

ORGANIZATION:	Tenant Resource Center
PROGRAM/LETTER:	C Housing Mediation Service

PROGRAM BUDGET

1. 2010 BUDGETED

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	10,953	9,313	1,640	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	8,798	8,644	154	0	0
FUNDRAISING DONATIONS	2,534	534	2,000	0	0
USER FEES	0	0	0	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	22,285	18,491	3,794	0	0

2. 2011 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	18,200	14,000	4,200	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	6,200	6,000	200	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	24,400	20,000	4,400	0	0

*OTHER GOVT 2011

Source	Amount	Terms
ESG	6,200	Funding unknown at this point, but we (the City) didn't do well for 2010-2011
	0	
	0	
	0	
	0	
TOTAL	6,200	

**OTHER 2011

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

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2012 PROGRAM CHANGE EXPLANATION

Complete only if you are requesting more than your 2011 request.

Note: Additional funding should only be requested where services or programming will change or expand in the second year.

3. PROGRAM UPDATE: If requesting more than 2011, describe any major changes being proposed for the program/service in 2012, i.e., expansions or narrowing in target population, scope and level of services, geographic area to be served, etc.).

No changes.

4. 2012 COST EXPLANATION

Complete only if significant financial changes are anticipated between 2011-2012.

Explain specifically, by revenue source, any significant financial changes that you anticipate between 2011 and 2012.

For example: unusual cost increases, program expansion or loss of revenue.

No changes.

5. 2012 PROPOSED BUDGET

REVENUE SOURCE	BUDGET TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0

*OTHER GOVT 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

**OTHER 2012

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

ORGANIZATION:
PROGRAM/LETTER:
PRIORITY STATEMENT:

Tenant Resource Center
C Housing Mediation Service
CDBG: M1. Access to Community Resources - Low/moderate income persons seeking housing (C)

DESCRIPTION OF SERVICES

6. NEED FOR PROGRAM: Please identify local community need or gap in service that the proposed program will address.

The TRC Housing Mediation Service (HMS) provides mediation services to those who contact HMS prior to an eviction or other small claims court case being filed, as well as on-site mediation to tenants and landlords at eviction court every Tuesday. Mediation is a less expensive, quicker, more user-friendly alternative to small claims court, and improves the outcome of disputes in which parties may have already initiated the court process. The eviction-mediation component of the program helps landlords and tenants resolve their issues through a payment plan, move-out date or another way that may be suggested by the parties. Our goal at eviction court is to help prevent homelessness by reducing the number of untimely evictions that can lead to homelessness.

7. SERVICE DESCRIPTION - Describe the service(s) provided including your expectations of the impact of your activities.

Mediation is one option discussed during housing counseling—it is a process in which an impartial third party meets with two or more parties who have a rental housing related dispute. The intake process is as follows: (1) A person calls to request mediation services. We answer initial questions and contact the other party to inform them that there has been a request for mediation. (2) Staff recommends that each party discuss the issues with a housing counselor so we know that they are informed of their legal rights and responsibilities. (3) If both parties agree, a time is arranged and a formal mediation takes place at a neutral location outside of court or at eviction court and an agreement is written. Another component of the mediation program is that we send a postcard to every household who is being evicted informing them of the HMS. Mediators are present at small claims court every Tuesday when eviction hearings are scheduled. If a tenant contacts us prior to the court date we try to set up a mediation prior to the court date. Otherwise trained mediators provide mediation services at small claims court on request. A mediation may take place before or during the joinder conference. Follow-up surveys and other methods such as checking court records and Wisconsin Service Point are used to measure the number of agreements that were successfully upheld by determining if the tenant avoided a judgment of eviction and whether they needed additional homeless services after the eviction case was resolved in mediation.

8. PROPOSED PROGRAM CONTRACT GOALS: Include clearly defined service goals and process objectives: number of unduplicated clients to be served, number of service hours to be provided etc.

Each year, we provide between 400 and 500 mediations at eviction court. Of these, approximately 100 would be eligible under the funding contract we currently have. A mediation is eligible to be counted under the current contract if at least one of the parties contacts HMS in advance of the eviction hearing, and if the tenant would become homeless due to the eviction. Therefore the proposed program contract goal is 100 intakes resulting in a mediation session to resolve an eviction.

