistance
 - Affordable Rental Housing Options and Referrals
- **NDHC Affordable Housing**
- **Healthy Homes Healthy Living** (NDHC Resident support services)
- **Homebuyer Education**
- **NDHC Design and Development Studio** (Sustainable architectural design for NDHC property development and for those of other developers)

STAFFING STRUCTURE

Executive Director
Deputy Director
Comprehensive Housing Counseling Program Director
Comprehensive Housing Counselor (2)
Housing Counselor Asst.
Administrative Asst. (3)
Accountant
Accounting Asst.
Healthy Living Program Officer
Project Manager (2)
Accounting Controller
Asst. Project Manager

IMPACT

Most recent [annual report from 2011](#). The organization has a ‘Resume’ page that features awards and recognitions received from 1996-2008. Additionally, they have a ‘Testimonials’ page which currently features no content.

FUNDING

Comprehensive counseling services are listed as free, which has been “made possible due to funding support from the City and County of Denver, [U.S. Department of] Housing and Urban Development, Colorado Housing Finance Authority, private foundations, philanthropic organizations as well as the private sector.”

No additional available information on impact, collaborators, or funding.

Noteworthy: NDHC offers Spanish language services.

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Denver County, CO

DENVER METRO FAIR HOUSING CENTER

3280 Downing Street, Suite B
Denver, CO 80205
720.279.4291
info@dmfhc.org
www.dmfhc.org

MISSION

“The DMFHC is dedicated to eliminating housing discrimination and promoting housing choice for all people through education, advocacy, and enforcement of fair housing law.”

PROGRAMS

- **Education**
 - Fair Housing 101 Trainings
- **Advocacy**
 - One-on-one counseling services
- **Enforcement**

STAFFING STRUCTURE

Executive Director
Deputy Director
Director of Enforcement
Intake Specialist
Fair Housing Outreach Specialist
Test Coordinator

No information on impact, collaborators, or funding.

--

INDIANA

Indianapolis, IN

NONE

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Marion County, IN

THE FAIR HOUSING CENTER OF CENTRAL INDIANA (FHCCI)*

(Serves 24 counties in Central Indiana)

445 North Pennsylvania Street, Suite 811

Indianapolis, IN 46204

317.644.0673

info@fhcci.org

www.fhcci.org

MISSION

“The Fair Housing Center of Central Indiana (FHCCI) is a private, non-profit organization which was incorporated in August 2011 with a mission to ensure equal housing opportunities by eliminating housing discrimination through advocacy, enforcement, education, and outreach.”

PROGRAMS

- **The Advocacy Program** includes advocacy on behalf of victims, information provision to help tenants in understanding their rights and options under fair housing laws, conduct fair housing investigations, both client-based and systemic, to determine if unlawful discrimination may be occurring, file enforcement actions as necessary to address uncovered housing discrimination, and partner with cooperating attorneys from private sector.
- **The Education Program** provides programs and activities to increase fair housing knowledge. Conduct trainings and conferences, distribute publications, support community events, issue e-newsletters, provide social media alerts and a website, release reports, and other activities to advance knowledge about fair housing laws. FHCCI works with consumers, the housing industry, and state and local policymakers to advance fair housing.
- **The Inclusive Communities Program** assists persons, neighborhoods, and communities who have been impacted by unlawful discrimination, disinvestment, or unequal housing opportunity.
- **The Public Policy Program** works to increase the awareness of policymakers and regulators about the issues associated with fair housing. This includes generating general, testing, and investigative reports on Indiana Fair Housing Complaints, Levels of Housing Discrimination in Marion County, Section 8 Refusal Rates, and Levels of Housing Discrimination in Indianapolis Metro Area, and Housing Discrimination against the Deaf and Hard of Hearing, amongst others.

STAFFING STRUCTURE

Executive Director
Test Coordinator
Director, Fair Housing Programs
Director, Systemic Investigations
Office Operations Coordinator

IMPACT

[2020 Annual Report available.](#)

- Served 865 clients recording 259 fair housing allegations.
- Opened 70 new fair housing investigations.
- Filed four enforcement actions to address housing discrimination.
- Conducted 60 fair housing trainings for 2,002 persons.
- Participated in 36 community exhibits directly reaching 2,391 persons.
- Distributed over 27,000 fair housing publications.
- Released four fair housing education videos.
- Resolved nine investigations/cases impacting over 12,828 housing units and opening up lending opportunities.

FUNDING

Operating Budget: \$580K

Funding: Contributions and grants ~\$520k, program services ~\$270k, other revenue ~\$7k

Funders include: Central Indiana Community Foundation (CICF), three city governments, Indiana Housing & Community Development Authority (IHCDA), Indiana Office of Community & Rural Affairs (OCRA), & U.S. Department of Housing & Urban Development (HUD)

No available information on collaborators.

Noteworthy: FHCCI (1) hosts an Annual Fair Housing Conference; (2) provides fair housing tester service via volunteers.

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MINNESOTA

Minneapolis, MN

NONE

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Hennepin County, MN

HOME LINE*

(Serves Minnesota)

8011 34th Ave South, Suite #126

Bloomington, MN 55425

612.728.5767
www.homelinemn.org

MISSION

“HOME Line provides free and low-cost legal, organizing, education, and advocacy services so that tenants throughout Minnesota can solve their own rental housing problems. We work to improve public and private policies relating to rental housing by involving affected tenants in the process.”

PROGRAMS

- **Tenant Hotline**
- **Training & Education**
 - Including trainings for landlords, police, high schools, etc.
- **Legal Services**
- **Tenant Organizing**
- **Policy Advocacy**

STAFFING STRUCTURE

Executive Director
Office Manager
Public Policy Director
Managing Attorney & Hotline Director
Housing Attorney & Research Director
COVID-19 Eviction Response Coordinator & Housing Attorney
Housing Attorney (4) (Spanish language services offered)
Organizing and Capacity Building Director
Tenant Advocate (8) (Hmong, Somali language services offered)
Tenant Organizer
Americorps VISTA Leader
Americorps VISTA Tenant Organizer

IMPACT

Significant documentation of [cumulative impact across programs](#).

No additional information on collaborators or funding provided.

Noteworthy: HOME Line offers (1) Hmong, Spanish, English, and Somali language services; (2) free legal forms to property owners (i.e. Landlord’s Guide to Minnesota Law) and others (i.e. downloadable form letters for security deposit, retaliation notice, privacy violation, repair request, etc.); (3) landlord trainings.

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NEW YORK

Buffalo, NY

NONE

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Erie County, NY

HOUSING OPPORTUNITIES MADE EQUAL, INC. (HOME)*

(National Organization)

1542 Main Street

Buffalo, NY 14209

716.854.1400

info@homeny.org

www.homeny.org

MISSION

“Housing Opportunities Made Equal, Inc. (“HOME”) is a civil rights organization that was established in 1963 with a mission to promote the value of diversity and ensure all people an equal opportunity to live in housing and communities of their choice. Through education, advocacy, and enforcement of fair housing laws, HOME seeks to ensure that everyone is able to: have their voices heard on their housing issues; defend and safeguard their rights; and have their concerns genuinely considered when decisions are being made about their lives and housing.”

