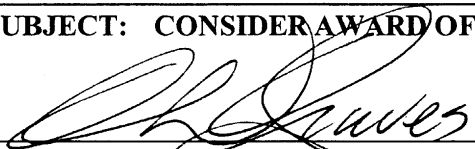




# City of Carson Report to Mayor and City Council

June 7, 2011  
New Business Consent

**SUBJECT: CONSIDER AWARD OF AN AGREEMENT FOR FAIR HOUSING SERVICES**

  
Submitted by Clifford W. Graves  
Economic Development General Manager

  
Approved by Clifford W. Graves  
Interim City Manager

## **I. SUMMARY**

Staff issued a Request for Proposals (RFP) for fair housing services on April 7, 2011 (Exhibit No. 1). One response to that RFP was received from the Los Angeles-based Housing Rights Center (HRC), the city's current fair housing services provider (Exhibit No. 2). A proposed agreement between the city and HRC (Exhibit No. 3) is being presented for the City Council's consideration.

## **II. RECOMMENDATION**

TAKE the following actions:

1. APPROVE an agreement between the city of Carson and the Housing Rights Center to administer a fair housing program for the period of July 1, 2011 through June 30, 2012, in an amount not to exceed \$31,150.00.
2. AUTHORIZE the Mayor to execute the agreement following approval as to form by the City Attorney.

## **III. ALTERNATIVES**

TAKE another action the City Council deems appropriate.

## **IV. BACKGROUND**

The city of Carson is required by the U. S. Department of Housing and Urban Development (HUD), under the Community Development Block Grant (CDBG) program, to ensure fair housing opportunities within the city. Our obligation to provide these services requires us to select a provider at this time in order to continue the fair housing program and ensure the receipt of Program Year 2011-2012 CDBG funds. In the past, the city has retained a fair housing services provider under contract to meet this requirement.

Fair housing is a critical activity that provides Carson residents a measure of protection from housing discrimination and facilitates avenues of redress where such discrimination is alleged to have occurred. The service also handles many landlord/tenant disputes and provides much-needed information to the community. Promoting fair housing choice is a major priority of HUD and also of the city of Carson's Five-Year Consolidated Plan.

In addition to posting and publishing a notice of the RFP by the usual means, staff mailed the RFP to a list of known fair housing services providers in Southern California (Exhibit No. 4).

HRC (and its predecessor agency, the Westside Fair Housing Council) has been providing quality, professional services to the Carson community for over a decade. Staff has reviewed its activities on a periodic basis and is pleased with the quality of work and professionalism displayed by its staff. HRC maintains an on-site presence in the city for walk-in clients (on the first Thursday of each month at the Congresswoman Juanita Millender-McDonald Community Center and on the third Wednesday of each month at city hall), and proposes to continue providing that presence. It is worth noting that HRC was very responsive to requests by the City Council in approving the 2006-2007 fair housing services agreement to make its services and written materials available in languages native to ethnic groups represented in the Carson community in substantial numbers (such as Samoan and Tagalog), and to utilize media targeting those communities in disseminating information to the public. HRC is the largest fair housing services provider in California, and possesses more staff to handle counseling, testing, and litigation than any other fair housing services provider in the area. HRC's offices are located in Los Angeles at 520 S. Virgil Ave., Suite 400.

The fee for services of \$31,150.00 proposed by HRC is the same cost it is charging the city for the current program year (July 1, 2010 through June 30, 2011). HRC's proposal and the proposed fair housing services agreement both provide an option for the city to renew the agreement at its discretion for an additional year (July 1, 2012 through June 30, 2013), at a cost not to exceed \$32,240.00 for that additional year.

**V. FISCAL IMPACT**

Funds for this agreement are included in the CDBG Annual Action Plan approved by Council on March 16, 2011, and in the proposed FY 2011/12 budget, in account number 15-70-780-195-6005.

**VI. EXHIBITS**

1. Request for Proposals for Fair Housing Services. (pgs. 4-14)
2. Housing Rights Center Proposal for Fair Housing Services. (pgs. 15-90)
3. Draft Proposed Fair Housing Services Agreement with Housing Rights Center. (pgs. 91-99)
4. Fair Housing Services Providers Mailing List. (pg. 100)

Prepared by: Keith Bennett

TO:Rev010511

Reviewed by:

City Clerk	<u>City Treasurer</u>
<u>Administrative Services</u>	<u>Development Services</u>
<u>Economic Development Services</u>	<u>Public Services</u>

**Action taken by City Council**

Date \_\_\_\_\_ Action \_\_\_\_\_

\_\_\_\_\_

**CITY OF CARSON  
REQUEST FOR PROPOSALS (RFP)  
COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)  
FAIR HOUSING SERVICES PROGRAM**

**I. INTRODUCTION**

It is the policy of the city of Carson to comply with Title VIII of the Civil Rights Act of 1968, known as the Fair Housing Act, and all other applicable laws. The Fair Housing Act (Act) requires recipients of U. S. Department of Housing and Urban Development (HUD) funds to administer all programs and activities related to housing and community development in a manner that affirmatively furthers fair housing. The Act prohibits any person or agency from discriminating in the sale, rental, or financing of housing because of race, age, color, religion, sex, handicap, familial status, or national origin.

**II. PURPOSE**

The purpose of this RFP is to invite proposals from qualified agencies interested in performing services which will affirmatively further fair housing in the city of Carson, as required by federal and other applicable laws, for the period of July 1, 2011 through June 30, 2012.

**III. BACKGROUND**

The Community Development Block Grant (CDBG) program requires CDBG grantees to conduct activities which "affirmatively further fair housing" as outlined in the CDBG Regulations, 24 CFR Part 570.601 (a) (2).

A working definition of Fair Housing is as follows:

All persons of like income, regardless of their race, color, religion, gender, national origin, family status, handicap or disability are entitled to equal access and treatment, free from discrimination, when making choices to buy or rent housing.

#### **IV. PROGRAM COMPONENTS**

The city's fair housing program will consist of several components, including fair housing counseling (oriented toward resolving discrimination issues), public outreach/education, and other related efforts.

The fair housing counseling component will require the fair housing staff to respond to and process housing discrimination complaints primarily from tenants and prospective tenants. (This does not include non-discrimination dispute resolution between landlords and tenants.)

Public outreach and education will include presentations to a variety of groups such as property management organizations, real estate associations, lending institutions, or any other groups that deal with housing for low- and moderate-income persons. For information purposes, requirements and elements of the fair housing program are listed under Section VII—Scope of Work. This information should be utilized in preparing a program proposal.

This fair housing contract will be for one year, from July 1, 2011 through June 30, 2012, subject to cancellation for cause upon thirty (30) days written notice. The fair housing program is intended to be an ongoing program (subject to CDBG funding availability.)

#### **V. RECORDKEEPING/REPORTING REQUIREMENTS**

The organization administering the fair housing program will be required to maintain records on all persons receiving information through the counseling effort. These required records would include:

1. Income level of household (extremely low, low, and moderate)
2. Household type (elderly, handicapped/disabled and female head of household)
3. Service request (telephone contact, walk-in)
4. Ethnicity
5. Type of assistance requested
6. Outcome of assistance provided

In addition, the fair housing program provider will be required to maintain general information on its outreach, i.e., date, location, number of attendees, et cetera.

Monthly Expenditure Summary and Progress Reports will be required. These reports will cover one-month periods and will be due within 20 days of the end of each reporting period. The first report will be for the period of July 1, 2011 through July 31, 2011, and will be due by August 20, 2011.

## VI. BILLING REQUIREMENTS

As with all CDBG programs, the Fair Housing Program will be financed on a reimbursement basis. The city of Carson operates on a warrant system, which allows for invoices that are received by the end of a workweek (every Thursday as the city is on a four-day-per-week, ten-hour-per-day schedule) to be paid by the following Thursday. These payments are mailed and are not generally available for personal pick-up.

The organization providing Fair Housing services will be required to submit Expenditure Summary and Progress Reports with supporting documentation to receive reimbursement. Expenditure Summary and Progress Reports shall be submitted on a monthly basis, by the 20<sup>th</sup> of the month, with payment received usually within ten (10) days.

If your organization is interested in providing this program for the city of Carson, please prepare a proposal based on the information provided in the Scope of Work.

## VII. SCOPE OF WORK

### A. Program Activities to be Conducted:

1. The provider should increase its presence in the community. Through improved outreach efforts, it should become a visible player in the city's planning activities, and its non-profit network should play a leading role in pursuing implementation of the other provisions of this scope. Indicate your organization's willingness to commit to the level of involvement described and what activities would be undertaken.
2. It is the city's desire that the selected fair housing program provider will become directly involved in the Consolidated Plan and Annual Action Plan processes, submitting suggestions and providing commentary on plan drafts. Indicate your organization's willingness to involve itself in this effort.

### B. Additional Requirements of the Fair Housing Program:

1. Expand the fair housing public outreach and educational efforts. The focus should be to increase awareness of fair housing, the recognition of fair housing discrimination



(particularly by the various segments of the housing industry) and the reporting and proper processing of fair housing complaints.

2. Encourage fair housing service agencies and real estate associations to expand their efforts in informing developers, realtors, property managers, and landlords of their fair housing responsibilities.
3. Encourage any other fair housing entities in the city to collectively prepare one consolidated introductory brochure and advertisement to inform people of which agency to call depending on where they live. This does not preclude the agencies from continuing their individual advertising.
4. Develop and distribute fair housing posters, brochures, and other literature with the fair housing logo. Posters will be prominently displayed and brochures will be distributed at the public City Hall and Civic Center counters, community parks, and at the local libraries.
5. Publish fair housing information in English, Spanish, and any other languages deemed necessary, and utilize print and broadcast media serving linguistic and ethnic communities represented in significant numbers among the residents of Carson, in order to effectively serve the Carson community.
6. Contact the local newspaper and other print media circulating within the city to run ads declaring that fair housing is the policy of that publication and that all advertising will be in compliance with the law. The successful bidder shall inform said publications of fair housing law as it relates to printed advertising.
7. Coordinate with and encourage lending institutions to :
  - a. Perform target marketing and community outreach to minority communities and to low- and moderate-income communities.
  - b. Improve counseling of loan applicants regarding the procedures and documentation required to complete a home purchase loan application.
  - c. Outreach to realtors active in areas in which minority or low/moderate income residents are concentrated to



make them aware of loan opportunities for prospective homebuyers.

- d. Provide fair housing training to the staffs of lending and insuring institutions, particularly in relation to credit steering.
8. Make presentations to community organizations, realtors, and landlord organizations concerning their rights and responsibilities related to fair housing and anti-discrimination programs, problems, and issues.
9. Develop and distribute legal information with respect to fair housing to landlords, managers, and property owners.
10. Provide fair housing counseling to individuals and families who have experienced housing discrimination. Provide instructions on how to recognize discrimination and what steps may be taken after the discrimination complaint has been registered. The service provider must make a toll-free number available to the public.
11. Provide vacancy information and basic instruction on how to search for and obtain rental and owner housing.
12. Maintain a fair housing office centrally located in the city to be staffed at least six hours per week or show how the program can be operated effectively without an on-site office.
13. Respond to all housing discrimination complaints, investigate discriminatory practices, and submit a brief report and facilitate the initiation of enforcement activities in each case where discrimination is documented.
14. Provide referrals to callers with housing problems other than discrimination.
15. Conduct a minimum of two presentations per month to housing-related organizations, lending institutions, et cetera, regarding fair housing practices and requirements.
16. Maintain an active pool of trained and prepared testers available to conduct testing within the city of Carson on 48 hours notice.



17. Conduct a minimum of 12 random housing discrimination tests per year (one per month.)

A description of methods to conduct the above activities and quantifiable estimates of each activity conducted are to be provided in the proposal. Quantification requested includes the number of meetings, number of individuals counseled, recommended number of pieces of literature distributed, et cetera.