9. SERVICE HOURS: Frequency, duration of service and hours and days of service availability.

The HMS is available during regular business hours, Monday – Friday, 9:00 a.m. – 6:00 p.m. Mediators are also available each Tuesday during eviction court from 8:30 a.m. until approximately 3:30 p.m.

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10. POPULATION SERVED: Please describe in terms of age, income level, LEP, literacy, cognitive or physical disabilities or challenges).

Our target population is low -income Dane County residents (75% Madison)w ith rental housing related disputes Mediation services are provided Tuesdays at Small Claims Court during eviction hearings. Mediation services can be provided at any location convenient to both parties, typically at a library or community center, upon request. Services in Spanish or other language needs, or at a physically accessible location, are accommodated on an as-needed basis. Note that some of the demographic information in this program section had to be estimated due to incomplete information provided by clients.

11. LOCATION: Location of service and intended service area (Include census tract where service is tract specific).

HMS is available to all residents of Dane County. Mediations take place at various locations in the community (e.g. community center or library), the TRC office and Dane County Small Claims Court.

12. OUTREACH PLAN: Describe your outreach and marketing strategies to engage your intended service population.

The primary outreach activity is sending an individual postcard to each residence w here an eviction has been filed. We obtain information from small claims court, including tenants' names and address, and case number. The postcard contains information about eviction court, the tenants' case number and information about HMS in both English and Spanish. Mediators are present at small claims court every Tuesday w hen eviction hearings are scheduled. If a tenant contacts us prior to the court date w e try to set up a mediation prior to the court date. Otherw ise trained mediators provide mediation services at small claims court on request.

13. COORDINATION: Describe how you coordinate your service delivery with other community groups or agencies.

TRC participates in the Dane County Homeless Services Consortium. Participation in groups like the Dane County Homeless Services Consortium is valuable for sharing information each month and netw orking to ensure that referrals to and from other agencies are appropriate and effective for our clients. We also w ork closely w ith Legal Action of Wisconsin to make referrals for clients w ho w ould benefit from legal assistance and advocacy to dispute an eviction, w here there is a strong legal defense, rather than try to mediate it.

14. VOLUNTEERS: How are volunteers utilized in this program?

Professionally trained mediators volunteer to provide the mediation sessions both outside court and at eviction court. There are currently four volunteer mediators w ho each volunteer an average of 91 hours per year.

15. Number of volunteers utilized in 2010?

4

Number of volunteer hours utilized in this program in 2010?

364

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16. BARRIERS TO SERVICE: Are there populations that are experiencing barriers to the service you are proposing, i.e., cultural differences, language barriers and/or physical or mental impairments or disabilities? Describe the ability of proposed program to respond to the needs of diverse populations.

Just like housing counseling, mediation is a service that relies on good communication in order to be most effective for the client. Some clients speak little or no English—Spanish being the primary language we encounter other than English. We address this barrier by having full-time and part-time staff that can provide housing counseling in Spanish and translation for mediation sessions. The HMS postcard received by all households being evicted has both English and Spanish content. Other people may have cognitive or other disabilities that may make it difficult to process complex information or to communicate easily with others. Still other barriers include physical accessibility. Both Madison offices are located in a wheelchair accessible location on a major bus line. If clients request materials in other formats such as large print or Braille we accommodate each request to the best of our ability. Providing information on our website and use of the WI Relay System has helped improve accessibility for people with hearing impairments. Economic barriers such as work and child care may make it difficult for a person to reach our office. Between our two Madison offices we are open between 8:00 a.m. and 6:00 p.m. to accommodate most work schedules. Mediations that are not part of eviction court can be scheduled at any time that works for the parties. Staff and volunteers are encouraged to recognize the diverse backgrounds and barriers that our clients face, and to assist them in a sensitive, appropriate and non-judgmental manner.

17. EXPERIENCE: Please describe how your agency, and program staff experience, qualifications, and past performance will contribute to the success of the proposed program?

The four volunteer mediators have a combined experience with mediation of several decades. The staff person who coordinates intakes has been a housing counselor for four years and has received basic mediation training as well. For years TRC did consistently meet or exceed contract goals and outcomes in terms of the quantity of services provided and the impact of those services. In recent years, it has been much more challenging to meet some of the goals for quantity of services as the cumulative effect of years of flat funding or reduced funding has resulted in fewer overall staff resources than in previous years. With a funding level more in line with the cost of the program, we could serve more clients more effectively.