PROGRAMS

• **Fair Housing**

- Fair housing training to tenants, housing providers, agencies, and municipalities
- Technical assistance to government and nonprofit organizations
- Recording and investigating reported incidents
- Assisting in resolution of complaints through advocacy, conciliation, or court action
- Paralegal counseling to resolve tenant-landlord disputes
- Information about fair housing laws, discriminatory practices, housing and human service referrals

• **Education and Training**

- Fair Housing training to tenants, housing providers, agencies, and municipalities
- Tenants’ Rights Workshops
- Landlord Certifications (\$35 charge per registrant) and Refresher Course for those with prior certification (free; subsidized by Towns and County CDBG funding)
- Respondent Settlement Trainings
- Publications (i.e. A Guide to Landlords’ Rights; Housing Discrimination: Know Your Rights!; Insight quarterly newsletter)

• **Mobility Programs** (Housing search assistance and other services to participants of Erie County’s Section 8 Housing Choice Voucher programs via Community Housing Center)

STAFFING STRUCTURE

Executive Director
Associate Director
Landlord Outreach Specialist
Director of Investigations
Senior Mobility Counselor
Education Specialist
Bookkeeper
Development Officer
Operations Coordinator
MAP Program Manager
Systemic Investigations Coordinator
Investigations Coordinator
Intake Specialist

COLLABORATOR

Community Housing Center via Mobility Counselor/Associate Director
The Greater Buffalo Community Housing Center (CHC) is a program that provides housing search assistance and other services to participants of Erie County's Section 8 Housing Choice Voucher programs. Center is operated by HOME, serving 220 clients in 2017.

FUNDING

Nearly 500 dues-paying members across Western New York state. Public and private sponsors.

No additional information on impact, collaborators, or funding.

Noteworthy: (1) In 1991, HOME was named to a special HUD advisory panel submitting what the Buffalo News called "a master plan for desegregation" of the troubled housing authority. (2) Cooperated with Greater Buffalo Association of Realtors to publish a joint brochure for distribution to all prospective sellers and buyers by GBAR member firms; Published "Choosing Good Tenants: A Practical Guide for Landlords".

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New York City, NY

THE FAIR HOUSING JUSTICE CENTER

30-30 Northern Boulevard, Suite 302

Long Island City, NY 11101

212.400.8201

No general email provided; Web-based email submission

www.fairhousingjustice.org

MISSION

“The mission of the Fair Housing Justice Center (FHJC), is to eliminate housing discrimination; promote policies that foster open, accessible, and inclusive communities; and strengthen enforcement of fair housing laws.”

PROGRAMS

- **Housing Discrimination**
 - Assists individuals and organizations with housing discrimination complaints
- **Fair Housing Testing Investigations**
 - Initiates investigations to identify, document, and eliminate systemic housing discrimination
- **Fair Housing Policy Initiatives**
 - Advocates for policies and programs that advance the development of more open, accessible, and inclusive communities
- **Outreach & Education**
 - Engages in outreach and educational activities to increase public awareness about fair housing rights
 - Develop and produce informational fair housing publications and factsheets
- **Training & Technical Assistance**
 - Provides technical assistance, training, and other tools to upgrade and strengthen fair housing law enforcement

STAFF STRUCTURE

Executive Director
Intake and Outreach Specialist
Financial Manager
National Projects and Investigations Coordinator
Investigative Coordinator (3)
Intake Analyst
Senior Investigative Coordinator
Evidence Technician
Policy Coordinator
Office Manager
Community Engagement Coordinator
Legal Director

COLLABORATORS

The Actors Fund assists the Fair Housing Justice Center by recruiting actors and other entertainment professionals to work as “testers” in the FHJC’s Acting for Justice testing program. The FHJC employs, on a part-time basis, more than 150 professional actors who participate in fair housing testing investigations.

New York Lawyers for the Public Interest (NYLPI) assists the FHJC to develop partnerships with area law firms interested in providing pro bono representation to individuals and organizations who have been subjected to housing discrimination.

The FHJC hosts legal trainings to familiarize FHJC cooperating attorneys with substantive legal issues related to fair housing and civil rights law, and remains available as an ongoing legal resource after a referral is made.

The FHJC welcomes assistance from individual attorneys and law firms interested in representing clients with housing discrimination cases.

No available information on impact or funding.

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Bronx County, NY (Bronx)

NORTHWEST BRONX RESOURCE CENTER

(Housed in the Refuge House)

2715 Bainbridge Avenue

718.933.2539

No general email provided

www.unhp.org/projects/northwest-bronx-resource-center

MISSION

“The Northwest Bronx Resource Center is a collaborative effort led by University Neighborhood Housing Program with six established nonprofits NYC Tenant Support Unit, Legal Aid Society, Part of the Solution (POTS), Neighborhood Trust Financial Partners, Fordham Bedford Community Services, Ariva] to provide a range of free financial and affordable housing services. UNHP is an HPD Housing Ambassador.”

PROGRAMS

- **Benefits Screening**
- **NYC Housing Connect Application Assistance**
- **NYC Rent Freeze (SCRIE/DRIE) Application Assistance for Seniors and people with disabilities**
- **Eviction Prevention and Tenants Rights Information**
- **Income Tax Preparation**
- **Help for Bronx Homeowners**
- **Financial Education Workshops and 1:1 Coaching**
- **Reduced Fare MetroCard for Seniors (65+) and people with disabilities**

STAFFING STRUCTURE

[Not listed]

Executive Director

COLLABORATORS

University Neighborhood Housing Program (UNHP), NYC Tenant Support Unit, Legal Aid Society, Part of the Solution (POTS), Neighborhood Trust Financial Partners, Fordham Bedford Community Services & Ariva

No additional information provided on impact, collaborators, or funding.

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Kings County, NY (Brooklyn)

NEIGHBORHOOD HOUSING SERVICES (NHS) OF BROOKLYN COMMUNITY DEVELOPMENT CORPORATION*

Two Locations:

Flatbush

2806 Church Avenue
Brooklyn, NY 11226

Canarsie

9701 Avenue L
Brooklyn, NY 11236
718.469.4679

www.nhsbrooklyn.org

MISSION

“Neighborhood Housing Services of Brooklyn CDC, Inc. is a nonprofit housing organization that initiates, develops, and maintains programs designed to create affordable, decent, and safe housing and communities.

- Renovate, rehabilitate, repair, develop, and preserve housing in Brooklyn, New York, and surrounding areas in conjunction with city, state, and federal government agencies and programs.
- Encourage the preservation and growth of healthy, stable, and diverse neighborhoods in Brooklyn, New York.
- Provide economic empowerment by offering opportunities in homeownership, financial literacy, training, job development, and business development.”

PROGRAMS

- **Tenant Services**
- **Landlord Training** (paid service)
 - Two-hour training provides what every owner needs to know about NYC regulations, fair housing and lease rules, and multi-unit property insurance, for current and future owners of 2- to 4-unit homes.
- **First-Time Homebuyer Education**
- **Home Maintenance Training**
- **Affordable Home Repair Lending**

- **Insurance and Resiliency Counseling**
- **Mortgage Assistance & Foreclosure Prevention**

STAFFING STRUCTURE

[\[Organizational chart provided\]](#)

Executive Director
 Director of Finance
 Director of Operations
 Government and Community Relations Manager
 Marketing Manager
 Administration Officer
 Program Director
 Program Assistant
 Program Manager – Housing Development & Rehab
 Program Manager – Homeownership
 Program Manager – Insurance & Resiliency
 Housing Counselor (3)

COLLABORATORS

[Full list of sponsors and partners](#) provided including elected officials, government agencies, organizations, and businesses.

No available information on impact or funding.

Noteworthy: Landlord training course for current and future owners of 2- to 4-unit homes. The NYC-specific class meets the education requirements for most loans and grants. The NHS specialist presents NYC regulations, fair housing and lease rules, and multi-unit property insurance in a one-on-one counseling session. Pre-registration and pre-payment are required.

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New York County, NY (Manhattan)

HOUSING CONSERVATION COORDINATORS, INC.

