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**City of Madison Community Development Block Grant Committee Agency Questions
Access to Community Resources—Informational Services**

Question: There is insufficient narrative to review this application. Please provide complete text for the goals and objectives of the program.

Proposed Program Contract Goals:

In all, an estimated 400 individuals will receive direct fair housing services.

The proposed activities have two service goals:

i) Fair housing enforcement services will provide victims of illegal housing discrimination increased access to legal remedies, counseling on fair housing rights and access to testing.

ii) Madison residents who receive fair housing educational, technical assistance, and information and referral services will have increased knowledge of fair housing rights and increased ability to seek appropriate resources for fair housing and non-fair housing related issues.

Program Outcomes:

Outcome Objective #1:

MMFHC's direct-service fair housing enforcement services will provide victims of illegal housing discrimination with increased access to legal remedies. Services provided to victims will include counseling on their fair housing rights and access to enforcement services, including fair housing testing, which is the most effective evidence-gathering method in fair housing enforcement. The quality of MMFHC's enforcement services ensures credible and objective evidence, thus maximizing the successful resolution of complaints. Additionally, MMFHC's systemic investigation will aid in combating illegal housing discrimination in the City of Madison rental market.

Performance Indicator(s):

The impact of services is gauged by recording the number of allegations of illegal housing discrimination received, the number of complaint referrals made to administrative agencies (e.g., the U.S. Department of Housing and Urban Development and the State of Wisconsin Equal Rights Division) and/or attorneys for adjudication and the number of tests conducted.

Outcome Objective #2:

Madison residents who receive fair housing educational, technical assistance, and information and referral services will have increased knowledge of fair housing rights and increased ability to seek appropriate resources for fair housing and non-fair housing related issues, resulting in increased referrals and complaints. Information provided to members of the rental housing industry will ensure that property owners and managers are prepared to do business in compliance with fair housing law. In addition, persons with non-fair housing inquiries will receive information regarding fair housing issues and will be referred to other community resources.

Performance Indicator(s):

The impact of services is gauged by recording the number of persons requesting and receiving education and outreach services, the number of agencies, businesses and individuals requesting and receiving technical assistance and professional support services and the number of persons being provided with information and referral services for non-fair housing inquiries.

Submitted by Tobi LeMahieu, Program Services Administrator
Fair Housing Center of Greater Madison
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