18. LICENSING OR ACCREDITATION: Report program licensing, accreditation or certification standards currently applied.

There is no licensing requirement for volunteer mediators. Each of our volunteers has had professional mediation training and continuing education and are members of WI Association of Mediators.

19. STAFF: Program Staff: Staff Titles, FTE dedicated to this program, and required qualifications for program staff.

Staff Title	FTE	City \$	Qualifications
Executive Director	0.05	Yes	5 years administrative experience and/or strong program experience
Program Director	0.1	Yes	Strong program experience, strong people skills (for work with volunteers)
Housing Resource Specialist	0.2	Yes	Will train, good reading, writing, analytical and people skills
Office Manager	0.06	Yes	Strong computer skills, experience working in office, organized

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CDBG DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "CDD Community Development Program Goals & Priorities". If not applying for CDBG Office Funds, go to Community Resources Description of Services Supplement (p. 7), or go to Demographics (p. 8).

20. PARTICIPANT INCOME LEVELS:

Indicate the number of households of each income level and size that this program would serve in 2011-2012.

Income Level	Number of Households
Over 80% of county median income	2
Between 50% to 80% of county median income	8
Between 30% to 50% of county median income	15
Less than 30% of county median income	75
Total households to be served	100

21. If projections for 2012 will vary significantly from 2011, complete the following:

Income Level for 2012	Number of Households
Over 80% of county median income	0
Between 50% to 80% of county median income	0
Between 30% to 50% of county median income	0
Less than 30% of county median income	0
Total households to be served	0

22. AGENCY COST ALLOCATION PLAN: What method does your agency use to determine indirect cost allocations among programs?

Indirect costs are based on the % of funding source's total funding for the program. Professional fees (includes audit and accounting), advertising, conference fees, dues, travel, volunteer recognition and other are based on allocation of direct salaries. Rent, supplies, telephone and printing and copying are based on space occupied. Postage is based on estimates of actual usage -mediation is 30% which appears to be low .

23. PROGRAM ACTIVITIES: Describe activities/benchmarks by timeline to illustrate how your program will be implemented.

Activity Benchmark	Est. Month of Completion
Continue to provide mediation services at eviction court, each month for all of 2011	January
Mediation services	February
End of ESG funded contract period, evaluate outcomes	March
Follow-up surveys to determine outcomes	April
Mediation services	May
Mediation services	June
Follow-up surveys to determine outcomes	July
Mediation services	August
Mediation services	September
Follow-up surveys to determine outcomes	October
Annual WAM conference attended by volunteer mediators	November
Prepare for 2012 continuation of services	December

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COMMUNITY RESOURCES DESCRIPTION OF SERVICES SUPPLEMENT

Please provide the following information ONLY if you are applying for projects that meet the "Community Resources Program Goals & Priorities" If not applying for CR Funds, go to Demographics (p. 8).

24. CONTRIBUTING RESEARCH

Please identify research or best practice frameworks you have utilized in developing this program.

2000 characters (w ith spaces)

25. ACCESS FOR LOW-INCOME INDIVIDUALS AND FAMILIES

What percentage of this program's participants do you expect to be of low and/or moderate income?

0.0%

What framework do you use to determine or describe participant's or household income status? (check all that apply)

- Number of children enrolled in free and reduced lunch
- Individuals or families that report 30-50% of Dane County Median Income
- Individual or family income in relation to Federal Poverty guidelines
- Other

26. HOW IS THIS INFORMATION CURRENTLY COLLECTED?

400 characters (w ith spaces)

27. PLEASE DESCRIBE YOUR USER FEE STRUCTURE AND ANY ACCOMMODATIONS MADE TO ADDRESS ACCESS ISSUES FOR LOW INCOME INDIVIDUALS AND FAMILIES.

600 characters (w ith spaces)

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28. DEMOGRAPHICS

Complete the following chart for unduplicated participants served by this program in 2009. Indicate the number and percentage for the following characteristics. For new programs, please estimate projected participant numbers and descriptors.