C. Reporting Requirements:

1. Monthly Reports Assessing Fair Housing:

Program activities detailed in Section VII must be submitted to the city of Carson's CDBG Coordinator. Include in your proposal a suggested format for reporting education, counseling, information, outreach, and testing efforts on a monthly basis.

## VIII. BIDDING REQUIREMENTS

A. Financial Responsibility:

The city accepts no financial responsibility for any costs incurred by a bidder in responding to this RFP.

B. Instructions for Proposal Preparation:

1. General:

The bidder's response to this RFP shall be made according to the specifications set forth in this section for both content and sequence. As the proposal shall be used to determine the bidder's capability, it should be specific and complete in every detail. Failure to furnish the information requested or failure to submit a proposal in the form outlined may result in the proposal being considered non-responsive, and thus it may be rejected.

The proposal must contain a description of the proposed approach to conduct the activities listed within the Scope of Work. In addition, any recommended changes or alternatives and any other information considered pertinent for a viable, comprehensive fair housing program should be provided. The bidder should not necessarily limit the proposal to the performance of services in accordance with this document. Bidders may outline and identify



any other services and their costs, if the bidder deems them necessary to provide a Fair Housing Program and satisfy the requirements of the Fair Housing Act and other applicable laws.

2. Format and Contents:

Proposals must be submitted in the following format:

<u>Section</u>	<u>Title</u>
1	Cover Letter
2	Table of Contents
3	Executive Summary
4	Work Plan
5	Contractor Capabilities
6	Costs
7	Additional Data
8	Attachments

Section 1—Cover Letter

A maximum one-page cover letter and introduction should be submitted which will include the bidder's name and address, as well as the name, address, and telephone number of the contact person(s) who are authorized to make representations on behalf of the bidder.

Section 2—Table of Contents

Immediately following the cover letter, provide a comprehensive table of contents of the material included in the proposal.

Section 3—Executive Summary

This section should contain an outline of the bidder's general approach along with a brief statement of the salient features of the proposal.

Section 4—Work Plan

The work plan shall provide for the activities described in the Scope of Work (Section VII.)

## Section 5—Contractor Capabilities

In this section, the bidder should demonstrate the capability to provide a fair housing program that will fulfill the requirements of the Fair Housing Act and other applicable laws according to the following criteria:

- General experience, educational background, demonstrated capability, and availability of qualified full-time personnel who will be assigned to the program.
- Familiarity and experience in the performance of fair housing activities, particularly as they relate to the CDBG program.
- The bidder's past performance in meeting cost, schedule, and program requirements.
- Specific experience in outreach education including types of organizations targeted, nature of presentations or training programs, and number of organizations addressed per month.
- Specific experience in responding to discrimination complaints and following through to resolution.
- Specific experience in conducting ongoing random and complaint-driven testing; explain your organization's program to train testers and utilize a bank of testers on call.

All bidders should include information concerning their facilities and personnel, including their suitability for the work covered by the proposal. Include resumes of principal staff involved. Documentation of the financial status of the bidder must be included to ensure the viability of the bidder through the service period of July 1, 2011 through June 30, 2012.

## Section 6—Costs

All bidders shall include in their proposals a detailed itemization of costs. Additional budget details may be attached, if available.

## Section 7—Additional Data and Attachments

Please submit copies of your organization's by-laws, a listing of your Directors, a copy of your intake form, and copies of your current reporting forms. Include any other pertinent information you may wish to be considered, including references.

3. Additional Requirements and Waiver of Rights
  - Proposals shall be printed on recycled paper.



- The agency or organization waives all rights to seek legal remedies regarding any aspects of this RFP and the city's selection process, upon the submittal of a response to this RFP.
- In consideration of the compensation and other benefits derived from any contract with the city, the agency or organization shall agree to indemnify and hold the city harmless from claims or losses arising from, or in connection with, all work relating to the project.
- The agency or organization shall be expected to indemnify the city, its officers, employees, or agents, and hold said personnel harmless from any and all claims, liabilities, obligations, and causes of action of whatever kind or nature for injury to, or the death of any persons or the damage or destruction of property during the term of the contract.
- The city requires the agency or organization to maintain workers' compensation coverage, and \$1,000,000.00 of comprehensive and automobile liability insurance. The city must be named as an additional insured.
- The city must be notified in writing if and when key personnel are changed. The agency or organization shall not change subcontractors without prior written approval from the city. The city reserves the right to negotiate the proposed agreement for these services if any key personnel or subcontractor changes.

C. Questions:

All questions regarding the contents of this RFP may be directed to Keith Bennett (CDBG Coordinator) in the city's Economic Development Work Group, at (310) 233-4862, or via e-mail at: [kbennett@carson.ca.us](mailto:kbennett@carson.ca.us).

**IX. PROGRAM SUBMISSION DATE AND SCHEDULE**

**Two (2) complete and legible copies of the proposal, and any related information, should be received by 5:00 p. m., Thursday, May 5, 2011. The proposal packages are to be addressed and submitted to:**



**City of Carson  
Office of the City Clerk  
701 East Carson Street  
Carson, California 90745**

**Proposal packages should be contained in sealed envelopes, the outside of which should be clearly marked to indicate that the contents are responses to this Fair Housing Services RFP.**

All proposals and documents submitted will become the property of the city of Carson.

**X. EVALUATION OF PROPOSALS**

The following guidelines will be used to evaluate the proposals received. In an effort to reach a decision concerning the best-qualified bidder, the city reserves the right to evaluate all factors it deems appropriate, whether or not such factors have been included in the guidelines.

In general, the evaluation will rank proposals by bidder capabilities, experience, and cost effectiveness. Interviews may be requested.

**A. Evaluation Guidelines:**

**1. Bidder Capabilities**

Is the bidder capable, by reason of experience, location, resources, et cetera, of performing the proposed activities and services detailed in Section VII—Scope of Work?

**2. Management Competence**

Competence of management and professional staff to be employed in the operation of the program.

**3. Stability**

Financial stability of the proposer.

**4. Cost Effectiveness**

Are the proposed costs appropriate to the proposed levels of service?

**XI. CITY REQUIREMENTS/RIGHT OF REFUSAL**

The city reserves the right to determine the completeness of all proposals. The city also reserves the right to reject any and all proposals without cause.

**XII. AWARD OF CONTRACT**

The city of Carson reserves the right to accept a proposal other than the lowest bid. The award of the contract is subject to City Council action, will be made in the best interest of the city, and will be final.

**XIII. ANTICIPATED TIMETABLE**

- A. RFP Mailing—4/7/2011
- B. Response Due Date—5/5/2011
- C. City Review of Responses—5/9/2011-5/10/2011
- D. Staff Report and Recommendation to City Council Prepared—5/10/2011-5/12/2011
- E. City Council Consideration—5/17/2011
- F. Contract Execution—5/31/2011
- G. Insurance Documents Due—6/16/2011
- H. Commencement of Contract/Start of Work—7/1/2011
- I. First Monthly Report Due—8/20/2011

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Proposal to

**City of Carson**

For

**Fair Housing Services  
2011-2012**

Submitted by:

**Housing Rights Center**

520 S. Virgil Ave., Suite 400

Los Angeles, CA 90020

(213) 387-8400

(800) 477-5977

[www.housingrightscenter.org](http://www.housingrightscenter.org)

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## HOUSING RIGHTS CENTER

WORKING FOR JUSTICE AND EQUALITY IN HOUSING

### Section 1

May 3, 2011  
*Hand Delivered*

City of Carson  
Office of the City Clerk  
701 East Carson Street  
Carson, CA 90745

To Whom It May Concern,

Enclosed please find the Housing Rights Center's **Proposal for Fair Housing Services** under the CDBG Program for the City of Carson FY 2011-2012.

We look forward to continuing our collaboration with the City of Carson. Please do not hesitate to contact me with any questions. You can reach me at (213) 387-8400, extension 35 or [calmansour@housingrightscenter.org](mailto:calmansour@housingrightscenter.org). We look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chancela Al-Mansour', with a long horizontal flourish extending to the right.

Chancela Al-Mansour  
Executive Director

Page 1 of 16

16

## Section 2 Table of Contents

	<b>Page</b>
Section 1 - Cover Letter	1
Section 2 - Table of Contents	2
Section 3 - Executive Summary	3
Section 4 - Work Plan	4
Component 1 – Fair Housing Planning	4
Component 2 – Fair Housing Outreach Services	4
Component 3 – Discrimination Complaint Services	7
Component 4 – Documentation and Performance Reports	10
Section 5 – Contractor Capabilities	12
Section 6 – Costs	15
Section 7 – Additional Data and Attachments	16
Attachment 1 – List of References	
Attachment 2 – Complaint Process Flowchart	
Attachment 3 – Organizational Chart	
Attachment 4 – Blank Discrimination Intake Form	
Attachment 5 – Sample Quarterly Report	
Attachment 6 – Resumes of Key Personnel	
Attachment 7 – HRC Bylaws	
Attachment 8 – List of Testers	
Attachment 9 – Board of Directors	

## Section 3 Executive Summary

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### **Component 1 – Fair Housing Counseling and Planning**

The Housing Rights Center (HRC) will respond to and process housing discrimination complaints primarily from City of Carson tenants and prospective tenants.

HRC will work closely with City personnel and other non-profit organizations to increase fair housing awareness and will provide fair housing recommendations of all requested City planning activities as they relate to fair housing.

1. Planning Activities and Outreach
2. Consolidated Plan and Annual Action Plan Process

### **Component 2 – Fair Housing Outreach and Education Services**

HRC will implement a comprehensive public outreach and education program to make Carson residents aware of the rights and responsibilities under fair housing law. This will include:

1. Monthly Walk-in Clinics at Carson City Hall & Carson Senior Center
2. Fair Housing Presentations and Workshops – 1 per quarter
3. Property Management Training Sessions – 1 per quarter
4. Development and Distribution of Materials – 1200 pieces of literature
5. Community booths – 2 per year
6. Media – 1 per month
7. Housing Rights Summit – in April
8. Outreach to Immigrant Communities
9. Website
10. Project Place (Rental Listing) – monthly
11. Local Newspapers
12. Lending/Insuring Institutions staff training

### **Component 3 – Discrimination Complaint Services**

HRC will respond efficiently and thoroughly to all residents' requests for assistance with their fair housing questions and concerns. This will include:

1. Discrimination Inquiry Screening and Counseling
2. Discrimination Case Investigation and Resolution
3. General Housing Referrals
4. Random Audit Testing – 12 Audits

### **Component 4 – Documentation and Performance Reports**

HRC will provide accurate and complete monthly financial expenditure and program progress reports on all activities conducted under this program.

## Section 4 Work Plan

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Following are the specific activities the Housing Rights Center (hereinafter "HRC") proposes to conduct for the City of Carson's Fair Housing Program in fiscal year 2011/12.

### **Component 1 Fair Housing Planning**

#### **1. Planning Activities and Outreach**

Through our extensive Fair Housing Outreach Program (described in detail below), HRC will continue to make contacts with social service and other public agencies in the City of Carson. We will contact at least five additional agencies this fiscal year, and if possible, give presentations to their staff on our services. Moreover, we will continue to respond promptly and thoroughly to any City personnel requests for recommendations on any planning activities.

#### **2. Consolidated Plan and Annual Action Plan Process**

In Fiscal Year 02/03, HRC completed the City of Carson's Analysis of Impediments to Fair Housing Choice, a document that is central to the City's Consolidated Plan. HRC will make every effort to work with the City of Carson to implement the recommendations of the City's Consolidated Plan and Annual Action Plan. We also provided assistance in the City's development of the AI Matrix, a document submitted to HUD as part of the City's plan.

In fiscal year 11/12, HRC will work closely with the City to review all drafts and provide recommendations on all aspects of the Consolidated Plan and Annual Action Plan that have a fair housing component.

### **Component 2 Fair Housing Outreach Services**

HRC will implement a citywide fair housing Outreach Program that will create greater public awareness of fair housing throughout the City of Carson and address specific needs of the protected classes listed in federal, state, and local fair housing laws. HRC will facilitate citywide activities and increase the opportunities for media exposure while also focusing resources on targeted outreach regarding specific issues.