777 Tenth Avenue
 New York, NY 10019
 212.541.5996
 info@hcc-nyc.org
 www.hcc-nyc.org

MISSION

“Housing Conservation Coordinators (HCC) is a community-based, not-for-profit organization anchored in the Hell’s Kitchen/Clinton neighborhood of Manhattan’s West Side.

We are dedicated to advancing social and economic justice and fighting for the rights of poor, low-income and working individuals and families. With a primary focus on strengthening and preserving affordable housing, HCC seeks to promote a vibrant and diverse community with the power to shape its own future.”

PROGRAMS

- **Legal Services** (Wide range of issues including but not limited to housing)
- **Tenant and Community Organizing**
- **Weatherization**
(Focus on installation of energy-efficient systems in low-income buildings)
 - Typical weatherization measures may include, but are not limited to, heating system replacement or upgrade, roof insulation, pipe insulation, repair/replace defective windows and/or doors, energy-efficient replacement refrigerators, energy saving lighting, and health and safety measures such as carbon monoxide and smoke detectors.
- **Referrals to Partner Organizations**

STAFFING STRUCTURE

Executive Director
Associate Director
Executive Assistant
Director of Weatherization Services
Weatherization Data Specialist
Auditor/Weatherization Construction
Senior Supervising Attorney
Supervising Attorney
Attorney (4)
Paralegal
Assistant to Legal Comp.
Law Graduate
Director of Organizing
Senior Community Resource Coordinator
Community Organizer
Field Data Specialist (BPI Certified)
Tenant Organizer
Tenant Advocate and Social Worker
Housekeeping/Maintenance Worker

(Fiscal Services provided by external consultant)

COLLABORATORS

[Numerous collaborators listed](#) specific to programmatic area. Unclear of nature or extent of collaborations.

No additional information on impact, collaborators, or funding available.

Noteworthy: HCC (1) hosts [annual tenants conference](#); (2) utilizes volunteers.

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Queens County, NY (Queens)

NONE

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Richmond County, NY (Staten Island)

NONE

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OHIO

Cincinnati, OH

NONE

--

Hamilton County, OH

HOUSING OPPORTUNITIES MADE EQUAL, INC. (HOME)*

(National Organization)

2400 Reading Road, Suite 118

Cincinnati, OH 45202

513.721.4663

No general email provided; Web-based email submission

www.homecincy.org

MISSION

“HOME’s mission is to eliminate unlawful discrimination in housing in the Greater Cincinnati area. HOME advocates and enforces housing regulations for all protected classes and promotes stable, integrated communities.”

(Established in 1959 and integrated into HOME of Greater Cincinnati when the Fair Housing Act passed in 1968.)

PROGRAMS

- **Fair Housing Enforcement and Testing Program**
- **Tenant Advocacy Program**
- **Mediation Services**
- **Education and Outreach**

- Offer a variety of courses on fair housing rights, landlord-tenant law, Section 8 landlords, implicit bias, and more (free for consumers and agencies; low-cost for housing providers)

STAFF STRUCTURE

Executive Director
 Director of Finance and Operations
 Director of Enforcement
 Client Services Specialist (Spanish language services provided)
 Fair Housing Case Specialist
 Testing and Investigations Coordinator
 Tenant Advocate
 Tenant Advocate (Spanish language services provided)
 Education Specialist

COLLABORATORS

U.S. Department of Housing and Urban Development, United Way of Greater Cincinnati, The Greater Cincinnati Foundation, GuideStar, three area city governments, two county governments

No additional information on impact, collaborators, or funding.

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Cleveland, OH

CHN HOUSING PARTNERS

(Founded and headquartered in Cleveland; now working across several neighboring states)

2999 Payne Avenue

Cleveland, OH 44114

216.574.7100

No general email provided

www.chnhousingpartners.org

MISSION

CHN Housing Partners's mission "is to leverage the power of affordable, stable housing to change lives and improve communities."

PROGRAMS

- **Housing & Community Services**
 - Financial assistance with rent and utilities
 - Foreclosure and eviction support
 - Help with finances and taxes
 - Home-buying assistance
 - Energy efficiency services

- Lead safe loans, grants, and incentives
- **Real Estate & Partner Services**
- **Lending Services** (Via external entity [CHN Housing Capital](#))

STAFFING STRUCTURE

[175 total staff]

Senior Team

Executive Director	Director, Partnership Finance
Chief Financial Officer	Director, Energy Services
Assistant Director	Director, Real Estate Development
Chief Operating Officer	Director, Network Finance
Director of Asset Management	Director, Maintenance
Director of Human Resources	Director, Community Resources
Director, Sales and Lending	Director, Construction
Director, Property Management	Director, Information Technology

IMPACT

CHN Housing Partners develop on average 170 affordable homes each year and serve 30,000 families annually through nearly 20 housing stability services.

[Feature annual Community Report every few years.](#)

FUNDING

\$55-75M Combined Operating and Capital Construction Budget largely funded through lines of business, fees for service, and public contracts, though a small percentage of the overall budget is raised through philanthropic grants and gifts. Approximately half of the budget is for housing development projects.

U.S. Department of Housing and Urban Development, United Way, and Cuyahoga County provide funding for eviction prevention programs.

No additional information on collaborators or funding.

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Cuyahoga County, OH

FAIR HOUSING CENTER FOR RIGHTS & RESEARCH*

2728 Euclid Avenue, Suite 200
 Cleveland, OH 44115
 216.361.9240
 No general email provided
www.thehousingcenter.org

MISSION

“To protect and expand fair housing rights, eliminate housing discrimination, and promote integrated communities.”

PROGRAMS

- **Enforcement & Advocacy**
 - Offers free assistance to victims in the administrative complaint process, which may include providing education on tenant rights, investigating a complaint, engaging with a housing provider on a tenant’s behalf, or supporting victims in exercising their fair housing rights. Cases filed by the Fair Housing Center have resulted in conciliation agreements, civil penalties and affirmative action agreements with individual housing providers throughout Greater Cleveland.
- **Education & Outreach**
 - Conducts fair housing law seminars and events for landlords, property managers, real estate professionals, social workers, attorneys, government officials, newspaper publishers, and others
 - Conducts workshops for consumers on avoiding predatory lending
 - Hosts conferences and trainings on predatory lending, building accessible housing, disability rights, and legal and other strategies for addressing fair housing issues
- **Research**
 - Conducts research on housing and lending patterns in Northeast Ohio and throughout the state
 - Generate annual State of Fair Housing in Northeast Ohio report and a variety of reports examining fair housing and fair lending issues in the region, foreclosure trends, subprime lending, and related matters
 - Produce Analysis of Impediments to Fair Housing reports, required under Section 808(e)(5) of the Fair Housing Act for communities that receive CDBG funds, for a number of municipalities in Northeast Ohio

STAFF STRUCTURE

Executive Director
Associate Director
Director of Education & Outreach
Communications & Outreach Specialist
Outreach Intern
Senior Research Associate
Research Associate
Senior Investigations Coordinator
Investigations Coordinator
Enforcement Intern

IMPACT

[2019 Annual Report available.](#)

FUNDING

[2019 Federal Form 990 Return posted.](#)

No additional information on collaborators or funding.

Noteworthy: Fair Housing Center for Rights & Research offers (1) listserv newsletter subscription; and (2) developed multilingual “Know Your Rights” downloadable brochures.

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PENNSYLVANIA

Pittsburgh, PA

NONE

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Allegheny County, PA

NONE

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TEXAS

Austin, TX

AUSTIN TENANTS COUNCIL*

205 Chicon Street

Austin, TX 78702

512.474.7006

No general email provided; Online intake form

www.housing-rights.org

MISSION

Austin Tenants Council’s “mission is to ensure housing stability by rectifying Fair Housing Act violations and empowering tenants to exercise their rights through mediation, advocacy, and education.”