PARTICIPANT DESCRIPTOR	#	%	PARTICIPANT DESCRIPTOR	#	%
TOTAL	459	85%	AGE		
MALE	156	34%	<2	0	0%
FEMALE	236	51%	2 - 5	0	0%
UNKNOWN/OTHER	67	15%	6 - 12	0	0%
			13 - 17	0	0%
			18 - 29	183	40%
			30 - 59	230	50%
			60 - 74	46	10%
			75 & UP	0	0%
			TOTAL AGE	459	100%
			RACE		
			WHITE/CAUCASIAN	193	42%
			BLACK/AFRICAN AMERICAN	184	40%
			ASIAN	4	1%
			AMERICAN INDIAN/ALASKAN NATIVE	2	0%
			NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	1	0%
			MULTI-RACIAL:	5	1%
			Black/AA & White/Caucasian	4	80%
			Asian & White/Caucasian	0	0%
			Am Indian/Alaskan Native & White/Caucasian	1	20%
			Am Indian/Alaskan Native & Black/AA	0	0%
			BALANCE/OTHER	70	18%
			TOTAL RACE	459	100%
			ETHNICITY		
			HISPANIC OR LATINO	36	8%
			NOT HISPANIC OR LATINO	423	92%
			TOTAL ETHNICITY	459	100%
			PERSONS WITH DISABILITIES	59	13%
			RESIDENCY		
			CITY OF MADISON	344	75%
			DANE COUNTY (NOT IN CITY)	110	24%
			OUTSIDE DANE COUNTY	5	1%
			TOTAL RESIDENCY	459	100%

Note: Race and ethnic categories are stated as defined in HUD standards

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29. PROGRAM OUTCOMES

Number of unduplicated individual participants served during 2009.	459
Total to be served in 2011.	100

Complete the following for each program outcome. No more than two outcomes per program will be reviewed.

If applying to OCS, please refer to your research and/or posted resource documents if appropriate.

Refer to the instructions for detailed descriptions of what should be included in the table below.

Outcome Objective # 1:

Tenants and landlords will be aware of mediation as a means to solve their rental disputes and will utilize the Housing Mediation Service when appropriate by contacting the HMS in advance of the eviction hearing, resulting in the target number of mediations provided as listed below. Agreements will be reached in at least 95% of mediations.

Performance Indicator(s):

Proposed for 2011:

Total to be considered in	100	Targeted % to meet perf. measures	95%
perf. measurement		Targeted # to meet perf. measure	95

Proposed for 2012:

Total to be considered in	100	Targeted % to meet perf. measures	95%
perf. measurement		Targeted # to meet perf. measure	95

Explain the measurement tools or methods:

Documentation of the number of mediations provided and agreements reached, and the nature of the agreement. Performance standards listed here describe only the portion of mediations we complete that are eligible under our current contracts with the City. A mediation is eligible to be counted under the current contract if at least one of the parties contacts HMS in advance of the eviction hearing, and if the tenant would become homeless due to the eviction.

Outcome Objective # 2:

Participants in the mediation process successfully reach an agreement and follow through on the agreement. The specific outcome for each case is determined by the terms of the agreement.

Performance Indicator(s):

70% will be determined to be effective agreements as described below. Effective may mean that the tenant avoided homelessness or that the terms of the agreement were upheld to the satisfaction of the parties.

Proposed for 2011:

Total to be considered in	100	Targeted % to meet perf. measures	70%
perf. measurement		Targeted # to meet perf. measure	70

Proposed for 2012:

Total to be considered in	100	Targeted % to meet perf. measures	70%
perf. measurement		Targeted # to meet perf. measure	70

Explain the measurement tools or methods:

Follow-up surveys and other methods such as checking court records and Wisconsin Service Point will be used to measure the number of agreements that were successfully upheld by determining if the tenant avoided a judgment of eviction and whether they needed additional homeless services after the eviction case was resolved in mediation.