#### **1. Biweekly Walk-in Clinic**

Because of the amount of the proposed contract, a full-time office in the City of Carson is not feasible. HRC has nevertheless found that the vast majority of our clients, even those in our immediate area, reach us by phone. So far in FY 10/11, 88.43% of Carson clients have reached us by phone and 4.13% via e-mail. As such, a fulltime office in Carson is not required for resident access to our services.

However, recognizing that a community-based service provider must establish a presence in its jurisdiction in order to be effective, HRC will continue to conduct our bi-weekly clinic in the City of Carson. These are held at the City Hall and the Carson Senior Center, which has given us an opportunity to meet with city residents and have been very successful. In FY 09/10 4.68% of Carson clients reach us by visiting one of the walk-in clinics.

#### **2. Fair Housing Presentations and Workshops**

HRC provides outreach and education presentations and workshops in Carson and in collaboration with local programs and services. Our programs will be offered to a variety of

audiences such as housing professionals (e.g., landlords, property managers, and realtors), tenants, prospective homebuyers, city employees, and other non-profit organizations. Depending on the audience, the presentations can be conducted by HRC staff and volunteers in Armenian, Cantonese, Cambodian, English, Korean, Mandarin, Russian, Vietnamese, or Spanish.

The fair housing presentations entail an overview of fair housing laws, a discussion about common forms of housing discrimination and a question and answer session. The housing rights workshops include a comprehensive fair housing presentation and an overview of landlord/tenant law. HRC increases its effectiveness at these events by soliciting feedback in the form of evaluations that ask about fair housing issues addressed, presentation format, materials provided and overall program. HRC will conduct at least one such presentation or workshop each quarter.

### **3. Property Management Training**

HRC holds frequent property management seminars. These three-hour seminars are tailored to provide landlords with a detailed analysis of fair housing law and interpretation, with specific information on discrimination against families with children, disability provisions, sexual harassment, hate crimes, and advertising. HRC's staff attorneys conduct these management training sessions, which gives participants a unique and valuable resource.

HRC's Fair Housing Certification Training Manual is comprehensive, gives participants a summary of all applicable fair housing laws, and is a valuable reference for future needs. Staff will be able to provide training in English and Spanish as needed. HRC will conduct at least one training per quarter.

### **4. Development and Distribution of Materials**

HRC has developed updated materials that describe how housing injustices arise, the applicable laws that protect against housing discrimination and ways to prevent housing inequity. Our materials and programs will be offered to a variety of audiences.

Our Agency brochure summarizes fair housing protections and encourages those with questions to contact HRC through our toll-free number for more information and a TTY number for the hearing impaired. We also have specialized brochures targeting housing professionals, families with children, the disabled community, and prospective homebuyers.

HRC staff has translated written materials into Armenian, Chinese, Korean, Russian, and Spanish. Materials will be distributed to the city, libraries, and local social service agencies for distribution to their constituencies, and at all our activities in the City. We will distribute at least 1,200 pieces of literature.

### **5. Community Booths**

HRC regularly staffs booths at community festivals, apartment owners' association annual events, college events, and other events as they occur. We have developed eye-catching poster boards and banners that have proven helpful in drawing attendees to our booths. We will participate in at least 2 booths per year.

### **6. Media**

Since 1992, the Housing Rights Center has been a member of the Southern California Fair Housing Advertising Task Force. The Task Force meets monthly and includes representatives from the Housing Rights Center, the US Department of Housing and Urban Development, the California State Department of Fair Employment and Housing, the Apartment Association of Greater Los Angeles, the City of Los Angeles, the *Los Angeles Times*, the *LA Weekly*, the *Ventura County Star* and many other newspaper groups from throughout Los Angeles County.

The main goal of the Task Force is to bring about better awareness of the fair housing laws through media outreach. Since 2002, the *Los Angeles Times* has donated advertising space in the Sunday Real Estate Section for fair housing advertisements. Other members of the Task Force who represent newspaper groups have also donated advertising space.

HRC will contact local media outlets and request that they publish or air public service announcements (“PSA’s”) about fair housing laws and HRC’s services. Targeted community newspapers, such as *La Opinion*, *The Daily Breeze*, *LA Sentinel*, *the Armenian Observer*, and the *Chinese American Daily News* will be contacted to publicize fair housing and advertise HRC’s services. Furthermore, media outlets such as radio (KTNG-AM 1020, KREA-FM 93.5, KXED-AM 1540, etc.) and television (Telemundo, KCET-TV Channel 28, KVEA-TV Channel 52, etc.) will also be contacted. At least one media activity will be conducted each month.

### **7. Housing Rights Summit**

HRC, in addition to these workshops and trainings, will hold our Annual Housing Rights Summit, which brings interested parties together to discuss fair housing, and raises public awareness of fair housing issues and services generally. The event brings together fair housing groups, social service providers, housing industry and community members, and government entities to address fair housing and other related issues, such as slum housing and hate crimes. Persons not directly involved in fair housing will bring a fresh perspective to ways of addressing fair housing impediments and gain a new understanding of connections between fair housing and other issues.

### **8. Outreach to Immigrant Communities**

Immigrant populations are increasingly redefining neighborhoods throughout Los Angeles County. These immigrant populations often face formidable barriers because of discriminatory housing practices. Fair housing efforts must therefore be directed toward educating immigrant populations about their fair housing rights and ensuring that enforcement mechanisms address the specific types of discrimination they encounter. The best way to achieve this goal will be through extensive outreach. Our goal is to increase public awareness of the services we offer and housing rights under the law; to create a more active and extensive network with community and culturally based organizations that serve these communities; and to recruit volunteers to assist in outreach efforts from the target areas. In order to make immigrants aware of our services, we have translated all of our brochures into Armenian, Chinese, Korean, Russian, and Spanish.

### **9. Website**

In September 2003, HRC launched a website, The current web address, [www.housingrightscenter.org](http://www.housingrightscenter.org), includes comprehensive fair housing information and resources, descriptions of our services, the ability to submit questions by email, and various other enhanced features. Since its inception, HRC’s website has received over 300,000 hits.

### **10. Project Place**

Project Place is our monthly apartment listing. It includes listings from all the areas served by HRC, including Carson. The service is free, and lists rental unit information including location, size, amenities, and whether the landlords will accept Section 8 vouchers.

Project Place is available at our office locations, and we mail and fax this list when requested. Project Place is available on our website with a search function by type of housing.

### **11. Local Newspapers**

In 2002, HRC launched a massive media task force in collaboration with the *Los Angeles Times*, and many other newspaper outlets, including the *Los Angeles Weekly*, the *Los Angeles Newspaper Group* (which includes the *LA Daily News* and the *Press-Telegram*), *RAP Communications*

*Inc.*, and the *Ventura County Star*. Each of the participating media groups commits to fair housing as part of their policy, and includes a statement to that effect in their apartment listings. The newspapers also include contact information for HRC. HRC will contact local newspapers that currently do not participate, encouraging them to adopt non-discrimination policies as well.

## **12. Lending Institutions**

Every year, HRC hosts a Lender Training Session for our South Bay cities, including the City of Carson. At these sessions, lenders are trained on the most recent fair housing laws as they relate to the home buying and refinancing process, including predatory lending practices. HRC's staff attorneys conduct these training sessions. In FY 11/12, HRC will conduct targeted outreach to Carson lenders, encouraging their participation.

## **Component 3 Discrimination Complaint Services**

Our complaint resolution program is designed to conduct thorough and efficient investigations, to achieve the most favorable results available to our clients, and to track complaint data and outcomes accurately and efficiently. Clients are able to reach HRC via our toll free phone number, TTY number, through office visits, and via the web.

### **1. Discrimination Inquiries**

HRC's Counseling Department staff is trained to provide counseling on landlord/tenant, fair housing, and predatory lending law. We conduct periodic training to ensure that staff is current on changes to applicable legislation.

In order to screen our calls for fair housing issues, HRC Counselors are trained to ask basic questions that are likely to reveal potential discrimination without prompting the caller to prematurely identify discrimination as the cause. When the Counselor suspects that discrimination may be a factor in the caller's problem, the Counselor will complete the Discrimination Inquiry components of the intake database, in which we obtain contact and site information, as well as demographic information about the client.

The inquiry is referred by the Counselors to the Director of Investigations ("DOI"), who will review the basic allegation and assign the inquiry to one of several Case Analysts ("CAs"). The CAs will conduct a more thorough phone interview with the client who has alleged discriminatory practices. The CAs have experience with the many forms discrimination takes and periodically receive training to spot new and emerging fair housing issues.

If the CA determines there is cause to suspect that discrimination has occurred or is occurring, he or she consults with the DOI. If they agree that agency intervention is appropriate, the CA will schedule an intake interview. Every effort is made to conduct these interviews in person. If a client is disabled or otherwise unable to come in to the office, the CA will make arrangements for a home visit or telephone intake interview. The telephone interview may be conducted when time is of the essence.

### **2. Discrimination Cases**

#### **a. Intake**

Our intake form gives us a comprehensive picture of the rental scenario and is the first step toward launching an investigation. The intake form includes all contact information for the client, demographic data, and tenancy information. Key information about the complaint address is also gathered, including the names and addresses of the owner, management company, and on-site manager, whether the building is rent controlled or stabilized, the number

of vacancies in the building (useful for testing), and how units at the complaint address are advertised for rental or sale. Finally, the intake form requires that the client provide a signed narrative of his or her experience, which describes the alleged discriminatory practice or practices in context and in chronological order. Upon completion of the intake, a case number is assigned and the CA and DOI meet again to discuss case investigation strategy.

**b. Case Investigation**

HRC uses five (5) principal methods when investigating complaints of housing discrimination. While paired testing and surveying are the most common, all methods can be an important part of gathering evidence and each is used as appropriate.

**i. Testing:** Every effort is made to initiate testing in cases where it is appropriate as soon as possible after intake. Typically, this is within 2 or 3 days of the initial complaint. A concerted effort is made to test immediately in complaints by a prospective renter of a refusal to rent. We have designed standardized report forms to elicit information gathered during tests. The forms require testers to provide a comprehensive narrative of their experience in addition to detailed specific information. The Case Analyst compares and analyzes the reports. HRC's staff conducts both sales and rental testing. We have over 30 active testers who are able to conduct testing as needed. HRC conducts quarterly training sessions for new testers to fill ongoing needs in our testing pool.

**ii. Surveys:** When testing of the kind described above is not possible or appropriate, for example because there are no vacancies or because the allegation is by an in-place tenant complaining of harassment, HRC will often conduct surveys of other tenants at the complaint address. This is often the case where the apartment building has only a small number of units and tenant turnover is minimal. We seek comprehensive information from those surveyed about their tenancy, as well as their general impressions about the conditions at the complaint address, with specific attention to the issues raised in the complaint. When other tenants of the same protected class as the client report similar treatment, surveys provide strong evidence of a pattern or practice of discrimination and become invaluable in conciliation efforts and/or settlement negotiations.

**iii. On-site Visits:** On-site visits by HRC's staff can be an important investigative tool when the physical conditions of the rental premises are at issue. This is often the case in an investigation of alleged disability discrimination. Physical evidence, such as photographs and diagrams, will verify the lack of an accommodation, such as a ramp, and the feasibility of installation.

**iv. Witness Statements:** Clients frequently have witnesses who can verify elements of their allegation. HRC interviews the witness and documents the information they provide in signed and dated declarations. As with surveys, this sort of corroborating evidence is key in subsequent efforts to resolve the housing issue.

**v. Document requests and review:** When building a case, HRC seeks to maintain a complete file of the tenant and landlord's interaction. We will obtain rental agreements, advertisements, notices, and any correspondence that has been exchanged. HRC also conducts respondent property searches. This helps us determine whether there are other testing options, which can assist in establishing a pattern and practice of discrimination.

