





City of Lawrence  
Outside Agency Funding  
**APPLICATION**

**General Information:** Each year, the City Commission considers requests for the allocation of dollars to a number of agencies that provide services benefiting the Lawrence community. The decision on funding a request will be made during the City's annual budgeting process. The decision will be based upon the availability of funds, the need demonstrated through the agency's application, the stated objectives of the applicant's program, past performance by the agency in adhering to funding guidelines (as appropriate), and the ability to measure progress toward the program objectives.

PLEASE NOTE THAT FUNDS WILL BE DISBURSED ACCORDING TO THE FOLLOWING SCHEDULE UNLESS OTHERWISE AGREED TO IN WRITING:

- FIRST HALF OF FUNDS WILL NOT BE DISBURSED BEFORE APRIL 1
- SECOND HALF OF FUNDS WILL NOT BE DISBURSED BEFORE OCTOBER 1

**Instructions:** Applications for 2010 funding must be complete and submitted electronically to the City Manager's Office at [ctoomay@ci.lawrence.ks.us](mailto:ctoomay@ci.lawrence.ks.us) by the deadline of 5:00 pm on Friday, May 8, 2009.

**Questions?** Contact Casey Toomay, Budget Manager at [ctoomay@ci.lawrence.ksu.s](mailto:ctoomay@ci.lawrence.ksu.s) or at 785-832-3409.

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**Section I. Applicant Information**

Legal Name of Agency: Housing and Credit Counseling, Inc. (HCCI)  
Tenant Landlord Counseling and Education  
Name of Program for Which Funding is Requested: Program  
Primary Contact Person: Robert Baker  
Address: 2518 Ridge Court, Suite 207, Lawrence, KS 66046-4079  
Telephone: 785-749-3528 Fax: 785-234-4289  
Email: rbaker@hcci-ks.org

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**Section 2. Request Information**

- A. Amount of funds requested from the City for this program for calendar year 2010: \$19,000
- B. Will these funds be used for capital outlay (equipment or facilities) in 2010? If so, please describe:  
No
- C. Will these funds be used to leverage other funds in 2010? If so, how:  
Yes, Lawrence CDBG and United Way funds are jointly used with the City of Lawrence General funding to leverage funds from HUD through grant proposals for Local Housing Counseling (HUD Local) and for Fair Housing Initiatives (HUD FHIP).

D. Did you receive City funding for this program in 2009? If so, list the amount and source for funding (i.e. General Fund, Alcohol Fund, etc.):

Yes: \$17,100 from General Fund and \$25,000 from CDBG.

E. If you are requesting an increase in funding over 2009, please explain exactly how the additional funds will be used:

No increase is requested at this time.

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**Section 3. Agency and Program Budget information**

A. How many paid full time employees work for your agency? 8 Volunteers? 20

B. What percent of your total 2009 budget goes to employee salaries and benefits? 82%

C. What percent of your total 2009 budget is used for operating expenses? 18%

D. What is the total estimated cost to provide the program in 2010? 67,253

E. What percent of 2010 program costs are being requested from the City? 25%

F. List other anticipated sources of funding and funding amount for this program in 2010:

<u>Anticipated Funding Source</u>	<u>Dollar Amount</u>
CDBG - Lawrence	\$25,000
United Way of Douglas County	11,500
Ross Grant	2,500
Lawrence Douglas County Housing Authority	5,000

TOTAL 2010 PROGRAM BUDGET \$67,253

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**Section 4. Statement of Problem/Need to Be Addressed By Program**

A. Provide a brief statement of the problem or need your agency proposes to address with the requested funding and/or the impact of not funding this program. The statement should include characteristics of the client population that will be served by this program. If possible, include statistical data to document this need.

U.S. Census Quick Facts indicates 54% of the Lawrence housing stock is rental units. Stable and affordable rental housing is critical to the well being of Lawrence as a community. HCCI's Tenant-Landlord (TLL) counseling and education program provides a service that is not available from any other agency or non-profit organization in Lawrence. The TLL Program helps the community strengthen neighborhoods and reduce problems that affect housing stability. Issues addressed include:

- substandard maintenance,
- evictions,

- nonpayment of rent for a variety of reasons,
- security deposit returns,
- availability of accessible housing after an accident or illness,
- drug use by roommates or neighbors,
- special circumstances to consider for mobile home parks,
- senior landlords who are being bullied, and
- issues related with out-of-town landlords who are not cognizant of local or state housing laws.