1. AGENCY CONTACT INFORMATION

Organization	Tenant Resource Center		
Mailing Address	1202 Williamson St., Suite 102, Madison, WI 53703		
Telephone	608-257-0143 (No housing counseling calls please)		
FAX	608-286-0804		
Admin Contact	Megin McDonell		
Financial Contact	Brenda Konkel		
Website	tenantresourcecenter.org		
Email Address	bkonkel@tenantresourcecenter.org or mmcdonell@tenantresourcecenter.org		
Legal Status	Private: Non-Profit		
Federal EIN:	39-1360105		
State CN:			
DUNS #	0		

2. CONTACT INFORMATION

A	Housing Counseling, Outreach and Education		
	Contact:	Megin or Brenda	Phone: 257-0143 Email: bkonkel@tenantresourcecenter.org or m
B	Program B		
	Contact:		Phone: Email:
C	Housing Mediation Service		
	Contact:	Megin	Phone: 257-0143 Email: mmcdonell@tenantresourcecenter.org
D	Program D		
	Contact:		Phone: Email:
E	Program E		
	Contact:		Phone: Email:
F	Program F		
	Contact:		Phone: Email:
G	Program G		
	Contact:		Phone: Email:
H	Program H		
	Contact:		Phone: Email:
I	Program I		
	Contact:		Phone: Email:
J	Program J		
	Contact:		Phone: Email:
K	Program K		
	Contact:		Phone: Email:
L	Program L		
	Contact:		Phone: Email:

3. AGENCY REVENUE DETAILED BY PROGRAM

REVENUE SOURCE	2009 ACTUAL	2010 BUDGET	2011 PROPOSED	2011 PROPOSED PROGRAMS			
				A	B	C	D
DANE CO HUMAN SVCS	106,436	105,177	103,627	50,103	0	0	0
DANE CO CDBG		0	0	0	0	0	0
MADISON-COMM SVCS	45,933	52,933	54,521	54,521	0	0	0
MADISON-CDBG	19,728	10,953	18,200	0	0	18,200	0
UNITED WAY ALLOC		0	0	0	0	0	0
UNITED WAY DESIG		0	0	0	0	0	0
OTHER GOVT	121,726	147,318	34,200	28,000	0	6,200	0
FUNDRAISING DONATIONS	30,853	50,591	80,000	52,000	0	0	0
USER FEES	14,229	0	20,850	20,850	0	0	0
OTHER	262	0	40,000	40,000	0	0	0
TOTAL REVENUE	339,167	366,972	351,398	245,474	0	24,400	0

REVENUE SOURCE	2011 PROPOSED PROGRAMS CONT.						
	E	F	G	H	I	J	K
DANE CO HUMAN SVCS	0	0	0	0	0	0	0
DANE CO CDBG	0	0	0	0	0	0	0
MADISON-COMM SVCS	0	0	0	0	0	0	0
MADISON-CDBG	0	0	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0	0	0
OTHER GOVT	0	0	0	0	0	0	0
FUNDRAISING DONATIONS	0	0	0	0	0	0	0
USER FEES	0	0	0	0	0	0	0
OTHER	0	0	0	0	0	0	0
TOTAL REVENUE	0	0	0	0	0	0	0

REVENUE SOURCE	2011 PROPOSED PROGRAMS CONT.						
	L						Non-City
DANE CO HUMAN SVCS	0						53,524
DANE CO CDBG	0						0
MADISON-COMM SVCS	0						0
MADISON-CDBG	0						0
UNITED WAY ALLOC	0						0
UNITED WAY DESIG	0						0
OTHER GOVT	0						0
FUNDRAISING DONATIONS	0						28,000
USER FEES	0						0
OTHER	0						0
TOTAL REVENUE	0						81,524

AGENCY ORGANIZATIONAL PROFILE

4. AGENCY MISSION STATEMENT

The Tenant Resource Center is a nonprofit, membership organization dedicated to promoting positive relations between rental housing consumers and providers throughout Wisconsin. By providing information and referrals, education about rental rights and responsibilities, and access to conflict resolution, we empower the community to obtain and maintain quality affordable housing.

5. AGENCY EXPERIENCE AND QUALIFICATIONS

OVERVIEW

Tenant Resource Center (TRC) has provided housing counseling, information and referrals to Wisconsin residents since 1980. Of the 12,652 clients served in 2009, 4,159 were counseled at our main office on Williamson St., with the remainder served through the Housing Help Desk in the Dane Co. Job Center (7,052), our statewide toll-free hotline (611), community workshops and presentations (371), and the Housing Mediation Service (459). The Milwaukee office just opened at the end of 2009 and clients receiving counseling there during 2009 are included in the statewide toll-free counseling number.