PROGRAMS

- **Fair Housing**
- **Mediation Services**
 - Support from a trained housing advocate to help resolve residential tenant-landlord disputes for repair issues and in certain emergency situations.
- **Counseling Services**
 - From a trained housing advocate who can provide guidance, education, and referrals to other agencies, programs, and resources.

- **Lease Packets**
 - Provided to landlords for a \$15 fee. Forms were developed so that landlords have access to applications, leases, move-in and move-out inventories, and security deposit refund forms that protect the landlord’s financial interests without unnecessarily impinging on the tenant’s rights. Included in the cost are copies of brochures describing tenant-landlord rights and responsibilities. Landlords also receive a free copy of ATC quarterly newsletter, [Housing Rights Advocate](#).

STAFFING STRUCTURE

Administrative Team

Executive Director
 Operations Assistance
 Finance Manager

Fair Housing Team

Program Director
 Testing Coordinator
 Program Specialist (3)

Landlord-Tenant Team

Housing Advocate (4)
 Housing Advocacy Program Specialist (1)

No available information on collaborators or funding.

Noteworthy: Austin Tenants Council offers (1) lease packets to landlords for a \$15 fee; (2) Spanish language services.

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Travis County, TX

NONE

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WASHINGTON

Seattle, WA

NONE

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King County, WA

NONE

Table 1
Population Estimate, Population Density, Persons in Poverty,
and Owner-Occupied Housing Rates of Select U.S. Communities

	Population Estimate (2019)	Population Density (people/sq. mile, 2019)	% Persons in Poverty (2019)*	Owner Occupied Housing (% Unit Rate, 2014-2018)
Berkley, CA	121,363	11.33 K	20	42.9
Alameda County, CA	1,671,329	2.17 K	9	53.3
Los Angeles, CA	3,979,576	8.36 K	19.1	36.8
Los Angeles County, CA	10,039,107	2.48 K	14.2	45.8
San Francisco, CA	881,549	18.13 K	10.9	37.6
San Francisco County, CA	881,549	18.13 K	10.1	37.6
Denver, CO	727,211	4.33 K	13.8	49.6
Denver County, CO	727,211	4.33 K	11.7	49.6
Indianapolis, IN	876,384	2.34 K	19.1	53.3
Marion County, IN	964,582	2.35 K	17.2	54
Minneapolis, MN	429,606	7.49 K	19.9	47.3
Hennepin County, MN	1,265,843	2.18 K	10.3	62.4
Buffalo, NY	255,284	6.41 K	30.3	40.8
Erie County, NY	918,702	.88 K	13.7	64.8
New York City, NY	8,336,817	28.07 K	18.9	32.7
Bronx County, NY (Bronx)	1,418,207	34.17 K	27.3	19.6
Kings County, NY (Brooklyn)	2,559,903	37.34 K	18.9	30
New York County, NY (Manhattan)	1,628,706	72.17 K	15.6	24.1
Queens County, NY (Queens)	2,253,858	21.24 K	11.6	44.6
Richmond County, NY (Staten Island)	476,143	8.14 K	11.7	69.7
Cincinnati, OH	303,940	3.85 K	27.2	37.8
Hamilton County, OH	817,473	1.99 K	15.4	57.8
Cleveland, OH	381,009	5.01 K	34.6	41.3
Cuyahoga County, OH	1,235,072	2.75 K	17.9	58.4
Pittsburg, PA	300,286	5.51 K	21.4	47.8
Allegheny County, PA	1,216,045	1.69 K	11.7	64.7
Austin, TX	978,908	1.84 K	14.5	45.2
Travis County, TX	1,273,954	1.16 K	12	52.2
Seattle, WA	753,675	5.6 K	11.8	46.1
King County, WA	2,252,782	.98 K	9.2	57.1
Milwaukee, WI	590,157	6.23 K	26.2	41.8
Milwaukee County, WI	945,726	3.95 K	19.1	49.5
Wisconsin	5,822,434	106	10.4	66.9

Note: Data are from FY 2021 Fair Market Rent Documentation System—Statewide Summary for \$statename\$. (n.d.); FY 2021 Fair Market Rent Documentation System—Statewide Summary for \$statename\$. (n.d.); The Demographic Statistical Atlas of the United States—Statistical Atlas. (n.d.); U. S. Census Bureau, D. I. S. (n.d.); U.S. Census Bureau QuickFacts: United States. (n.d.).

Table 2
Median Household Income, Median Gross Rent, Fair Market Rent,
and Vacancy Rates of Select U.S. Communities

	Median Household Income (2014-2018)	Median Gross Rent (2014-2018)	Fair Market Rent (2BR, 2020)	Vacancy Rate (2nd quarter, 2020)
Berkley, CA	\$80,912	\$1,612		
Alameda County, CA	\$92,574	\$1,674	\$2,239	
Los Angeles, CA	\$58,385	\$1,376		
Los Angeles County, CA	\$64,251	\$1,390	\$1,956	3.4%
San Francisco, CA	\$104,552	\$1,805		
San Francisco County, CA	\$104,552	\$1,805	\$3,339	3.0%
Denver, CO	\$63,793	\$1,217		
Denver County, CO	\$63,793	\$1,217	\$1,566	3.0%
Indianapolis, IN	\$46,442	\$865		
Marion County, IN	\$46,692	\$862	\$946	6.7%
Minneapolis, MN	\$58,993	\$985		
Hennepin County, MN	\$74,113	\$1,085	\$1,214	4.1%
Buffalo, NY	\$35,893	\$757		
Erie County, NY	\$55,673	\$804	\$843	11.1%*
New York City, NY	\$60,762	\$1,396		
Bronx County, NY (Bronx)	\$38,085	\$1,176	\$1,951	3.3%
Kings County, NY (Brooklyn)	\$56,015	\$1,374	\$1,951	
New York County, NY (Manhattan)	\$82,459	\$1,682	\$1,951	
Queens County, NY (Queens)	\$64,987	\$1,520	\$1,951	
Richmond County, NY (Staten Island)	\$79,267	\$1,282	\$1,951	
Cincinnati, OH	\$38,542	\$709		
Hamilton County, OH	\$54,976	\$779	\$865	6.5%
Cleveland, OH	\$29,008	\$700		
Cuyahoga County, OH	\$48,435	\$790	\$849	3.2%
Pittsburg, PA	\$45,831	\$922		
Allegheny County, PA	\$58,383	\$865	\$890	9.7%
Austin, TX	\$67,462	\$1,225		
Travis County, TX	\$71,767	\$1,232	\$1,356	9.8%
Seattle, WA	\$85,562	\$1,496		
King County, WA	\$89,418	\$1,494	\$2,099	2.1%
Milwaukee, WI	\$40,036	\$842		5.3%
Milwaukee County, WI	\$48,742	\$864	\$922	
Wisconsin	\$59,209	\$837	<u>\$789.52</u> **	6.3%
*1st quarter of 2020				
**Calculated average of 2BR FMR of each county in WI				

Note: Data are from FY 2021 Fair Market Rent Documentation System—Statewide Summary for \$statername\$. (n.d.); FY 2021 Fair Market Rent Documentation System—Statewide Summary for \$statername\$. (n.d.); The Demographic Statistical Atlas of the United States—Statistical Atlas. (n.d.); U. S. Census Bureau, D. I. S. (n.d.); U.S. Census Bureau QuickFacts: United States. (n.d.).