### **c. Findings**

Once HRC has concluded our investigation, we make a determination about the strength of the evidence that corroborates the client's allegation of discrimination, assigning the case one of three possible findings. The strongest finding, "Sustains Allegation" (SA), is given to those cases for which we have obtained sufficient evidence to pursue diligent advocacy and/or legal remedies for the client. When the evidence we have obtained partially supports the allegation, or is otherwise inadequate for us to take further steps, we designate a finding of "Inconclusive Evidence" (IE) of discrimination. When our investigation reveals that the complaint lacked merit as a fair housing violation, we make a finding of "No Evidence of Discrimination" (NED).

### **d. Resolution of Compliant**

If HRC's investigation finds evidence supporting the allegation of discrimination, we work with the client to achieve his or her goal. At the intake interview, the CA explains the available options to the client and determines the client's goals. This fundamental question drives the investigation, and results in our office pursuing one of the following actions:

#### **i. Conciliation**

This is often HRC's first step in trying to resolve the problem. When conciliating a complaint, we act as advocates for the client. Typically, we contact the respondent by letter and detail the basis of the allegation, the results of our investigation, the applicable law, and a proposed solution. If the client's goal is to secure the housing at issue, this will be our first priority. These "complaint letters" give the respondent an early opportunity to avert further action. It also serves to put the respondent on notice that HRC has and will continue to intervene on the client's behalf.

Occasionally, a respondent is unaware that a violation of fair housing law has occurred and is willing to make a good faith effort to correct the problem. HRC obtains that assurance in writing and continues to monitor the situation. When the client feels that the issue is resolved, the case is closed as "Successfully Conciliated" (SC).

There are times, however, when a respondent is unwilling to consider conciliation. As before, HRC presents the client with his or her remaining options. If there is strong evidence of discrimination, we encourage the client to consider legal remedies.

#### **ii. Referral to a Government Administrative Agency**

Another option for clients is to file with one of three governmental agencies: California Department of Fair Employment and Housing (DFEH), U.S. Department of Housing and Urban Development (HUD), or the U.S. Department of Justice (DOJ). The advantage for a client in filing with one of these agencies is that the agencies are able to conduct an investigation with the strength of subpoena power. Moreover, the client need not hire an attorney to pursue an administrative remedy. When a client chooses this option, HRC cooperates with the government agency through document sharing. We also track the resolution of these referred cases.

#### **iii. Referral to Litigation Dept. and Continued Investigation**

When HRC has gathered evidence sustaining an allegation of discrimination, and the respondent has been unwilling to conciliate the matter or the client's stated goal is litigation, we pursue the appropriate legal remedies. HRC's Legal Department is able to advise and represent clients in federal and state court. When the alleged discrimination practice implicates housing policy or gives HRC an opportunity to highlight an issue of particular importance, HRC will join as a plaintiff.

### **3. General Housing and Landlord/Tenant Referrals**

HRC provides telephone and in-person counseling to both tenants and landlords regarding their respective rights and responsibilities under California law and local city ordinances. In addition to answering basic housing questions, Counselors advise clients on how to resolve their housing problems or issues. For example, staff members commonly cite specific civil codes that pertain to the client's matter and/or provide sample letters that discuss a particular issue. Often, a tenant will write to his or her landlord about a particular matter per the advice of a staff member, and is able to work out a quick and satisfactory resolution. Tenant/landlord counseling not only facilitates housing-rights education of residents, but also serves to empower them in their efforts to achieve fair housing for themselves and in their communities. In our database, we refer to these calls as "resolved" since we have provided the caller the information required to resolve the issue on their own.

When Counselors determine that a particular client's matter is outside the scope of our agency's services, we provide appropriate referral information. Using referral books compiled by the HRC, staff members provide clients with agency names, phone numbers, and addresses in that client's locality. These referral lists are updated regularly to verify that the services continue to be provided. These agencies include, but are not limited to local housing authorities, health and building & safety departments, legal assistance agencies, and other social service providers.

### **4. Random Audit Testing**

Since beginning the fair housing services program for the City of Carson, HRC has conducted random audits to monitor fair housing compliance. In the past, we have audited for race and national origin discrimination, familial status discrimination and discrimination against people with disabilities.

In the next fiscal year, HRC will conduct audits of discrimination against people with disabilities. The basis for the audits will be decided upon with the City's input.

## **Component 4 Documentation and Performance Reports**

### **1. Documentation of Activities**

HRC's comprehensive intake database includes a reporting component that makes the production of statistics and other diagnostic data accurate and efficient. Statistical reports will include all demographic and complaint issue data, which will facilitate the analysis of trends and emerging needs. We also record every outreach activity in a database that allows us to track our activities by event type.

### **2. Documentation of Discrimination Complaints**

HRC will continue our practice of maintaining complete and organized case files. Our case files adhere to a strict format, which facilitates case management and review. Case files include all relevant documents and materials produced in the investigation and resolution of our cases.

*See Attachment 4 for Copy of Discrimination Intake Form*

### **3. Programmatic and Financial Reports**

In developing the reporting component of the complaint database, HRC has incorporated all statistical data requested by the City. These statistical reports will be provided to the City, along with detailed narratives, in our quarterly program reports. At a minimum, components of the quarterly reports will include statistical data, complaint descriptions, and summaries of all outreach activities. Monthly financial reports will also be provided, which will itemize expenses charged to the contract in detail.

*See Attachment 5 for Copy of a Quarterly Program Report*

## Section 5 Contractor Capabilities

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### **A. Mission Statement and Organizational History**

This year, the Housing Rights Center (HRC) celebrates our 43rd anniversary, making us the second oldest fair housing agency in Los Angeles County. Since our inception in 1968, HRC's goals have been to work with individuals, communities and local groups to enforce fair housing laws so that a tangible remedy will be available to every person injured by housing discrimination.

In pursuing these goals, HRC has distinguished itself as a premier fair housing agency. We are the largest fair housing agency in the state of California, offering the widest and most comprehensive array of fair housing services. During our 43-year history, HRC has pioneered the development of investigative procedures and reports and has been called on many times by the media to provide expert knowledge on fair housing issues. Over the last four decades, new communities have radically transformed Los Angeles County into a highly diverse, multi-ethnic area. HRC has addressed the changing demographics of its service area by introducing new programs and staff representing the diverse communities of the region.

In addition to the City of Carson, HRC's service area includes most of Los Angeles and Ventura Counties including the cities of: Alhambra, Baldwin Park, Culver City, El Monte, Glendale, Glendora, Hawthorne, Inglewood, Lancaster, Los Angeles (except for South LA and the San Fernando Valley), Montebello, Monterey Park, Oxnard, Palmdale, Pasadena, Pico Rivera, Pomona, Redondo Beach, Rosemead, San Buenaventura, South Pasadena, West Covina, and Whittier. Through a unified contract with the County of Los Angeles we serve the cities of Altadena, Arcadia, Azusa, Beverly Hills, Bradbury, Covina, Duarte, East Los Angeles, El Segundo, Hermosa Beach, Irwindale, Lawndale, Lennox, Malibu, Manhattan Beach, Marine Del Rey, Monrovia, Pacific Palisades, Playa Del Rey, San Gabriel, San Marino, Sierra Madre, South El Monte, Temple City, West Hollywood, and Westchester). Through a unified contract with the County of Ventura, we serve the cities of Camarillo, Fillmore, Moorpark, Ojai, Port Hueneme, Santa Paula and Thousand Oaks.

*Please see Attachment 1: List of References*

### **B. Services and Programs Offered**

HRC has established a four-part fair housing program in order to meet the needs of the communities we serve and to address the many aspects of housing inequity. This program includes: (1) Telephone and Walk-in Counseling Services; (2) Discrimination Complaint Intake and Investigation; (3) Outreach and Education; and (4) Enforcement and Legal Services.

#### **I. Telephone and Walk-In Counseling Services**

The majority of clients assisted by HRC initiate contact via telephone. To ensure proper service, Housing Counselors are available daily to provide assistance to telephone and walk-in clients Monday through Friday from 8:30 a.m. to 5:00 p.m. Callers who reach the agencies after service hours will be contacted the next day, or on Monday if the message is left on a weekend. HRC has a toll-free 800 number, and a TTY number for the hearing impaired.

HRC Housing Counselors can assist clients in several different ways. Housing Counselors provide: general information and materials on the California Civil Code and other applicable laws; provide clients with referrals to other organizations or city agencies such as the Health Department. Housing Counselors also screen client calls for possible discrimination issues. Our Housing Counselors are trained on how to screen all general inquiries for housing discrimination. As such, Housing Counselors are highly experienced in identifying housing discrimination. At the first sign of a claim of discrimination, the client's inquiry is referred to the Director of Investigations.

## 2. Discrimination Complaint Investigation

The discrimination complaint investigation begins at the intake phase. Once a client contacts HRC, a Housing Counselor interviews the client to determine what type of problem he or she may have. At the first sign of a claim of discrimination, the client's inquiry is referred to the Director of Investigations.

If the Director of Investigations determines that a full investigation should be done, she or a member of her Investigations Team will conduct outside factual research. This gathering of information may include administering tests to identify any discriminatory actions by housing personnel, conducting interviews of witnesses and organizing studies or surveys to identify any discriminatory history that may exist in the client's area. Once sufficient factual evidence is obtained, the Investigator can identify the type of discrimination that may be involved and potential solutions for the client. The Director of Investigations and her team work closely with the client to best achieve that client's goals.

### Carson Direct Services Past Seven Fiscal Years

	FY 03/04	FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	Total
<b>Direct Services</b>								
General Housing	134	147	150	179	139	153	162	<b>1,064</b>
Discrimination Complaints	16	9	7	18	14	12	9	<b>85</b>
<b>Total</b>	<b>150</b>	<b>156</b>	<b>157</b>	<b>197</b>	<b>153</b>	<b>165</b>	<b>171</b>	<b>1,149</b>
<b>Discrimination Complaint Outcomes</b>								
Sustains Allegation	5	4	3	5	2	4	1	<b>24</b>
Inconclusive Evidence	3	1	1	1	2			<b>8</b>
No Evidence of Disc.								
Counseled	5	3	2	10	10	8	7	<b>45</b>
Referred	3	1	1	2			1	<b>8</b>
Pending								
<b>Total</b>	<b>16</b>	<b>9</b>	<b>7</b>	<b>18</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>85</b>
<b>Case Dispositions</b>								
Successful Conciliation	1	3	3	4	2	2	1	<b>16</b>
No Enforcement Possible	6	1	1	1	2	1		<b>12</b>
Referred to Litigation		1						<b>1</b>
Client Withdrew	1			1				<b>2</b>
Referred to DFEH						1		<b>1</b>
Counseled	5	3	2	10	10	8	7	<b>45</b>
Referred	3	1	1	2			1	<b>8</b>
Pending								
<b>Total</b>	<b>16</b>	<b>9</b>	<b>7</b>	<b>18</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>85</b>

Please also see Attachment 2: Complaint Process Flowchart



### 3. Outreach and Education

HRC has established an effective and comprehensive outreach and education program. We continuously develop and distribute written materials that describe the applicable laws that protect against housing discrimination and ways to prevent housing injustices. Additionally, we present fair housing law workshops and programs to our target audiences to teach communities how to stop housing inequity problems.

Our materials and programs are offered to a variety of audiences such as property personnel (e.g. landlords, property managers, and realtors), tenants, prospective homebuyers, code enforcement personnel, police officers, city employees, and other non-profit organizations. Depending on the audience, the written materials and presentations can be translated by staff into Armenian, Cantonese, Korean, Mandarin, Spanish, or Russian.

### 4. Enforcement and Legal Services

HRC has three attorneys who are able to litigate housing discrimination cases. Although we always look to a variety of creative legal and non-legal solutions to housing problems, we have found litigation to be highly effective to stop instances of discrimination and to educate a broader audience about the illegality of housing discrimination.

## C. Staff Profile

HRC has mobilized a highly effective and diverse staff with the capacity to provide fair housing services in eight languages in addition to English: Armenian, Cantonese, Cambodian, Korean, Mandarin, Russian, Vietnamese, and Spanish. We have organized the agency into several departments, each with a department head who will directly train and supervise their respective teams. These Departments include:

1. A **Counseling Department** team of five Counselors and a Director who will field all housing calls, screening clients for fair housing issues, and provide information and referrals for landlord/tenant issues.