Lawrence's *Step Up to Better Housing Plan* details income levels and housing stock conditions and identifies HCCI as an expert resource and partner.

The issue of homelessness is reduced when consumers are well-educated about rental housing responsibilities. Neighborhoods are stabilized as families and landlords have access to crisis counseling provided by HCCI.

Rental properties inevitably contribute to declining or improving neighborhoods. It is critical that properties in traditional and new neighborhoods are stable and well maintained. HCCI resources educate and counsel both tenants and landlords about responsibilities and maintenance of properties.

Citizens participating in homeless and transitional programs rely on a public service network to support their permanent housing goals. HCCI has data, from actual counsels, about the conditions Lawrence clients face. In 2008, over 90% of the households assisted by this program were low income and 34% were minorities. Similar numbers are expected to be served in 2009.

Referrals came from friends/family, City of Lawrence, Lawrence Douglas County Housing Authority, Douglas County Legal Aid, Student Legal Services, Haskell Indian Nations, Attorney General's Office, Better Business Bureau and others.

Education program partners include USD 497, Van Go Arts, Independence Inc, Cottonwood, Centro Hispano, Lawrence Douglas County Housing Authority, The Health Department WIC program, City of Lawrence Landlord Seminar and City of Lawrence Fair Housing Month Fair. Community issues the HCCI counselors assisted with included educating landlords and tenants about issues related to renting to persons with disabilities, life skills training for homeless persons, and training for prospective tenants and Section 8 participants in cooperation with the Lawrence-Douglas County Housing Authority.

B. How was the need for this program determined?

HCCI's Tenant/Landlord Counseling and Education Program addresses needs that are parallel with the City's strategy as outlined in *Step Up to Better Housing* and is named as a key service throughout Lawrence's Consolidated Plan including special needs/homeless population partner. Tenant-Landlord counseling is HCCI's longest-running program. HCCI has offices in Topeka, Lawrence, Manhattan and Emporia. Topeka is the largest service area for HCCI and Lawrence is the second largest service area.

C. Why should this problem/need be addressed by the City?

The services HCCI provides are an essential part of the “package” of services in Lawrence to help both residents and neighborhoods. Rental counseling serves one compelling issue but the underlying causes of the problem can be related to a need for cash assistance, counseling, job training, emergency housing and other assistance.

Tenant/Landlord Counseling has been identified as a critical service in Lawrence. HCCI fits into the federal performance measurement framework in many ways by striving to help clients to help themselves through one-on-one counseling and education. HCCI assists the community with enhancement of suitable living environments, creating decent housing, and providing economic opportunity.

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#### **Section 4. Description of Program Services**

- A. Provide a brief description of the service you will provide and explain how it will respond to the need you identified in Section 3. The description should include how many clients will be served, and should describe as specifically as possible the interaction that will take place between the provider and the user of the service.

HCCI’s Tenant-Landlord program helps people help themselves to secure adequate, safe, affordable and equitable rental housing through counseling, support, education and mediation. Historically, about 88% of clients served report low-moderate income.

In calendar year 2009 HCCI has a strategic plan to:

1. provide counseling to approximately 500 consumers,
2. develop and present 17 community education programs,
3. continue active participation in partnerships that develop affordable housing units and concentrate on moving homeless individuals and families from shelters to homes.

HCCI’s Tenant-Landlord Counseling services are available every day from 8:00-5:00. Persons using the HCCI TLL service typically telephone HCCI to ask their questions. HCCI counselors typically respond to telephone calls within a 24 hour period if they cannot respond on the same day the inquiry was made. HCCI has 1.7 counselors serving the public directly from the Lawrence HCCI office located in the Douglas County United Way building and from 2 other counselors in Topeka who are providing daily telephone call-back service in response to inquiries. Specific resource referrals are also offered as needed.

When an individual contacts HCCI, they are entered into the HCCI database as a client and are only counted one time regardless of how frequently they may contact HCCI for assistance about that particular issue.