Appendix A Organization Data Collection Process

Organization Name	The organization's name was taken verbatim from the website homepage. Acronyms listed where applicable.
Address	The mailing and/or physical address was taken verbatim from the website homepage. The administrative office or primary address was listed if specified. If multiple locations and none were identified as primary, all addresses were listed. While the search criteria included a physical space allowing for in-person client services, many websites did not differentiate between an administrative address and a location for in-person client services.
Contact Information	Website, general phone number, and general email address were collected from the 'contact' or 'home' webpage of each organization. In some cases, organizations did not provide a general email address and/or they offered direct web-based submission of requests for services, which was noted accordingly.
Mission	The mission was collected from the 'home,' 'about,' 'history,' or 'contact' webpage as stated by the respective organization. The language was quoted directly.
Programs	Titles of programmatic offerings and services were pulled from the 'services' or 'programs' webpage as listed. Descriptions were included and/or language for programs modified when the title was not self-explanatory and where further detail was provided. This information was listed in order of relevance to the RHRC and paraphrased to allow for brevity, as well as grammar for consistency throughout the report. All programs were listed, whether or not they had a renter focus (i.e. home-buyer programs).
Staff Structure	Staff structure and titles were pulled from the 'about' or 'staff' webpage as listed, or annual reports when provided. Some organizations did not list hierarchical structure, instead listing all staff in alphabetical order; whereas, some other organizations did not list the full staff, instead listing the leadership team.
Impact	Impact was inferred by the researcher as data points and anecdotes were found across multiple pages within each website, and in annual/program reports where provided.
Collaborators	Collaborators were inferred by the researcher as organizational partners were listed in the context of the 'about,' 'home,' 'programs' or 'services' webpages, and in annual/program reports where provided. Most websites listed outside organizations as collaborators, partners, supporters, and funders, often not explicitly outlining the nature of the collaboration or extent of support.
Funding	While information on types of funding (i.e. private, public, in-kind, etc.) and types of supportive funding entities (i.e. foundations, private sector, government, etc.) was desired, operating and/or annual budget was included in the few cases it was listed via the website or in annual reports.

Appendix B

The following list includes organizations that were not included in the final report as they are not primarily focused on rental housing—only providing one service related to rental housing, do not directly serve tenants (i.e. policy, advocacy, research, nonprofit support, technical assistance to government), operate in development or property management capacities, or exclusively serve specific populations. However, they are noted as they are headquartered within and/or serve the selected communities.

Berkley, CA

ASUC Renters' Legal Assistance – Legal services
Berkley Rental Housing Coalition – Advocacy; All services directed at property owners
Berkley Tenants Union – Community organizing and advocacy
Homeless Action Center – Legal services
Satellite Affordable Housing Associates (SAHA) – Affordable housing developer and property manager; Provides resident support services

Alameda County, CA

Catholic Charities East Bay – Social services
East Bay Community Law Center – Legal services
East Bay Rental Housing Association (EBRHA) – Advocacy (Exclusively serving property owners and managers)
Operation Dignity, Inc. – Focus on Homelessness
RCD Housing (Serves five counties across region) – Affordable housing developer, property manager, and owner; Provides resident support services

Los Angeles, CA

Alliance of Californians for Community Empowerment (ACCE) Los Angeles Chapter – Community organizing and advocacy
Coalition for Responsible Community Development – Wide range of program offerings; Develop and operate affordable supportive housing
Coalition for Economic Survival – Community organizing and advocacy
Comprehensive Housing Information and Referrals for People Living with HIV/AIDS (CHIRP LA) – Affordable housing information provided for people living with HIV/AIDS
Eviction Defense Network – Legal services
FAME Corporations – Affordable housing provider; Social services
LA Family Housing – Focus on homelessness
Legal Aid Foundation of Los Angeles (Serves the Greater Los Angeles area) – Legal services
Los Angeles Tenants Union – Community organizing and advocacy
Haven Neighborhood Services – Focus on homeownership
Menorah Housing Foundation – Affordable housing provider; Provides resident support services
Pico-Union Housing Corp – Owner of rent-to-own properties for low-income tenants
Skid Row Housing Trust – Focus on homelessness
SRO Housing Corporation – Affordable housing developer, property manager; Social services
Strategic Actions for a Just Economy – Community organizing and advocacy
Tenants in Common – Community organizing and advocacy

West Angeles Community Development Corporation – Community services, real estate development, Homeownership & Investment Center
West Hollywood Community Housing Corporation – Affordable housing developer, property manager, and owner

Los Angeles County, CA

Alliance for Housing and Healing – Housing and supportive services targeting people living in poverty with HIV/AIDS and other health conditions
BASTA, Inc. – Legal services (Specific to housing)
Burbank Housing Corporation – Affordable housing developer; Provides resident support services
Catholic Charities of Los Angeles, Inc. (Three counties) – Social services
Harbor Interfaith Services – Social services
HOPICS – Focus on homelessness
Neighborhood Housing Services of Los Angeles County – Focus on homeownership
PATH – Focus on homelessness
Shelter Partnership – Focus on homelessness
Southern California Association of Non Profit Housing – Supports and advocates for those who develop and sustainably operate affordable housing

San Francisco, CA

Bridge Housing (Headquartered in San Francisco; Serves communities across U.S.) – Affordable housing developer
Brilliant Corners (Serves multiple communities across California) – Provides supportive housing
Community Housing Partnership – Focus on homelessness
Compass Family Services – Focus on homelessness
Episcopal Community Services – Social services
Homebase – Focus on homelessness
Homeownership SF – Focus on homeownership
Mercy Housing California (Serves communities across U.S.) – Affordable housing developer and property manager
Mission House Development Corporation – Affordable housing developer and property manager
San Francisco Housing Action Coalition – Advocacy
San Francisco Tenants Union – Education and advocacy
Swords to Plowshares – All services directed at veterans
Tipping Point Community – Focus on poverty

San Francisco County, CA

Bay Area Legal Aid (Serves the greater Bay Area) – Legal services
Catholic Charities San Francisco (Serves the greater Bay Area) – Social services
Causa Justa – Community organizing, education
Hamilton Families – Focus on homelessness; Social services

Denver, CO

Colorado Coalition for the Homeless – Wide range of program offerings; Focus on homelessness
Colorado Housing Connects (Headquartered in Denver; Serves Colorado) – Focus on homeownership

Colorado Legal Services (Office in Denver; Serves Colorado) – Legal services

Housing Colorado (Headquartered in Denver; Serves Colorado) – Education and advocacy

Denver County, CO

NONE

Indianapolis, IN

Indianapolis Legal Aid Society – Legal services

Indianapolis Neighborhood Housing Partnership – Finance low-income affordable housing;
Focus on homeownership

Neighborhood Christian Legal Clinic – Legal services

Partners in Housing – Provides supportive housing services; Focus on homelessness

Marion County, IN

Indiana Legal Services – Legal services

Minneapolis, MN

Aeon – Affordable housing developer

Alliance Housing Incorporated – Affordable housing developer and property manager

Clare Housing – All services directed at individuals diagnosed with HIV

CommonBond Communities – Affordable housing property manager; Provides resident support services

Ebenezer – All services directed at seniors

Family Housing Fund – Policy, advocacy, collaboration across sectors to develop affordable housing

Freedom Works – All services directed at formerly incarcerated individuals

Haven Housing – Shelter and supportive housing services

House of Charity – Social services; Transitional and supportive housing

Inquilinx Unidxs por Justicia – Community organizing

NeighborWorks Community Partners (National organization) – Focus on homeownership

Project for Pride in Living – Provides affordable housing and employment services