2. An **Investigation Department** team of five Case Analysts and a Director who will promptly and thoroughly respond to, investigate, and resolve allegations of housing discrimination.

3. A **Legal Department** team of three attorneys and a legal secretary who will provide legal services to our clients; provide expert support to other staff on investigations and landlord/tenant issues; conduct training sessions for staff, property managers, and other attorneys; lead the countywide Task Force; and engage in legislative advocacy.

4. An **Outreach & Education Department** team of two Coordinators and a Director who will implement a comprehensive citywide outreach program that is based on community needs.

5. An **Executive and Financial Department** that is responsive and accountable.

In addition, the Executive Director has created a Development Committee that will meet regularly to discuss the overall development of the agency, including long-term strategic planning.

*Please see Attachment 3: Organizational Chart*

In administering our various contracts, HRC has always been congratulated for timeliness, thoroughness, and accuracy.



## Section 6 Costs

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The cost to provide the City of Carson with the Fair Housing Program in 2011/12 would be \$31,150. If the City extends the contract to cover 2012/13 the Housing Rights Center can provide the Fair Housing Program at a cost of \$32,240.

### Southern California Housing Rights Center City of Carson Project Budget FY 2011-12 and FY 2012-13

<u>Cost Categories</u>	<u>7/11-6/12</u>	<u>7/12-6/13</u>
Salaries	24,368	25,096
Benefits	3,657	3,764
<b>Total Personnel Costs</b>	<b>28,025</b>	<b>28,860</b>
Single Audit	75	75
Testing	250	350
Mileage/Travel	10	10
Rent	1,850	1,925
Office Supplies	375	400
Equipment	15	15
Phone	25	25
Postage	175	200
Insurance	325	350
Public Info	15	20
Subscrip/Meetings	5	5
Other	5	5
<b>Total Non-Personnel</b>	<b>3,125</b>	<b>3,380</b>
<b>Total</b>	<b>31,150</b>	<b>32,240</b>

## Section 7 Attachments

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### Attachment I List of References

**1. City of Los Angeles**

Julie Chavez, Housing Economic Planning Analyst  
Los Angeles Housing Department  
Grants Management  
1200 W. 7<sup>th</sup> Street, 9<sup>th</sup> Floor  
Los Angeles, CA 90017  
(213) 808-8487  
Most Recent Contract Term: April 1, 2010 – September 30, 2011

**2. City of Culver City**

Mona Kennedy, Housing Specialist  
City of Culver City  
9970 Culver Blvd.  
Culver City, CA 90232-0507  
(310) 253-5795  
Most Recent Contract Term: July 1, 2010 – June 30, 2011

**3. City of Oxnard**

Karl Lawson, Compliance Services Manager  
City of Oxnard – Housing Department  
435 South D Street  
Oxnard, CA 93030  
(805) 385-8095  
Most Recent Contract Term: January 1, 2011 – June 30, 2012

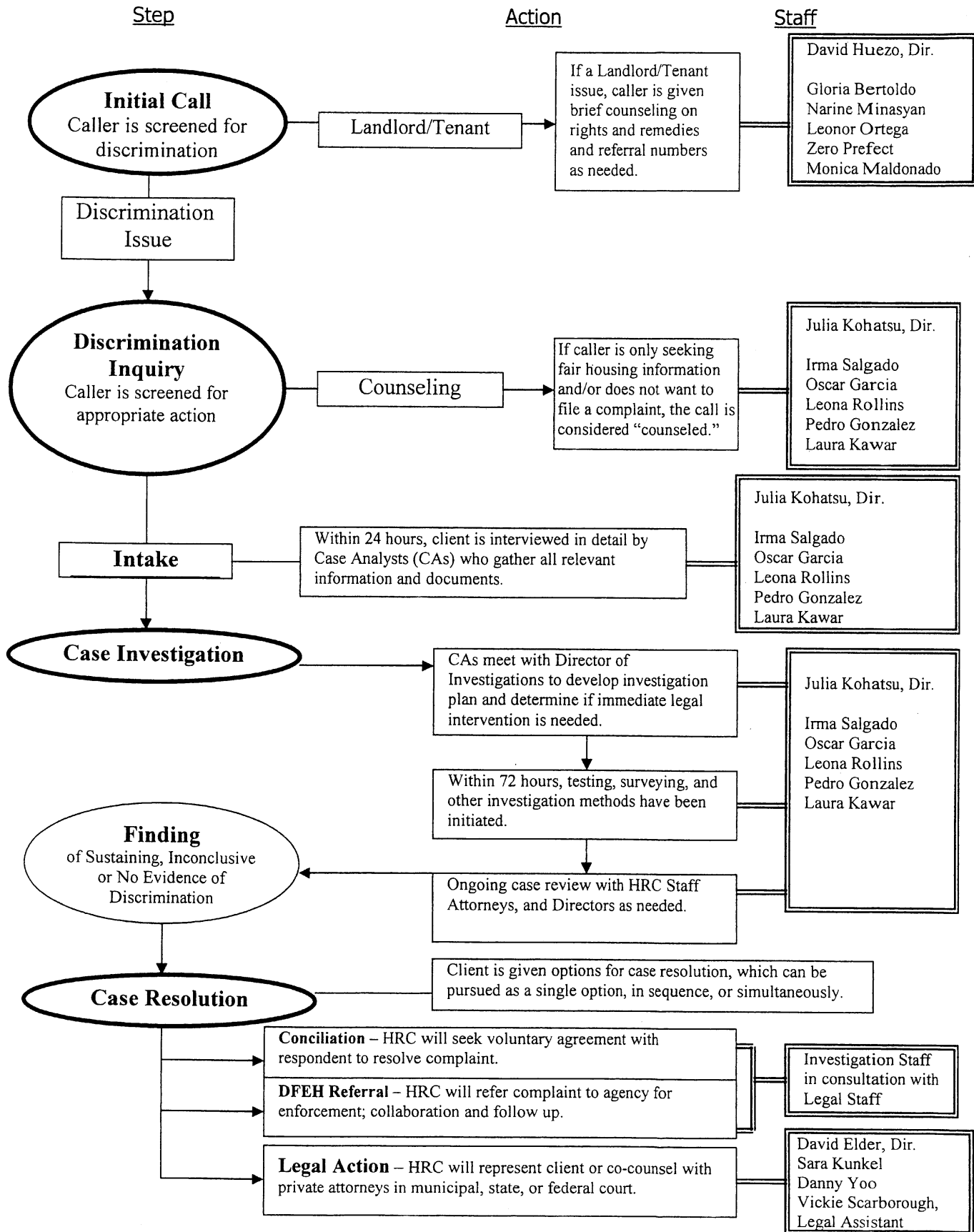
**4. City of Hawthorne**

Gregg McClain, Director of Planning & Community Development  
City of Hawthorne  
4455 W. 126<sup>th</sup> Street  
Hawthorne, CA 90250  
(310) 349-2975  
Most Recent Contract Term: July 1, 2010 – June 30, 2011

**5. County of Ventura**

Meg Kimball-Drewry, Management Analyst  
County of Ventura/CEO  
800 S. Victoria Ave., L#1940  
Ventura, CA 93009  
(805) 654-2871  
Most Recent Contract Term: July 1, 2010 – June 30, 2011

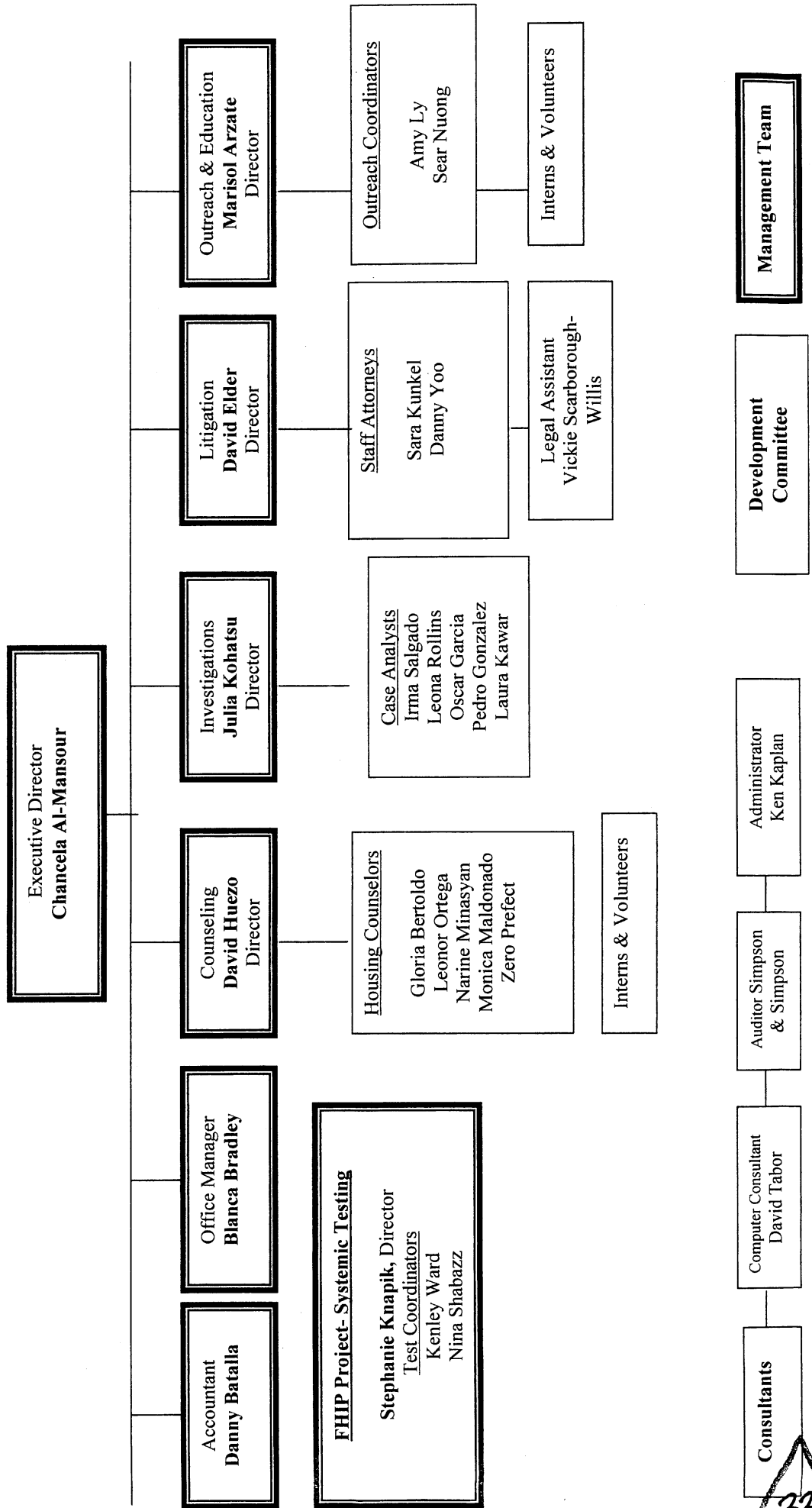
## Attachment 2 Housing Rights Center - Complaint Process Flowchart



Attachment 3

HOUSING RIGHTS CENTER

5/2/11



**Attachment 4**

**Blank Discrimination Intake Form**



# Discrimination Intake Form

Date \_\_\_\_\_ Case Number \_\_\_\_\_

Source of Referral \_\_\_\_\_ Interviewer \_\_\_\_\_

Type of Complaint \_\_\_\_\_

Home Seeker: Rental \_\_\_\_\_ Sales \_\_\_\_\_ In-Place Tenant \_\_\_\_\_ Homeowner \_\_\_\_\_