LOCATIONS, PROGRAMS AND FUNDING

TRC currently has three offices: the Tenant Resource Center (1202 Williamson Street, Madison), the Housing Help Desk (1819 Aberg Avenue, Madison) and a new part-time office in Milwaukee (230 W. Wells Street, Suite 202). The main office on Williamson St. currently has two full-time housing counselors to provide statewide one-on-one rental housing counseling services. These statewide rental housing counseling services are currently funded by U.S. Dept. of Housing and Urban Development (HUD) and the State of Wisconsin Dept. of Commerce. State-funded services are focused on tenants who are at risk of losing their housing in a foreclosure situation. Local (within Dane County) housing counseling services are focused on low-income tenants and are funded through the City of Madison Office of Community Services and Dane County Department of Human Services.

The Housing Help Desk (HHD) began in 1998 and is funded by Dane County Department of Human Services. Generally one full-time counselor staffs HHD, providing information about rental housing rights, emergency shelter and community resources throughout Dane County. In all, the three full-time housing counselors are fully cross-trained and rotate between the two local offices and the different types of counseling emphasized by each of the three grants.

TRC's Housing Mediation Service (based out of the main office) began in 1995 and was a joint project of TRC and the Apartment Association of South Central WI to offer alternative dispute resolution for rental-housing related conflicts between tenants, landlords, roommates and neighbors. In 1997, services expanded to include a focus on eviction prevention by providing mediation services prior to, and at, eviction hearings. HMS provided assistance in 459 eviction cases during 2009, approximately 16% of residential evictions filed.

The Milwaukee office has two part-time staff housing counselors and several volunteer housing counselors. This office provides rental housing information and referrals to Wisconsin residents and outreach in the Milwaukee metro area. The office is currently open 1:00 p.m. – 7:00 p.m. Monday through Thursday.

STAFF

TRC's Executive Director and Program Director have on average 17 years housing counseling experience each. TRC also provides 8- to 12-hour long housing law seminars throughout the state. The Executive Director and Program Director have 16 and 13 years' experience respectively providing these seminars, which are held at least ten times each year, to groups of tenant advocates, property managers and landlords, service providers, case managers, legal professionals and law enforcement officers.

There are currently three full-time staff housing counselors, two of which are bilingual (English / Spanish). They collectively have approximately six years of experience with housing counseling. With proposed funding, TRC has sufficient personnel with relevant knowledge and experience to provide the proposed services effectively.

6. AGENCY GOVERNING BODY

How many Board meetings were held in 2009?	11
How many Board meetings has your governing body or Board of Directors scheduled for 2010?	12
How many Board seats are indicated in your agency by-laws?	12

Please list your current Board of Directors or your agency's governing body.

Name	Rudy Moore			
Home Address	608 Emerson Street, Madison, WI			
Occupation	Attorney, Foley & Lardner			
Representing	President			
Term of Office	1 year	From:	06/2010	To: 06/2011
Name	Heidi Wegleitner			
Home Address	1941 E Dayton St, Madison, WI			
Occupation	Attorney, Legal Services			
Representing	Vice President			
Term of Office	1 year	From:	06/2010	To: 06/2011
Name	Kari Ehrhardt			
Home Address	4817 Sheboygan Ave #206, Madison, WI			
Occupation	Administrative Assistant, WI Supreme Court, Court of Appeals			
Representing	Secretary			
Term of Office	1 year	From:	06/2010	To: 06/2011
Name	Juscha Robinson			
Home Address	2929 Union St, Madison, WI			
Occupation	Attorney, Herrick & Kasdorf			
Representing	Treasurer			
Term of Office	1 year	From:	06/2010	To: 06/2011
Name	Ramona Natera			
Home Address	PO Box 70769, Madison, WI			
Occupation	Attorney, State of Wisconsin			
Representing				
Term of Office	1 year	From:	06/2010	To: 06/2011
Name	Michael Donnelly			
Home Address	1141 E Johnson St, Madison, WI			
Occupation	Software Engineer			
Representing				
Term of Office	1 year	From:	06/2010	To: 06/2011
Name	Melvin Hinton			
Home Address	540 W Olin Ave #335, Madison, WI			
Occupation	Sound Engineer, WORT-FM			
Representing	FH			
Term of Office	1 year	From:	06/2010	To: 06/2011
Name	Kia Stearn			
Home Address	5663 King James Ct #103, Fitchburg, WI			
Occupation				
Representing	FH			
Term of Office	1 year	From:	06/2010	To: 06/2011

AGENCY GOVERNING BODY cont.

