

Duplication of Services?

Tenant Resource Center (Housing Help Desk) Comparison to Community Action Coalition Coordinated Assessment/Housing Crisis Hotline

	Tenant Resource Center Housing Help Desk	Community Action Coalition - Coordinated Assessment or Housing Crisis Hotline
Amount of funding	\$95,000 (Received \$98,000 in 1998 for same services)	\$146,900
Funded by	County	City
Type of project	Performing services at the Job Center since 1998	Pilot project
People served	<ul style="list-style-type: none"> - 10 year average - 7,517 - 2012 (cut to half time) 4,489 (60+% of when full time) <p>Key Outcomes from contract:</p> <ul style="list-style-type: none"> - 200 intake interviews for housing mediation services - To have an initial success rate of 80% in mediations between landlords and tenants - To provide housing counseling to 700 households - To provide information and referral to 6,000 individuals 	<ul style="list-style-type: none"> Proposed to serve a total of 450 persons (information and referral for callers who identify a housing crisis) - Proposed to serve 200 people thorough formal assessment - 100 people diverted from shelter - 50 people will leave shelter for stable housing
Targeted clients	Low income households living in Dane County and persons pending eviction in Dane County - no specific eligibility guidelines	<ul style="list-style-type: none"> - Single adults or families with children who have been homeless six months or less (Rapid Re-housing) - Shelter diversion for homeless who are not part of the pilot population - Homelessness Prevention for who are imminently at risk of losing their nighttime residence
Languages spoken	English, Spanish, Hmoob	English
Languages materials produced in	English, Spanish (Hmoob traditionally not written, oral communication is the choice of communication by our targeted population)	English
Eviction Prevention Dollars	<p>"\$5,000 is for assisting individuals with Housing Crisis funds. These eviction prevention funds are discretionary, and must be used to assist individuals for rent. The maximum amount per individual is \$50.00. And individual may be eligible to access these funds one time every 12 months."</p> <p>This is leveraged with \$10,000 average in fundraising from Tenant Resource Center.</p>	None funded through this grant, though they hold a vast majority of the eviction prevention funds in Dane County.
Goal/Outcomes	Primary goals of these services are to prevent eviction and to preserve the relationship of landlords and tenants through mutually agreed upon resolutions	<ul style="list-style-type: none"> - Shelter Diversion (I & R - landlord/tenant mediation, conflict resolution and helping explore other options) - Homelessness Prevention (I&R - assisting group to maintain their current housing if they are in a safe place and/or find appropriate housing without experiencing a period of homelessness) - Rapid Re-housing (I&R and Assessment - connect these households to housing as quickly as possible and shorten the average length time that households are homeless)

Location Services Provided	The Tenant Resource Center is located at 1202 Williamson St. The Small Claims Court is located at 215 S. Hamilton, and the Dane County Job Center is located at 1819 Aberg Ave.	<ul style="list-style-type: none"> - Phone services only - no walk-ins. - "decision to add a drop-in location for intake and assessment will be made jointly with CAC and the City)" - For those literally homeless for 6 months or less "Caseworkers will meet . . . at locations that are convenient but that provide confidentiality for the person in crisis."
Delivery of Services Method	<ul style="list-style-type: none"> - Phone (return call in 24 hours when possible) - email - walk in M - F 10:00 - 2:00 (Job Center) - walk in M - F 9:00 - 6:00 (Williamson St.) - walk in T 8:00 - 3:00 (Small Claims Court) 	<ul style="list-style-type: none"> - Phone (return call in 24 hours when possible) - email
Hours of operation	Housing counseling is available by phone Monday - Friday from 9 am to 6pm. Small Claims Court eviction hearings are staffed Tuesday from 8:00am to 3:00 pm. The Job Center housing desk is open Monday through Friday from 10:00am to 2:00pm	M - F 9 - 5, for full assessments for people literally homeless for six months or less "Caseworkers will meet with participants in the evenings or weekends"
Additional Services Provided under these contracts (not specifically mentioned above)	<ul style="list-style-type: none"> - Weekly vacancy list - Housing Counseling for people outside the City of Madison - Flexible Landlord list, less expensive motel list, emergency and transitional housing lists (single men, single women, families), subsidized housing list (Section 42 and subsidized housing) - Maintain above information on the website 	<ul style="list-style-type: none"> - Income assessment for monthly income, mainstream benefits (W-2, Food Share, BadgerCare) and other resources - Assistance applying for benefits - Development of a universal assessment tool (with Continuum of Care Board and Homeless Services Commission) - Provides updates to 2-1-1 for application processes, waiting lists and hours for all homeless services - Updated 211 website - Enter clients into State homeless services tracking services - Marketing the new hotline number and email - Reports to Homeless Services Consortium and Continuum of Care Board of Directors for evaluation of the pilot program