If a Home Seeker: Pre-application Stage \_\_\_\_\_ Application Stage \_\_\_\_\_

Date of Incident \_\_\_\_\_ Anniversary Date \_\_\_\_\_

## Complainant Information

Name \_\_\_\_\_

Current Address \_\_\_\_\_ Apt. # \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_ Social Security Number \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Alternate Phone \_\_\_\_\_ Pager/Voice Mail \_\_\_\_\_

Complainant prefers to be contacted \_\_\_\_\_ Preferred Time \_\_\_\_\_ Preferred Day \_\_\_\_\_

Birth Date \_\_\_\_\_ Sex: \_\_\_\_\_ Race/National Origin \_\_\_\_\_

Marital Status \_\_\_\_\_ Disability \_\_\_\_\_

If an In-Place Tenant: Length at Address \_\_\_\_\_ Number of Bedrooms: \_\_\_\_\_ Rent \_\_\_\_\_

Security Deposit \_\_\_\_\_ Section 8 Voucher \$ \_\_\_\_\_ Section 8 Counselor Name \_\_\_\_\_

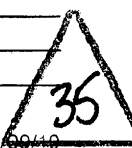
Does complainant have 3-day notice, 30-day notice or unlawful detainer pending currently? \_\_\_\_\_

If a Home Seeker: Type of Housing Sought \_\_\_\_\_ Number of Bedrooms \_\_\_\_\_ Rent \$ \_\_\_\_\_

Attire When Applied \_\_\_\_\_

Additional Information:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Number of Adults in Household:

Name:	Name:
Age:	Age:
Sex:	Sex:
Race:	Race:
National Origin:	National Origin:
Disability:	Disability:
Relation:	Relation:
Name:	Name:
Age:	Age:
Sex:	Sex:
Race:	Race:
National Origin:	National Origin:
Disability:	Disability:
Relation:	Relation:

Number of Children in Household:

Age												
Sex												

Complainant Employment

Company \_\_\_\_\_

Address \_\_\_\_\_

Position \_\_\_\_\_

Net Income \_\_\_\_\_

No. of Years with Company \_\_\_\_\_

If not Employed, Source of Income \_\_\_\_\_

Total Household Income \_\_\_\_\_

Spouse/Co-Resident Employment

Company \_\_\_\_\_

Address \_\_\_\_\_

Position \_\_\_\_\_

Net Income \_\_\_\_\_

No. of Years with Company \_\_\_\_\_

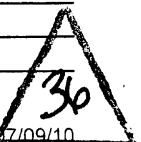
Additional Information:

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## Complaint Address

Name of Complex \_\_\_\_\_

Address \_\_\_\_\_ Apt # \_\_\_\_\_ City \_\_\_\_\_

State CA Zip Code \_\_\_\_\_ Cross Streets \_\_\_\_\_

Owner's Name \_\_\_\_\_ Owner's Phone \_\_\_\_\_

Owner's Address \_\_\_\_\_

Management Company \_\_\_\_\_ Manager's Name \_\_\_\_\_

Management Co. Address \_\_\_\_\_

Management Phone \_\_\_\_\_ Management Office Hours \_\_\_\_\_

Manager's Race/National Origin/Age \_\_\_\_\_

Real Estate Company \_\_\_\_\_ Real Estate Agent Name \_\_\_\_\_

Real Estate Agent Address \_\_\_\_\_

Real Estate Agent Phone \_\_\_\_\_ Real Estate Co. Office Hours \_\_\_\_\_

Agent's Race/National Origin/Age \_\_\_\_\_

New Owner? \_\_\_\_\_ Since When? \_\_\_\_\_ New Manager? \_\_\_\_\_ Since When? \_\_\_\_\_

No. of Units in Building \_\_\_\_\_ No. of Vacancies \_\_\_\_\_ Year Built \_\_\_\_\_ Rent Control \_\_\_\_\_

Property Offered for: Sale \_\_\_\_\_ Rent \_\_\_\_\_

Learned about Vacancy: Ad \_\_\_\_\_ Sign \_\_\_\_\_ Friend \_\_\_\_\_ Other \_\_\_\_\_

Sign on Property \_\_\_\_\_ Language of Sign \_\_\_\_\_

Info. On Ad/Sign(If available, include copy) \_\_\_\_\_

Source of Ad \_\_\_\_\_ Date of Ad \_\_\_\_\_ Page # \_\_\_\_\_

No. of Bedrooms \_\_\_\_\_ Rent \$ \_\_\_\_\_ Security Deposit \$ \_\_\_\_\_

## Respondent Information

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_

Race/National Origin/Age \_\_\_\_\_ Number of Properties \_\_\_\_\_

Prior Complaints \_\_\_\_\_ Property Search Attached \_\_\_\_\_

Narrative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Complainant

**Attachment 5**

**Sample Quarterly Program Report**

# Housing Rights Center

## Statistical Report

Carson

9/1/2010 - 9/30/2010

### Client Profile

Total Clients		
Total	16	

Female Head of Household		
Total	1	6%

Seniors		
Total	5	31%

Disabled		
Total	1	6%

Type Of Visit		
Email	1	6%
Telephone	15	94%

Race		
Asian	1	6%
Blk/Afr Am	5	31%
Other	6	38%
White	4	25%

Ethnicity		
Mexican/Chicano	1	6%
Not Hispanic/Latino	12	75%
Other Hispanic/Latino	3	19%

Language		
English	16	100%

Income Level		
Very Low	1	6%
Extremely Low	15	94%

Household Size		
1	11	69%
2	2	13%
4	2	13%
7	1	6%

Type Of Caller		
In-Place Tenant	15	94%
Landlord	1	6%

Source Of Referral		
City Hall	5	31%
Community Organization	7	44%
HRC Website	1	6%
Return Visit	3	19%

### Services

Housing Issue		
Physical Disability	1	6%
Eviction	1	6%
Harassment	3	19%
Notices	6	38%
Rent Increase	1	6%
Security Deposit	1	6%
Substandard Conditions	2	13%
L/T General Information	1	6%

HRC Action		
Discrimination Inquiry	1	6%
Resolved	12	75%
Building and Safety	1	6%
Legal Aid	1	6%
Mediation	1	6%



# Housing Rights Center

## Program Summary

City of Carson

Fiscal Year 2010/2010

	1st Qtr July - Sept	2nd Qtr Oct - Dec	3rd Qtr Jan - March	4th Qtr April - Jun	Total FY 10/10
<b>DIRECT SERVICES</b>					
General Housing	32	0	0	0	32
Discrimination	3	0	0	0	3
Inquiries	1	0	0	0	1
Cases	2	0	0	0	2
<b>Total</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35</b>

### DEMOGRAPHICS

Race					
Asian	5	0	0	0	5   14%
Blk/Afr Am	13	0	0	0	13   37%
Other	10	0	0	0	10   29%
White	7	0	0	0	7   20%
<b>Total</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35   100%</b>

Ethnicity					
Mexican/Chicano	1	0	0	0	1   3%
Not Hispanic/Latino	31	0	0	0	31   89%
Other Hispanic/Latino	3	0	0	0	3   9%
<b>Total</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35   100%</b>

Income					
Low	4	0	0	0	4   11%
Very Low	4	0	0	0	4   11%
Extremely Low	27	0	0	0	27   77%
<b>Total</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35   100%</b>

Special Groups					
Female Headed	3	0	0	0	3   9%
Senior	9	0	0	0	9   26%
Disabled	5	0	0	0	5   14%
Gov't Subsidized	2	0	0	0	2   6%

Type of Caller					

41

## Housing Rights Center Program Summary

	1st Qtr July - Sept	2nd Qtr Oct - Dec	3rd Qtr Jan - March	4th Qtr April - Jun	Total FY 10/10	
In-Place Tenant	32	0	0	0	32	91%
Landlord	2	0	0	0	2	6%
Rental Homeseeker	1	0	0	0	1	3%
<b>Total</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>100%</b>

## Housing Rights Center Program Summary

	1st Qtr July - Sept	2nd Qtr Oct - Dec	3rd Qtr Jan - March	4th Qtr April - Jun	Total FY 10/10	
<b>DISCRIMINATION INQUIRIES</b> <span style="float: right;">*Including inquiries that became cases*</span>						
<b>Protected Classification</b>						
Physical Disability	2	0	0	0	2	67%
Discrim. General Information	1	0	0	0	1	33%
<b>Total Inquiries</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>100%</b>
<b>Dispositions</b>						
Counseled	0	0	0	0	0	0%
Referred	1	0	0	0	1	33%
Case Opened	2	0	0	0	2	67%
Pending	0	0	0	0	0	0%
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>100%</b>

43

## Housing Rights Center Program Summary

	1st Qtr July - Sept	2nd Qtr Oct - Dec	3rd Qtr Jan - March	4th Qtr April - Jun	Total FY 10/10	
<b>DISCRIMINATION CASES</b>						
<b>Protected Classification</b>						
Physical Disability	2	0	0	0	2	100%
<b>Total Cases</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>100%</b>
<b>Findings</b>						
Sustains Allegation	2	0	0	0	2	100%
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>100%</b>
<b>Dispositions</b>						
Successful Conciliation	1	0	0	0	1	50%
Pending	1	0	0	0	1	50%
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>100%</b>



## Housing Rights Center Program Summary

	1st Qtr July - Sept	2nd Qtr Oct - Dec	3rd Qtr Jan - March	4th Qtr April - Jun	Total FY 10/10
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### TENANT / LANDLORD SERVICES

Housing Issue	1st Qtr July - Sept	2nd Qtr Oct - Dec	3rd Qtr Jan - March	4th Qtr April - Jun	Total FY 10/10	Percentage
Eviction	3	0	0	0	3	9%
Harassment	3	0	0	0	3	9%
Notices	9	0	0	0	9	28%
Rent Increase	2	0	0	0	2	6%
Secion 8 Information	2	0	0	0	2	6%
Security Deposit	3	0	0	0	3	9%
Substandard Conditions	3	0	0	0	3	9%
Repairs	2	0	0	0	2	6%
L/T General Information	4	0	0	0	4	13%
Seeking Housing	1	0	0	0	1	3%
<b>Total</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32</b>	<b>100%</b>

Disposition	1st Qtr July - Sept	2nd Qtr Oct - Dec	3rd Qtr Jan - March	4th Qtr April - Jun	Total FY 10/10	Percentage
Resolved	22	0	0	0	22	69%
Building and Safety	2	0	0	0	2	6%
Health Department	1	0	0	0	1	3%
Housing Authority	1	0	0	0	1	3%
Legal Aid	2	0	0	0	2	6%
Mediation	1	0	0	0	1	3%
Other GH Action	1	0	0	0	1	3%
Small Claims Court	1	0	0	0	1	3%
Project Place	1	0	0	0	1	3%
<b>Total</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32</b>	<b>100%</b>

45

**Housing Rights Center  
City of Carson  
Discrimination Case Update  
September 2010**

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**No New Inquiries this Month:**

**New Cases this Month:**

**CA-092710-FZ**

Allegation: physical disability discrimination

Single, Caucasian female with a disability; in place tenant

The Complainant (Cp) is a single, Caucasian woman. Cp has a disability. Cp has lived at the complaint address since 2000. Cp states that on September 23, 2010, she was served with 30-day notice to quit. Cp states that the notice stated that she has violated the provisions of her lease. Cp denies the accusations. Cp is requesting a reasonable accommodation (to rescind the notice to quit and allow her to continue living in her unit) based on her disabilities.

On 9/23/10 HRC conducted Cp's intake and counseled her on her fair housing rights. On 9/23/10 HRC received the 30-day notice by fax from Cp. On 9/27/10 HRC telephoned the owners attorney and requested a reasonable accommodation on behalf of Cp based on her disability. The owner's attorney stated that she would call HRC after she talks to her client. On 9/27/10 HRC telephoned the Cp and updated her on her case. HRC also informed Cp that if she does get an unlawful detainer, she would have to seek legal representation. On 9/27/10 HRC mailed a narrative, release form, and income verification form to Cp for her review and signature.