HCCI’s preventive education services are targeted for low-income, homeless and other at-risk groups. The programs teach basic life skills essential for renters to be successful as tenants and for landlords to maintain rental units that contribute to the stability of the community.

Programs for tenants include:

- basic rights, responsibilities, appropriate behavior and communication skills;
- affordable housing options.

Programs for landlords and the public provide information about the rental application and screening process including:

- fair housing law,
- appropriate maintenance,
- drug and behavior issues,
- landlord's rights and responsibilities regarding entry to the rental unit and
- tenant evictions.

In the past HCCI has presented programs at SRS Full Citizenship, City of Lawrence Landlord Seminar, The Landlords of Lawrence Association and the Salvation Army. HCCI is very willing to develop and present programs for these groups and others.

HCCI prioritizes involvement with programs and partnerships to offer more extensive life skills and homeless prevention programs. (See next section for details.)

B. Describe any efforts your agency has made to explore the community to determine if there are any other agencies providing similar types of services. What efforts have you made to coordination services?

There are no other agencies in Douglas County providing Tenant-Landlord Counseling and Education or the related services that HCCI provides.

HCCI actively participates in Landlords of Lawrence and City Human Relations and Planning and Development concerns related to rental housing counseling and education. HCCI also partners in services with USD 497, Cottonwood, the Lawrence Douglas County Housing Authority E Connection, Success by Six, Independence Inc. - Full Citizenship and others as needed to provide services. HCCI counselors work in an ombudsman role for other City services such as code enforcement and fair housing enforcement.

In addition to the services made possible through the funding of CDBG, HCCI conducts a regular series of classes in coordination with LDCHA as part of the ROSS Homeownership Support Services. This work assists public housing tenants interested in pursuing homeownership and provides a series of mandatory Renter Preparation classes for all applicants to LDCHA for Section 8 or Public Housing. HCCI was a committed lead partner in developing the former Homeless to Housed (H2H) partnership with the Landlords of Lawrence, the Salvation Army and the City for a combination transitional housing, client support and education program. HCCI provided the well-received H2H educational series. The education and counseling service HCCI provided paved the way for homeless or doubled up individuals or families that have barriers to obtaining steady safe and habitable housing to be matched with willing landlords needing to fill available units.

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## **Section 5. Program Objectives**

Please provide three specific program objectives for 2010. Objectives should demonstrate the purpose of the program and measure the amount of service delivered or the effectiveness of the services delivered. A time frame and numerical goal should also be included. Examples include, "75% of clients receiving job training will retain their job one year after being hired," "increased fundraising efforts will result in a 15% increase in donations in 2010," "credit counseling services will be provided to 600 clients in 2010," "new

digital arts program will serve 275 students in 2010” etc. **Applicants will be expected to report their progress toward meeting these objectives in their six month and annual reports to the City.**

Program Objectives

1. 90% of clients receiving Tenant-Landlord Counseling will report they learned something new.
2. 90% of clients counseled will report they feel more confident regarding their ability to handle their housing related issues.
3. 80% of clients counseled will report, through follow-up contact by HCCI, that they have taken steps toward meeting their goals regarding housing issues.

**Please return completed application electronically to [ctoomay@ci.lawrence.ks.us](mailto:ctoomay@ci.lawrence.ks.us) by 5:00 pm on Friday, May 8, 2009.**

**Office Use Only**

six month report received  
annual report received:

yes  no  
 yes  no

audit received:  
tax return received:

yes  no  
 yes  no

Housing and Credit Counseling, Inc.  
Tenant-Landlord Program  
FY 2010 Budget  
City of Lawrence 2010 RFP

**REVENUE**

CDBG	\$	25,000
Lawrence General Fund	\$	17,100
United Way	\$	11,500
HUD		
ROSS	\$	2,500
LDCHA	\$	5,000
<b>TOTAL</b>	<b>\$</b>	<b>61,100</b>

**EXPENSES**

Professional/Clerical Salaries/Frin	\$	55,295
Contractual (Accounting, Audit, e	\$	4,078
Travel - local	\$	135
Travel - training	\$	635
Supplies	\$	538
Telephone	\$	1,351
Printing & Postage	\$	2,518
Insurance/Bonding	\$	644
Dues	\$	45
Rent	\$	1,925
Equipment	\$	90

**TOTAL** **67,253**