Sharing & Caring Hands/Mary's Place – Focus on homelessness

Simpson Housing Services – Focus on homelessness

St. Stephen's – Focus on homelessness

Urban Homeworks – Affordable housing developer for low-income renters and homeowners

Hennepin County, MN

Community Action Partnership of Hennepin County – Social services

Community Mediation & Restorative Services, Inc. – Focus on mediation
Community Stabilization Project – Community organizing and advocacy
Greater Metropolitan Housing Corporation – Focus on homeownership
Greater Minnesota Housing Fund (GMHF) (Serves Minnesota) – Affordable housing lender
Housing Justice Center (Headquartered in Minnesota; National organization) – Provides legal services in support of tenant and advocacy organizations, public and private housing funders, owners, developers, and policymakers
HousingLink – Web-based housing information provider
International Institute of Minnesota – All services directed at refugees
Landbank Twin Cities – Partner with nonprofits, government, and developers to secure property for development of affordable housing
Lutheran Social Service of Minnesota – Collaborate with housing developers and property owners; Provide rent assistance and subsidized housing programs
Minnesota Housing Partnership – Focus on community planning and development, policy, and research
Neighborhood House – Social services; Focus on homelessness
West Side Community Organization – Community organizing and advocacy; Focus on wide range of issues

Cincinnati, OH

Communities United for Action (CUFA) – Community organizing; Focus on wide range of issues
Madisonville Education & Assistance Center – Emergency financial assistance; Focus on education
Mercy Housing (National organization) – Affordable housing developer and property manager
New Foundations Recovery Housing – Provider of transitional housing
Over-the-Rhine Community Housing – Provider of affordable housing and transitional employment
Preservation of Affordable Housing (POAH) (National organization in 11 cities and D.C.) – Affordable housing developer, owner and operator

Hamilton County, OH

Affordable Housing Alliance of Central Ohio – Advocacy
The Apartment Association Outreach – Financial assistance for rent costs, food, and other basic needs
Bethany House Services – Focus on homelessness
Catholic Charities Diocese of Covington – Social services
Community Action Agency Cincinnati & Hamilton County – Social services
Greater Cincinnati Homeless Coalition – Focus on homelessness
Habitat for Humanity Greater Cincinnati – Focus on homeownership
The Home Ownership Center of Greater Cincinnati, Inc. – Focus on homeownership
Jewish Family Service of Cincinnati – Social services
Legal Aid Society of Greater Cincinnati – Legal services

Local Initiatives Support Corporation (LISC) Greater Cincinnati & Northern Kentucky – Organize and advocate; Invest in equity- and community-oriented housing, business, and infrastructure

Neighborhood Housing Services of Hamilton, Inc. – Focus on homeownership

New Housing Ohio (Serves Ohio) – Affordable housing developer and property manager; Provides resident support services

Santa Maria Community Services – Social services

Talbert House – Social services

Cleveland, OH

The Legal Aid Society of Cleveland – Legal services

Cuyahoga County, OH

Council for Economic Opportunities – Focus on early childhood education and family economic self-sufficiency

Front Steps Housing and Services – Focus on homelessness

Buffalo, NY

Broadway-Fillmore NHS, Inc. – Affordable housing provider

Gerard Place – All services directed at homeless women and their children

Heart of the City Neighborhoods, Inc. – Affordable housing developer

Legal Aid Bureau of Buffalo, Inc. – Legal services

NeighborWorks Community Partners (National organization) – Focus on homeownership

Rental Assistance Corporation of Buffalo – Serves landlords and tenants; Subcontracted to administer Section 8 housing programs as nonprofit entity

Volunteer Lawyers Project – Legal services

Eric County, NY

Belmont Housing Resources for WNY, Inc. – Focus on first-time homebuyer education and resources

Catholic Charities of Buffalo – Social services

Community Action Organization of Western New York – Focus on poverty

Erie County Fair Housing Partnership – Fair Housing education

Greater Buffalo Community Housing Center – Focus on housing search assistance and resources to participants of Erie County's Section 8 Housing Choice Voucher programs

Homeless Alliance of Western New York – Focus on homelessness; Administer Homeless Management Information System

Neighborhood Legal Services, Inc. – Legal services

Peaceprints – Focus on re-entry services

Western New York Veterans Housing Coalition, Inc. – All services directed at veterans

YWCA – Provides transitional housing and resident support services; All services directed at women and their children

New York City, NY

The Actors Fund Housing Resource Center (National organization) – All services directed at people in entertainment industry

The Advocacy Institute – Advocacy; Focus on wide range of issues

Aquinas Housing Corporation – Developer of affordable housing and community economic development initiatives

Breaking Ground – Affordable housing provider; Focus on homelessness

Bowery Residents' Committee – Focus on homelessness

Center for NYC Neighborhoods – Focus on homeownership

Center for Urban Community Services – Focus on homelessness

Coalition for the Homeless – Focus on homelessness

Community Access, Inc. – All services direct at individuals with mental health concerns

Community Service Society – Advocacy; Focus on wide range of issues

Community Voices Heard (Several offices across U.S.) – Advocacy

CSH (Headquartered in New York City; Serves communities across the U.S.) – Affordable housing developer

The Fuller Center of Greater New York City – Focus on homeownership

The Gateway Family YMCA – Social services; Focus on homelessness

Goddard Riverside Community Center – Social services; Focus on homelessness

Habitat for Humanity New York City – Focus on homeownership

Harlem Congregations for Community Improvement, Inc. – Social services

Housing Rights Initiative New York – Class-action legal services

Legal Services NYC (Serving all five boroughs with multiple locations) – Legal services

Local Initiatives Support Corporation (LISC) New York – Organize and advocate; Invest in equity- and community-oriented housing, business, and infrastructure

Met Council On Housing – Tenants' rights education

Mutual Housing Association of NY – Affordable housing developer

Nazareth Housing – Focus on homelessness

Neighborhood Housing Services of New York City – Focus on homeownership

New Destiny Housing – Focus on homelessness

New York Legal Assistance Group – Legal services

New York Peace Institute – Mediation services

NYC Housing Partnership – Nonprofit intermediary for development and preservation of affordable workforce housing

People Against Landlord Abuse & Tenant Exploitation (P.A.'L.A.N.T.E.) – Aids communities in establishing tenant associations

Right to Counsel NYC Coalition – Community organizing and advocacy

Services for the Underserved – Affordable housing provider; Focus on homelessness

Settlement Housing Fund, Inc. – Affordable housing developer

Tenants & Neighbors (Headquartered in New York City; Serves New York) – Community organizing and advocacy

Bronx County, NY

BronxWorks – Social services; Focus on homelessness

Long Island Housing Services, Inc. – Focus on homeownership; Only rental housing client directed service is landlord-tenant counseling

Neighborhood Association for Inter-Cultural Affairs – All services directed at individuals impacted by homelessness

Northwest Bronx – Community organizing and advocacy; Focus on wide range of issues

Phipps Houses – Affordable housing provider; Provide resident support services

Brooklyn, NY

Brooklyn Community Housing & Services – Focus on homelessness

CAMBA, Inc. – Social services

IMPACCT Brooklyn – Homeowner services, financial education, affordable housing development, community organizing, lead abatement, social services, economic development

Queens County, NY

Margert Community Corporation – Focus on homeownership

Neighborhood Housing Services of Jamaica, Inc. – Focus on homeownership

Richmond County, NY (Staten Island)

Catholic Charities – Social services

Legal Aid Society: Staten Island Office – Legal services

Sisters of Charity Housing Development Corporation – Affordable housing developer, property manager, and owner; Provide resident support services