**Finding: Sustains allegation (needs reasonable accommodation)**  
**Disposition: Pending (JK)**

**Previous Cases:**

**CA-081310-MM**

Allegation: Physical disability discrimination

Single, Asian, female with a disability; in-place tenant

The complainant (Cp) is a single, Asian woman. Cp has a disability. Cp has lived at the complaint address for 21 years. Cp states that she did not pay the rent for the months of July and August. Cp states that she attempted to pay her rent late, but the owner refused to accept her rent money. Cp states that the owner served her with a notice stating that she has to vacate her unit by August 14, 2010. Cp is requesting a reasonable accommodation (to provide her with an extension of time to vacate her unit) based on her disability.

On 8/13/10 HRC conducted Cp's intake and counseled her on her fair housing rights. That same day HRC telephoned the owner of the property and requested a reasonable accommodation on behalf of Cp based on her disability. The owner stated that there are only two people on the lease and there are currently six people living in the unit. The owner stated that Cp is not a tenant because she is not on the lease. The owner stated that he wants the tenants to vacate the unit because they are always paying their rent late. HRC asked the owner to provide Cp with additional time to vacate her unit. The owner stated that he would think about it. From 8/13/10 to 8/19/10, HRC attempted to contact Cp but couldn't locate her. On 8/25/10 Cp came to HRC to inform us that the owner did not charge them rent for the months of July and August and provided her with three more days to vacate her unit. On 9/1/10 HRC closed the case.

**Finding: Sustains allegation (needs reasonable accommodation)**  
**Disposition: Successful conciliation – Closed 9/1/10 (JK)**

46

# CDBG DIRECT BENEFIT ACTIVITY REPORT (MONTHLY)

Project Name: \_\_\_\_\_

Executive Signature: \_\_\_\_\_

Date: \_\_\_\_\_

UNDUPLICATED = number of new clients served each month  
 DUPLICATED (UNIT OF SERVICE) = number of times each client is served

NOTE: Hisp = Hispanic AM = American ND = Indian Accum = Accumulative

Income/Race/Female Head of Household Categories	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total Clients	Total Units of Service	Accum Total	Accum Total
<b>Income</b>																
a) # of Extremely Low Income																
b) # of Low Income																
c) # of Very Low Income																
<b>Single Race</b>																
d) White																
e) Black/African Am																
f) Asian																
g) Am Indian/Alaskan Native																
h) Native Hawaiian/Pacific Islander																
<b>Multi Race</b>																
i) Am Indian/Alaskan Native & White																
j) Asian & White																
k) Black/African Am & White																
l) Am Indian/Alaskan Native/Black/African Am																
m) Hisp/White																
n) Hisp/Black/African American																
o) Hisp/Asian																
p) Hisp/Am Indian/Alaskan Native																
q) Hisp/Native Hawaiian/Other Pacific Islander																
r) Hisp/Am Indian/Alaskan Native & White																
s) Hisp/Asian & White																
t) Hisp/Black/African Am & White																
u) Hisp/Am Indi/Alaskan Native/Black/African Am																
v) Other (multi-race only)																
<b>Female Head of Household</b>																

Instruction: Total number of clients served = the sum of Rows d thru v.

Instruction: Accumulative Total = total number each clients is served

Performance Measurement Accomplishment Narrative:

**Program Name:** \_\_\_\_\_

**2010 CDBG BENEFICIARY QUALIFICATIONS STATEMENT**

This statement must be completed and signed by each person or head of household (legal guardian) receiving benefits from the described project/activity. Please answer each of the following questions.

1. **How many persons are in your household?**  
 For this question, a household is a group of related or unrelated persons occupying the same house with at least one member being the head of the household. Renters, roomers, or borders cannot be included as household members.
- (Note that a list of the 2010 Income categories are presented below. Please calculate the combined gross annual income of all persons living in your household from all sources of income).
2. **CIRCLE your combined gross annual income**

**Los Angeles County, California**

FY 2010 Income Limit Area	Median Income	FY 2010 Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
		<u>Very Low (50%) Income Limits</u>	\$29,000	\$33,150	\$37,300	<b>\$41,400</b>	\$44,750	\$48,050	\$51,350	\$54,650
<b>Los Angeles County</b>	\$63,000	<u>Extremely Low (30%) Income Limits</u>	\$17,400	\$19,900	\$22,400	<b>\$24,850</b>	\$26,850	\$28,850	\$30,850	\$32,850
		<u>Low (80%) Income Limits</u>	\$46,400	\$53,000	\$59,650	<b>\$66,250</b>	\$71,550	\$76,850	\$82,150	\$87,450

3. (Per HUD regulations effective FY 2006) You may identify both a Race and a Hispanic Ethnicity. This information is confidential and is only used for government reporting purposes to monitor compliance with equal opportunity laws. Please note that self-identification of race/ethnicity is voluntary. Do you identify yourself as: (Please check which applies)

**RACE:**

<input type="checkbox"/> White	<input type="checkbox"/> Hispanic/Black African American
<input type="checkbox"/> Black/African American	<input type="checkbox"/> Hispanic/Asian
<input type="checkbox"/> Asian	<input type="checkbox"/> Hispanic/American Indian/Alaskan Native
<input type="checkbox"/> American Indian/Alaskan Native	<input type="checkbox"/> Hispanic/Native Hawaiian/Other Pacific Islander
<input type="checkbox"/> Native Hawaiian/Other Pacific Islander	<input type="checkbox"/> Hispanic/American Indian/Alaskan Native & White
<input type="checkbox"/> American Indian/Alaskan Native & White	<input type="checkbox"/> Hispanic/Asian & White
<input type="checkbox"/> Asian & White	<input type="checkbox"/> Hispanic/Black/African American & White
<input type="checkbox"/> Black/African American & White	<input type="checkbox"/> Hispanic/American Indian/Alaskan Native & Black/ African American
<input type="checkbox"/> Am. Indian/Alaskan Native & Black/African Am	
<input type="checkbox"/> Asian/Pacific Islander	<input type="checkbox"/> Other Multi-Racial
<input type="checkbox"/> Hispanic/White	

**HISPANIC/LATINO ETHNICITY?**  YES  NO

<input type="checkbox"/> Yes, Mexican/Chicano	<input type="checkbox"/> Yes, Cuban
<input type="checkbox"/> Yes, Puerto Rican	<input type="checkbox"/> Yes, Other Hispanic

4. Please CHECK, yes or no, if FEMALE HEAD OF HOUSEHOLD  Yes  No

**ACKNOWLEDGEMENT AND DISCLAIMER**

I CERTIFY UNDER PENALTY OF PERJURY THAT THE INCOME AND HOUSEHOLD STATEMENT MADE ON THIS FORM ARE TRUE.

Print Name:	DATE:
ADDRESS:	PHONE NO:
SIGNATURE:	Agency Approval

## Community Development Block Grant (CDBG) Program Income Documentation Requirements

\* Each box under "List Gross Monthly Income in Dollars," must be filled in with a number. If you do not have income from that source, mark "0" in the box.

SOURCE OF INCOME	LIST GROSS MONTHLY INCOME IN DOLLARS *	DOCUMENTATION <i>(Please submit as noted below)</i>
Salary		<ul style="list-style-type: none"> <li>• Copies of last 3 paychecks and Federal income tax returns; or</li> <li>• Employment and salary documentation form and Federal income tax returns.</li> </ul>
SSI/SSD - Supplemental Security Income/Disability		<p><i>(the following information must not be older than six months)</i></p> <ul style="list-style-type: none"> <li>• Copy of applicant's monthly award check; or</li> <li>• Form SSA-2458 <i>(request from local Social Security Office)</i>; or</li> <li>• Copy of applicant's award letter; or</li> <li>• Bank statements showing direct deposits of applicant's award check</li> </ul>
Aid for Families with Dependant Children (AFDC)		<ul style="list-style-type: none"> <li>• Award letter stating the amount of applicant's benefit; or</li> <li>• Copy of applicant's most recent check; or</li> <li>• Written statement from Caseworker stating the applicant's benefit amount</li> </ul>
General Relief		
Pension		<ul style="list-style-type: none"> <li>• Copy of applicant's most recent pension check; or</li> <li>• Copy of pension award letter showing monthly benefits; or</li> <li>• Bank statement showing direct deposit of applicant's award check</li> </ul>
Alimony		<ul style="list-style-type: none"> <li>• Copy of applicant's weekly or monthly check; or</li> <li>• Court decree establishing payments, <i>(divorce papers)</i>; or</li> <li>• Affidavit of child support signed by applicant</li> </ul>
Child Support		
Unemployment Insurance		<ul style="list-style-type: none"> <li>• Copy of award notice stating applicant's benefits; or</li> <li>• Payment booklet; or</li> <li>• Unemployment affidavit signed by applicant</li> </ul>
Self-Employed Profits		<ul style="list-style-type: none"> <li>• Account records; or</li> <li>• Most current quarterly income tax return <i>(not older than 6 months)</i></li> </ul>
Interest from Bank Accounts and Cash Funds		<ul style="list-style-type: none"> <li>• Letter from bank manager stating interest earned; or passbook; or</li> <li>• Bank statements showing last twelve months of interest; or</li> <li>• Most recent Federal income tax return showing interest earned; or</li> <li>• Investment statements indicating the amount of dividends earned</li> </ul>
Rental Property Income		<ul style="list-style-type: none"> <li>• Copy of recent rent check; or</li> <li>• Rent receipt book; or</li> <li>• Copy of property rental agreement signed by current tenant showing monthly rent; or</li> <li>• Copy of applicant's income tax return declaring earned rental income <i>(not older than one year)</i></li> </ul>
Other Income not shown above LIST SOURCES		<ul style="list-style-type: none"> <li>• Attach documentation to support declaration</li> </ul>

I certify that the above statements are true. If at any time this information is found to be false or incorrect, and it is then determined that I do not qualify for the program, I understand that I am liable for all costs incurred through the program.

\_\_\_\_\_  
APPLICANT'S SIGNATURE

\_\_\_\_\_  
DATE

## CDBG PUBLIC SERVICE INTAKE FORM

NAME:	
ADDRESS:	
CITY:	ZIP:
AGE:	DATE OF BIRTH:

1. Head of Household:       Male       Female
2. Disabled:                 Yes       No
3. Number in Household:    \_\_\_\_\_
4. List all members of your household and their relationship to you:


5. Please circle your household size and circle your annual income level (from all sources):

Los Angeles County, California										
FY 2010 Income Limit Area	Median Income	FY 2010 Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Los Angeles County	\$63,000	Very Low (50%) Income Limits	\$29,000	\$33,150	\$37,300	<b>\$41,400</b>	\$44,750	\$48,050	\$51,350	\$54,650
		Extremely Low (30%) Income Limits	\$17,400	\$19,900	\$22,400	<b>\$24,850</b>	\$26,850	\$28,850	\$30,850	\$32,850
		Low (80%) Income Limits	\$46,400	\$53,000	\$59,650	<b>\$66,250</b>	\$71,550	\$76,850	\$82,150	\$87,450

6. Ethnic Background:                    { } Hispanic                    { } Non-Hispanic
7. Racial Background (Check One):

White	American Indian/Alaskan Native & White
Black/African American	American Indian/Alaskan Native & Black
Asian	Asian & White
American Indian/Alaskan Native	Black & White
Native Hawaiian/Pacific Islander	Other Multi-Racial

Under the penalty of perjury, I certify that the above information is true and correct.

Applicant's Signature:	Date:
Agency's Approval:	Date:



**Outreach and Education Report**  
**City of Carson**  
**FY 10/11 - September 2010**

**9/14/2010 LA County CDC Community Meeting**

Marisol Arzate, Director of Outreach and Education, attended the Community Development Commission of the County of Los Angeles' annual Community Meeting at Valleydale Park in Azusa. The meeting provided LA County community members and residents with the opportunity to meet social service organizations and government bodies who serve LA County. LA County personnel provided participants with an overview of the County's Community Development Block Grant Funded Activities and an introduction to County representatives. Additionally, residents were invited to participate in the annual Community Survey, a survey which gives residents the opportunity to identify services in their communities which they need and services that are currently lacking. Ms. Arzate gave a brief presentation on the Housing Rights Center and its programs and services, and was available to answer questions about landlord-tenant issues and discrimination. Literature distributed at the event included: HRC Agency Brochure (E-75, S-50), What is Fair Housing (E-50, S-25), The Unlawful Detainer Process (E-10, S-5), Familial Status Discrimination (E-8), and Housing Rights for People With Disabilities (E-3). Total literature distributed: Two-hundred and twenty-six (226).