Name	Jennie Mauer			
Home Address	1223 Jenifer St, Madison, WI			
Occupation	Auditor, Legislative Audit Bureau			
Representing				
Term of Office	1 year	From:	06/2010	To: 06/2011
Name				
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name				
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name				
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name				
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name				
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name				
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy
Name				
Home Address				
Occupation				
Representing				
Term of Office		From:	mm/yyyy	To: mm/yyyy

AGENCY GOVERNING BODY cont.

Name

Home Address

Occupation

Representing

Term of Office

From: mm/yyyy

To: mm/yyyy

Name

Home Address

Occupation

Representing

Term of Office

From: mm/yyyy

To: mm/yyyy

Name

Home Address

Occupation

Representing

Term of Office

From: mm/yyyy

To: mm/yyyy

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Term of Office

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To: mm/yyyy

Name

Home Address

Occupation

Representing

Term of Office

From: mm/yyyy

To: mm/yyyy

Name

Home Address

Occupation

Representing

Term of Office

From: mm/yyyy

To: mm/yyyy

7. STAFF-BOARD-VOLUNTEER DEMOGRAPHICS

Indicate by number the following characteristics for your agency's current staff, board and volunteers.

Refer to application instructions for definitions. You will receive an "ERROR" until completing the demographic information.

DESCRIPTOR	STAFF		BOARD		VOLUNTEER	
	Number	Percent	Number	Percent	Number	Percent
TOTAL	8	100%	9	100%	23	100%
GENDER						
MALE	3	38%	3	33%	6	26%
FEMALE	5	63%	6	67%	16	70%
UNKNOWN/OTHER	0	0%	0	0%	1	4%
TOTAL GENDER	8	100%	9	100%	23	100%
AGE						
LESS THAN 18 YRS	0	0%	0	0%	0	0%
18-59 YRS	8	100%	8	89%	18	78%
60 AND OLDER	0	0%	1	11%	5	22%
TOTAL AGE	8	100%	9	100%	23	100%
RACE*						0
WHITE/CAUCASIAN	7	88%	6	67%	19	83%
BLACK/AFRICAN AMERICAN	0	0%	2	22%	3	13%
ASIAN	0	0%	0	0%	0	0%
AMERICAN INDIAN/ALASKAN NATIVE	0	0%	0	0%	0	0%
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER	0	0%	0	0%	0	0%
MULTI-RACIAL:	0	0%	0	0%	1	4%
Black/AA & White/Caucasian	0	0%	0	0%	0	0%
Asian & White/Caucasian	0	0%	0	0%	1	100%
Am Indian/Alaskan Native & White/Caucasian	0	0%	0	0%	0	0%
Am Indian/Alaskan Native & Black/AA	0	0%	0	0%	0	0%
BALANCE/OTHER	1	13%	1	11%	0	0%
TOTAL RACE	8	100%	9	100%	23	100%
ETHNICITY						
HISPANIC OR LATINO	1	13%	1	11%	0	0%
NOT HISPANIC OR LATINO	7	88%	8	89%	23	100%
TOTAL ETHNICITY	8	100%	9	100%	23	100%
PERSONS WITH DISABILITIES	0	0%	2	22%	1	4%

*These categories are identified in HUD standards.

8. AGENCY EXPENSE BUDGET

This chart describes your agency's total expense budget for 3 separate years.

Where possible, use audited figures for 2009 Actual. The 2010 Budget and 2011 Proposed Budget will autofill from information you provided elsewhere in the application.

Account Description	2009 ACTUAL	2010 BUDGET	2011 PROPOSED
A. PERSONNEL			
Salary	175,895	206,250	192,077
Taxes	13,795	10,629	9,899
Benefits	25,324	33,600	31,291
SUBTOTAL A.	215,014	250,479	233,267
B. OPERATING			
All "Operating" Costs	65,590	59,950	61,281
SUBTOTAL B.	65,590	59,950	61,281
C. SPACE			
Rent/Utilities/Maintenance	19,190	23,543	23,850
Mortgage (P&I) / Depreciation / Taxes	0	0	0
SUBTOTAL C.	19,190	23,543	23,850
D. SPECIAL COSTS			
Assistance to Individuals	33,377	33,000	33,000
Subcontracts, etc.	0	0	0
Affiliation Dues	0	0	0
Capital Expenditure	0	0	0
Other:	0	0	0
SUBTOTAL D.	33,377	33,000	33,000
SPECIAL COSTS LESS CAPITAL EXPENDITURE	33,377	33,000	33,000
TOTAL OPERATING EXPENSES	333,171	366,972	351,398
E. TOTAL CAPITAL EXPENDITURES	0	0	0