Pittsburgh, PA

Action Housing – Affordable housing developer; Focus on homeownership

Bethlehem Haven – Focus on homelessness

Hazelwood Initiative – Offer affordable rental housing, homeownership, and employment assistance programs

Housing Alliance of Pennsylvania (Western PA Office in Pittsburgh) – Focus on advocacy, technical assistance to supporting nonprofits, and research

Northside Coalition for Fair Housing – Resident-focused community development organization

Pittsburgh United – Advocacy

Rebuilding Pittsburgh Together – Focus on homeownership

Urban League of Greater Pittsburgh – Administers rental assistance, though services directed at African American community

Allegheny County, PA

Fair Housing Partnership of Greater Pittsburg – Fair Housing discrimination reporting and assistance

HEARTH – Focus on homelessness

Neighborhood Legal Services (Serve multiple counties) – Legal services

Regional Housing Legal Services – Legal services, training, and technical assistance to nonprofits assisting low-income clients on housing and utility related issues; Policy analysis

Austin, TX

Accessible Housing Austin – Focus on accessibility
Austin Clubhouse – Focus on employment
Austin Habitat for Humanity – Focus on homeownership
Austin Housing Coalition – Advocacy (Engaging nonprofits, property owners, and residents)
Austin Housing Conservancy – Equity fund focused on preservation of workforce housing
Building and Strengthening Tenant Action (BASTA!) – Community organization
Caritas of Austin – Focus on homelessness; Social services
Echo – Focus on homelessness
Front Steps – Focus on homelessness
Green Doors – Focus on homelessness
Housing Opportunities for Musicians and Entertainers (HOME) – Financial assistance directed at housing musicians and entertainers
HousingWorks Austin – Research and advocacy
Mary Lee Foundation – All services directed at people with special needs
Mercy House – Affordable housing developer, financier, and property manager
MICAH House – Focus on homelessness
Mobile Loaves & Fishes – Focus on homelessness
Naomi Rising – All services directed at single mothers
Project Transitions – All services directed at those diagnosed with HIV and AIDS
Saint Louise House – All services directed at single mothers
St. Vincent de Paul – Focus on transitional housing
Texas RioGrande Legal Aid (Housing Group) – Legal services

Travis County, TX

Austin Area Urban League – Administers two housing programs, though services directed at African American community
Foundation Communities – Affordable housing developer, owner, and operator; Provides resident support services
Texas State Affordable Housing Corporation – Focus on homeownership

Seattle, WA

HomeSight – Focus on homeownership
Mary's Place – Focus on homelessness
Neighborhood House – Social services
Plymouth Housing – All services directed at those impacted by homelessness
The Salvation Army Seattle Social Services – Social services
Seattle YMCA – Focus on rapid rehousing and transitional housing; Provide resident support services
Solid Ground – Offers educational programming about rental housing; Social services
Washington Low-Income Housing Alliance – Education, community organizing, advocacy
Wellspring Family Services – Social services

King County, WA

Attain Housing – Transitional housing provider

Bellwether Housing – Affordable housing developer

Byrd Barr Place (Serves Washington) – Social services

Catholic Community Services & Catholic Housing Services (Serves Western Washington across 12 locations) – Social services

Compass Housing Alliance – Affordable housing, transitional housing, and emergency funding provider

King County Bar Housing Justice Project – Focus on homelessness

Low-Income Housing Institute (Serves Washington) – Affordable housing developer, owner, and operator; All services directed at formerly homeless populations

Muslim Housing Service – Focus on rapid rehousing and transitional housing; Provide resident support services

Tenants Union of Washington State (Headquartered in Seattle; Serves multiple counties) – Education, community organizing, advocacy

Vision House – Focus on homelessness

Appendix C

Innovative Organizations & Initiatives to Address Affordable Rental Housing Needs

California

Alameda County, CA administered [program launched in December 2020 to incentivize property owners to use vacant rental properties for those impacted by homelessness.](#)

[Alliance of Californians for Community Empowerment \(ACCE\) Oakland Chapter](#) – Community organizing and advocacy organization focused on housing justice, community investment, worker justice. Helped facilitate the establishment of the City of Oakland Department of Race and Equity.

[Bay Area Community Land Trust](#) – Focused on creating permanently affordable, resident-run housing cooperatives.

[California Housing Partnership](#) (Offices in other locations across California) – Supports development of affordable housing for low-income populations through provision of housing finance technical assistance, policy, and research to nonprofit and public partners.

[California Reinvestment Coalition](#) (Headquartered in San Francisco) – Organize banks and other corporations to invest and conduct business in communities in a just and equitable manner. Coalition members are asked to endorse the CRC code of conduct:
<https://calreinvest.org/about/code-of-conduct/>

[Code Enforcement Outreach Program](#) (CEOP) – City & County of San Francisco collaboration with five area nonprofits. Established 20 years ago, CEOP provides support to tenants, owners and the Department of Building Inspection, so that the City and the community can work together to bring rental housing into code compliance.

[CoopNetwork](#) – A project of Bay Area Community Land Trust that supports and promotes housing co-ops.

[Council of Community Housing Organizations](#) – Nonprofit coalition of 24 community-based housing developers and tenant advocates with a collective longstanding mission to foster the development of permanently affordable low-income housing in San Francisco, under community control and through non-speculative means of ownership, with adequate provisions for tenant services and empowerment.

[Northern California Land Trust](#) – Advocates for expanded land trust support via local, state, and national cooperative land trust networks; sells affordable homes and rents affordable apartments to low-income individuals; leases offices and homes to nonprofit organizations, cooperatives and co-housing communities; provides consultation and training services to new and established housing organizations; operates as full service real estate brokerage; offers Community Co-Ownership Initiative education and training.

- The Community Co-Ownership Initiative is a partnership between the Northern California Land Trust and the People of Color Sustainable Housing Network (POCSHN), along with other members of the Bay Area CLT Consortium (BACCLT) to diversify and expand access to shared ownership and resident controlled housing through leadership training, development of new financing tools, and technical support. The partnership leverages the technical expertise and stewardship knowledge of NCLT with the broad reach and engagement of POCSHN’s diverse grassroots membership.

[Tenants Together](#) (Headquartered in San Francisco) – California’s only statewide renters’ rights organization, Tenants Together works to improve the lives of California’s tenants through capacity-building, movement-building, and statewide advocacy.

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Colorado

[Brothers Redevelopment](#) – A Denver-based nonprofit organization that provides housing and a variety of housing-related services for the region’s low-income, elderly and disabled residents. Brothers develops and manages affordable housing communities, provides home modification and repair services, homebuyer education and counseling, and comprehensive senior services to enable seniors to age in place. Through the Landlords Opening Doors Campaign, Brothers Redevelopment is also recruiting landlords in 29 counties to rent to residents in transition — those recovering from health problems and leaving rehabilitation. These tenants and Brothers have the backing of one of the state’s strongest safety-net programs, Colorado Choice Transitions, which assists select members of Health First Colorado (Colorado’s Medicaid program). Colorado Choice Transitions provides home- and community-based services that enable elderly, blind, physically or developmentally disabled Medicaid clients, as well as some receiving mental health care, to make the transition to independent living after institutional care, such as skilled nursing facilities or long-term and short-term rehabilitation facilities.

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Indiana

[Housing4Hoosiers Program](#) of [Prosperity Indiana](#) (Indiana Association for Community Economic Development) – A web-based affordable housing resource to promote educational information about housing options, and tenant and landlord rights and responsibilities in Indiana.

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Minnesota

[City of Minneapolis 4d Affordable Housing Incentive Program](#) – Preserves affordable homes in Minneapolis by helping apartment building owners obtain property tax reductions if they agree to keep 20% or more of their rental units affordable. The program also helps owners make

existing buildings greener through cost sharing for energy efficiency improvements and solar installations.

[The Minnesota Multi Housing Association \(MHA\)](#) – Founded in 1967 to promote the highest standards in the development, management and maintenance of rental and owner-occupied multi housing. Members include the state's largest apartment management companies, developers, common interest communities, and providers of related products and services, the majority of members own or manage fewer than 20 units each. Governed by the Board of Directors, all members of the Minnesota Multi Housing Association commit themselves to the ethical principles and standards of MHA Code of Ethics.

[Noah Impact Fund](#) – Preserving existing “Naturally Occurring Affordable Housing” by connecting developers and owner-operators with social impact investors.

- Minnesota Preservation Plus Initiative (MPPI) is a collaborative which includes the Family Housing Fund (FHF), the Greater Minnesota Housing Fund (GMHF), and the Minnesota Housing Finance Agency (Minnesota Housing), and is one component of a multi-year grant under the Minnesota Preservation Plus Initiative (MPPI) funded by the MacArthur Foundation. MPPI is a community-wide approach to stewardship, focused on real estate ownership and management.

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New York

[Community Assisted Tenant Controlled Housing, Inc. \(CATCH\)](#) – Transforms distressed buildings across New York City into affordable, resident-controlled housing. At the invitation of residents, local politicians, non-profit agencies, or the city, CATCH arranges and oversees the rehabilitation of abandoned or dilapidated buildings. Rather than taking title to these buildings directly, CATCH typically puts them under the ownership of a neighborhood-based mutual housing association (MHA).

[JustFix.nyc](#) co-designs and builds tools for tenants, housing organizers, and legal advocates fighting displacement in New York City. Their goal is to augment, not replace, the support systems and resources that work to keep tenants in their homes and communities. JustFix.nyc leverages technology to break down the barriers of a bureaucratic and imbalanced housing system, and accelerates the goals of the tenant movement to end displacement and provide housing for all.

[New Destiny Housing Corporation Online Housing Resource Center](#) – A comprehensive web-based housing resource center for New York City residents providing information on emergency shelters, available affordable apartments, transitioning from one subsidized unit to another, eviction prevention, rent subsidy programs, an overview of the NYC Housing Authority housing and services, common obstacles, and resource lists.

[RiseBoro Community Partnership](#) – Low-income affordable housing developer, property manager, and supportive services provider. Offers [Landlord Ambassadors Program](#) which

aims to stabilize the physical and financial health of small-and medium-sized multi-family buildings by providing building owners with essential support navigating the process of applying for financing from the New York City Department of Housing Preservation and Development (HPD). Through RiseBoro's Landlord Ambassador Program, building owners who are striving to preserve the affordability of their units can access: assistance navigating housing preservation resources, technical support concerning tax liens, support securing capital to fund building upgrades.

[Urban Homesteading Assistance Board](#) – Building community-controlled affordable housing through cooperation by organizing tenants, generating coop reports, training, co-op services and support, and developing affordable housing.

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Ohio

[Comprehensive statewide housing website and resource list](#) hosted by Ohio Housing Finance Agency, Ohio Department of Health, and Ohio Department of Medicaid.

[Emerald Development and Economic Network, Inc.](#) – Nonprofit developer, operator, and administrator of affordable housing and resident support programs, and provider of housing assistance programs that allocate rental assistance funds directly to landlords.

[Landlord and tenant aligned advocacy effort for emergency assistance in pandemic](#) as reported by [Coalition of Homelessness and Housing in Ohio](#) (Headquartered in Columbus, OH).

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Texas

[Austin Affordable Housing Corporation \(AAHC\)](#) – Established in 2003 as a nonprofit subsidiary of the Housing Authority of the City of Austin to ensure and preserve quality, affordable housing opportunities for low- to moderate-income families in Austin as well as provide financial literacy and homeownership opportunities. AAHC created a separate nonprofit 501(c)(3) in 2009 that serves as a community land trust for homeownership, The Equity CLT program, which is open to qualifying public housing residents of HACA.

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Washington

[A Regional Coalition for Housing \(ARCH\)](#) – A partnership of the County and East King County Cities which have joined together to assist with preserving and increasing the supply of housing for low- and moderate-income households in the region. ARCH assists member governments in developing housing policies, strategies, programs, and development regulations; coordinates the

cities' financial support to groups creating affordable housing for low- and moderate-income households; and assists people looking for affordable rental and ownership housing.

[Eviction Resolution Pilot Program](#) as promoted by the Washington Landlord Association – Six counties have been chosen to participate in the pilot Eviction Resolution Program (ERP). Each ERP will operate in accordance with the enabling order from the Washington State Supreme Court, and a standing order of the local superior court. Orders require landlords to undertake efforts to engage tenants in pre-filing resolution efforts including direct negotiation, facilitated conciliation services, and, upon agreement of both parties, formal mediation provided by the participating Dispute Resolution Centers. Dispute resolution centers (DRCs) are nonprofit public service organizations and were established by the Washington State Legislature in 1984 to provide avenues for the successful and informal resolution of disputes.

[Housing Connector](#) – Partner with property owners and managers to lower barriers to housing and increase King County region's affordable housing capacity. Housing Connector offers service providers exclusive access to listing platform and units with reduced barriers for their clients; streamlines search and housing processes by allowing for filtering and matching of units that meet client needs; provides support to nonprofits and clients to cover unforeseen financial costs; negotiates leases and acts as point-of-contact for property owners as issues arise.

[Housing Development Consortium](#) – 190+ member organizations spanning public, private, and nonprofit sectors, including all major nonprofit housing developers in King County as well as financial institutions, consultants, architects, building contractors, attorneys, accountants, service providers, local housing authorities, and government agencies. Members collaborate on issues of funding, policy, and community priorities. HDC also provides advocacy leadership for effective public policies, adequate resources, and reasonable regulatory environments to increase the public good of affordable housing.

Appendix D
Helpful Rental Housing Solutions Research & Resources
(Beyond Search Parameters)

[Cluster Community Services Housing Resource Center](#)

Located in Yonkers, NY, in Westchester County, the Housing Resource Center provides services that educate tenants, prevent eviction, end homelessness, and improve living conditions for singles and families. For over 20 years, they have assisted households with a wide range of services, including: professional guidance to prevent evictions, code enforcement for improved housing conditions, emergency assistance for displaced families, tenant education and training, and short-term financial assistance with intensive case management for qualifying households. The Center is funded by grants from the City of Yonkers, Westchester County, and New York State. All services are available in English and Spanish, and free of charge for low-to-moderate income residents of Yonkers only.

[Local Housing Solutions](#)

(Web-based resource developed in 2018 through the National Community of Practice on Local Housing Policy, a project of the New York University's Furman Center and Abt Associates)

[Local Housing Solutions Resource List](#)

Minnesota Preservation Plus Initiative (MPPI)

[The Space Between: Realities and Possibilities in Preserving Unsubsidized Affordable Rental Housing](#)

National Community Action Partnership

[2019 Booklet on Economic and Housing Development Projects Implemented by CAAs across the Country](#)

National Resource Network

(Consortium of five organizations: Enterprise Community Partners, HR&A Advisors, International City/County Management Association, New York University's Robert F. Wagner Graduate School of Public Service and the Public Financial Management Group)

[2016 Case Studies and Strategies for Serving Diverse Renter Populations](#)

PolicyLink

[2015 Report on Housing Solutions for Oakland, CA](#)

Terner Center for Housing Innovation at UC-Berkley

[2020 Plan to Keep Renters Housed through Covid-19 Recovery](#)

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