9. PERSONNEL DATA: List Percent of Staff Turnover

50.0%

Divide the number of resignations or terminations in calendar year 2009 by total number of budgeted positions.

Do not include seasonal positions. Explain if you had a 20% or more turnover rate in a certain staff position/category.

Discuss any other noteworthy staff retention issues, or policies to reduce staff turnover.

We hired several former staff part-time to help fill in during a difficult time, so I'm not sure how to calculate, but we had our office manager find a job she was better suited to (former news reporter) and two staff members (Housing Resource Specialist) find jobs that paid better. The Housing Resource Specialists are high burn out jobs and most staff don't last more than 2 years. Since we train the staff for these jobs, they gain experience and move on to better jobs.

10. PERSONNEL DATA: Personnel Schedule

List each individual staff position by title. Seasonal Employees should be entered at the bottom.

Indicate if the position meets the Living Wage Exception with an asterisk (*).

Indicate the number of 2011 Proposed Full-Time Equivalents (FTEs) in each staff position, across all agency programs.

Indicate the total salaries for all FTEs in that staff position. Do NOT include payroll taxes or benefits in this table.

Staff Position/Category	2010		2011		Hourly Wage	A FTE	B FTE	C FTE
	Est. FTE	Est. Salary	Proposed FTE	Proposed Salary				
Executive Director	1.00	45,000	0.00	46,350	22.28	see suple		
Program Director	1.00	38,300	0.00	39,449	18.97			
Office Manager	1.00	27,800	0.00	28,634	13.77			
Housing Resource Specialists	3.00	85,000	0.00	87,550	14.03			
Milwaukee Housing Counselors	0.50	10,000	0.00	54,604	17.50			
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
	0.00	0	0.00	0	0.00	0	0	0
TOTAL	6.50	206,100	0.00	256,587		0	0	0

TOTAL PERSONNEL COSTS: 256,587

Seasonal/Project Employee ONLY	Nbr of Weeks	Total Hours	Hourly Wage	Seasonal Earnings	A # HRS	B # HRS	C # HRS
	0	0	0.00	0	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00
	0	0	0.00	0	0.00	0.00	0.00
TOTAL	0	0		0	0.00	0.00	0.00

2011 PROPOSED FTEs DISTRIBUTED BY PROGRAM									
D	E	F	G	H	I	J	K	L	Non-City
FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0

D	E	F	G	H	I	J	K	L	Non-City
# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS	# HRS
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

ORGANIZATION:

Tenant Resource Center

PROGRAM BUDGET

1. 2010 BUDGETED

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	53,524	42,365	3,334	2,825	5,000
DANE CO CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT	0	0	0	0	0
FUNDRAISING DONATIONS	43,358	9,077	0	6,281	28,000
USER FEES	0	0	0	0	0
OTHER	0	0	0	0	0
TOTAL REVENUE	96,882	51,442	3,334	9,106	33,000

2. 2011 PROPOSED BUDGET

REVENUE SOURCE	SOURCE TOTAL	ACCOUNT CATEGORY			
		PERSONNEL	OPERATING	SPACE	SPECIAL COSTS
DANE CO HUMAN SVCS	53,524	42,365	3,334	2,825	5,000
DANE CO CDBG	0	0	0	0	0
UNITED WAY ALLOC	0	0	0	0	0
UNITED WAY DESIG	0	0	0	0	0
OTHER GOVT*	0	0	0	0	0
FUNDRAISING DONATIONS	28,000	0	0	0	28,000
USER FEES	0	0	0	0	0
OTHER**	0	0	0	0	0
TOTAL REVENUE	81,524	42,365	3,334	2,825	33,000

*OTHER GOVT 2011

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	

**OTHER 2011

Source	Amount	Terms
	0	
	0	
	0	
	0	
	0	
TOTAL	0	