<b>Attendance</b>	75	<b>Literature Distributed</b>	226
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**Literature Distribution**

**9/1/2010 Temple City Housing Rights Workshop**

Amy Ly, Outreach Coordinator, mailed flyers announcing the upcoming Temple City Housing Rights Workshop to twenty (20) social service and community service organizations throughout the San Gabriel Valley in Los Angeles County. The workshop is scheduled to be held on Tuesday, September 21, 2010 at the Temple City Library from 5:30-7:30pm. The flyers will be made available to staff, clients, and anyone in general who may be interested in the workshop.

<b>Attendance</b>		<b>Literature Distributed</b>	258
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**9/2/2010 Carson Senior Center**

Sear Nuong, Outreach Coordinator, conducted a literature distribution at the Carson Senior Center. Fair housing literature will be made available to staff, clients, and/or patrons of the office. Literature included: HRC Agency Brochure (E-25), September 2010 Project Place (4), and Carson Walk-In Clinic Flyers (20). Total literature distributed: Forty-nine (49). Delivered via Hand Delivery.

<b>Attendance</b>	0	<b>Literature Distributed</b>	49
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**9/2/2010 Carson City Hall**

Sear Nuong, Outreach Coordinator, conducted a literature distribution at Carson City Hall. Fair housing literature will be made available to staff, clients, and/or patrons of the office. Literature distributed included: September 2010 Project Place (2), and Carson Walk-In Clinic Flyers (20). Total literature distributed: Twenty-two (22). Delivered via Hand Delivery.

<b>Attendance</b>	0	<b>Literature Distributed</b>	22
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**Media - Advertisements**

**9/30/2010 LA Times Real Estate Section**

The Los Angeles Times Real Estate Section features daily an advertisement concerning fair housing entitled 'Live Free From Discrimination.' The ad references the federal and state fair housing laws that protect tenants from housing discrimination and what the protected characteristics are. The Housing Rights Center's contact info, hotline, and website are provided.

<b>Attendance</b>		<b>Literature Distributed</b>	0
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**Media - Other**



## Outreach and Education Report

### City of Carson

FY 10/11 - September 2010

#### 9/30/2010 HRC Website Hits

From September 1 to September 30, 2010, HRC's website, www.hrc-la.org, received 5, 229 visitors. HRC's website has several features including an interactive page where visitors can e-mail a landlord/tenant or discrimination question to HRC staff, access the top 10 questions for tenants, and the top 10 questions about discrimination. All visitors accessing the website can search for fair housing organizations across the country, as well as obtain Project Place, a free monthly listing of rental properties.

Attendance	5229	Literature Distributed	0
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#### 9/2/2010 Housing Rights Center September 2010 Events

Amy Ly, Outreach Coordinator, created a Note on the Housing Rights Center's Facebook page in order to announce HRC's upcoming events for the month of September 2010. The list of events is available to view for the public. Upcoming events in September 2010 include walk-in clinics in the cities of Alhambra, Monterey Park, Carson, Lancaster, Palmdale, and Inglewood, as well as housing workshops in Glendora, Pasadena, West Covina, Pomona, Temple City, Whittier, and Marina Del Rey.

Attendance		Literature Distributed	1
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### Media - Press Releases

#### 9/27/2010 HRC Announces New Executive Director

Marisol Arzate, Director of Outreach and Education, submitted a Press Release to various local newspapers which serve and distribute to residents in the Los Angeles County. The Press Release announces the hiring of HRC's new Executive Director, who will begin serving as Executive Director in late October 2010. Seventy-five (75) persons were contacted from different newspapers which serve LA County. Total literature distributed: Seventy-five.

Attendance		Literature Distributed	75
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### Media - Public Service Announcements

#### 9/8/2010 Carson Walk-In Clinic

Sear Nuong, Outreach Coordinator, submitted a Public Service Announcement to Zarah Cruz, our media contact for the City of Carson. The PSA advertises our upcoming Housing Rights Walk-In Clinic for Carson residents at the Carson Senior Center. The upcoming clinic will be held on Thursday, October 7, 2010 from 9-11am. The free clinic provides an opportunity for residents and community members to come and learn about their rights and responsibilities under the Fair Housing laws, as well get their questions answered regarding general landlord-tenant issues. Additionally, PSAs announcing the upcoming City Hall clinics were included in the email. The upcoming Carson City Hall Walk-In clinics will be held on Wednesday, September 15, 2010 and on Wednesday, October 20, 2010. Both will be held at 9-11am. Moreover, a flyer which advertises both clinics' upcoming dates was attached to the email.

Attendance	0	Literature Distributed	4
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#### 9/24/2010 General HRC PSA for City of Carson

Sear Nuong, Outreach Coordinator, submitted a Public Service Announcement to Zara Cruz, our media contact for the City of Carson. The PSA has our contact information, as well as our office hours and location. The PSA will be set to run on the city's public access tv channel and/or the city's website. Total literature distributed: One (1).

Attendance	0	Literature Distributed	1
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### Other



**COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM  
PAYMENT REQUEST FORM**

<b>Project/Activity Title:</b>	<b>Purchase Order No:</b>
<b>Sub-Recipient Name/Address:</b>	<b>Invoice No.:</b>
	<b>Period Services Rendered:</b>
	<b>From:</b> <b>To:</b>

**Monthly Report of Grant Expenditures  
And Request for Reimbursement**

<b>Grant Amount</b>	<b>Current Monthly Reimbursement</b>	<b>Cumulative Prior Reimbursements</b>	<b>Total Cumulative Reimbursements</b>	<b>Grant Balance</b>

I CERTIFY THAT, (a) the City, as grantee of the CDBG funds has not previously been billed for the costs covered by this invoice; (b) funds have not been received from the Federal Government or expended for such costs under the terms of the contract agreement or grant pursuant to FMC-74-4 & 24 CFR Part 58; (c) all applicable provisions under the terms of the contract agreement or grant relating to the payment of prevailing salaries and wages have been complied with; and (d) all applicable tax laws are complied with.

A detailed breakdown of costs expended must be attached to each Request for Reimbursement and verified by authorized signature.

Prepared By:

Approved By:

\_\_\_\_\_

\_\_\_\_\_

Date:

Date:

\_\_\_\_\_

\_\_\_\_\_

Phone No.:

Phone No.:

\_\_\_\_\_

\_\_\_\_\_

**FOR CITY USE ONLY**

Audited By:

Examined By:

Approved By:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**CITY OF CARSON  
ECONOMIC DEVELOPMENT WORK GROUP  
REQUEST FOR CDBG REIMBURSEMENT**

Date of Request \_\_\_\_\_ Request for Payment # \_\_\_\_\_  
 For Period \_\_\_\_\_ through \_\_\_\_\_  
 Project Name \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 Contact Person \_\_\_\_\_  
 Telephone Number \_\_\_\_\_

Please attach all source documentation regarding this claim to this form. This claim is regarding a non-construction activity and/or project, complete this portion:

**Amount of Request:**

- Instruction: 1) Enter the number of *unduplicated* Very Low/Low/Mod persons assisted per this request.  
 2) Select and enter a Race/Ethnicity; choose ONE category that best identifies each person served.  
 (You may identify both a Race and a Hispanic/Latino Ethnicity).  
 3) Type entries in fields and complete Performance Measurement Accomplishment Narrative.

Very Low Income \_\_\_\_\_  
 Extremely Low Income \_\_\_\_\_  
 Low \_\_\_\_\_  
**TOTAL** \_\_\_\_\_

**SINGLE RACE:**  
 White \_\_\_\_\_  
 Black/African American \_\_\_\_\_  
 Asian \_\_\_\_\_  
 American Indian/Alaskan Native \_\_\_\_\_  
 Native Hawaiian/Other Pacific Islander \_\_\_\_\_

**HISPANIC/LATINO ETHNICITY:**  
 Mexican/Chicano \_\_\_\_\_  
 Puerto Rican \_\_\_\_\_  
 Cuban \_\_\_\_\_  
 Other Hispanic/Latino \_\_\_\_\_  
**TOTAL** \_\_\_\_\_

**Multi-Race :**  
 American Indian/Alaskan Native & White \_\_\_\_\_  
 Asian & White \_\_\_\_\_  
 Black/African American & White \_\_\_\_\_  
 Am. Indian/Alaskan Native & Black/African Am \_\_\_\_\_  
 Asian/Pacific Islander \_\_\_\_\_  
 Hispanic/White \_\_\_\_\_  
 Hispanic/Black/African American \_\_\_\_\_  
 Hispanic/Asian \_\_\_\_\_  
 Hispanic/American Indian/Alaskan Native \_\_\_\_\_  
 Hispanic/Native Hawaiian/Other Pacific Island \_\_\_\_\_  
 Hispanic/Am. Indian/Alaskan Native & White \_\_\_\_\_  
 Hispanic/Asian & White \_\_\_\_\_  
 Hispanic/Black/African American & White \_\_\_\_\_  
 Hispanic/American Indian/Alaskan \_\_\_\_\_  
 Native/Black/African American \_\_\_\_\_  
 Other Multi-Racial \_\_\_\_\_

**RACE/ETHNICITY  
GRAND TOTAL** \_\_\_\_\_

**FEMALE HOH** \_\_\_\_\_  
 (HOH= Head of Household)

**AREA BENEFIT:** (Enter Census Tract #s) \_\_\_\_\_

**PERFORMANCE MEASUREMENT ACCOMPLISHMENT NARRATIVE:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signature: \_\_\_\_\_  
 (Executive Director or other approved Officer)







## **Attachment 6**

### **Resumes of Key Personnel**

**CHANCELA AL-MANSOUR**  
520 S. Virgil Ave. Ste. 400, Los Angeles, CA 90020  
(213) 387-8400  
[calmansour@housingrightscenter.org](mailto:calmansour@housingrightscenter.org)

### **KEY SKILLS AND QUALIFICATIONS**

Housing law expert with eighteen years experience in the areas of fair housing, homelessness, landlord tenant issues, subsidized and affordable housing development and preservation. Eight years of supervisory/management experience. Skilled oral and written communicator with extensive experience negotiating with and advocating before government agencies and elected officials. Proven success in fundraising and managing government contracts.

### **PROFESSIONAL EXPERIENCE**

#### **EXECUTIVE DIRECTOR, Housing Rights Center**

Los Angeles, CA  
(Nov. 2010 – present)

Manage fair housing agency with an annual budget of \$2.4M. Supervise existing programs and develop new programs. Recruit, hire, and supervise staff of 25. Write funding proposals to secure additional financial resources. Advise the Board of Directors on fiscal and programmatic matters. Represent the agency at meetings with funders and community coalitions. Ensure compliance with grant requirements. Conduct presentations at events throughout Los Angeles and Ventura Counties. Serve as liaison to the media.

#### **DIRECTING ATTORNEY, Neighborhood Legal Services of Los Angeles County,**

Pacoima, CA  
(Nov. 2005-Nov. 2010)

Supervised numerous projects and units:

Implement and supervise pro bono projects. Recruit and train volunteer attorneys and law students. Develop projects, clinics, and trainings in civil legal services practice areas that increase the availability of free legal services to low-income persons.

Implement and supervise California's first court-based pro bono bankruptcy self-help desk and clinic. Secured \$145,000 in funding for its operation.

Supervise the federal Homeless Prevention and Rehousing Project by overseeing contracts with the City and County of Los Angeles to provide rental assistance and legal representation to persons on the verge of homelessness. Hired and now supervise 3 attorneys, 2 paralegals and 2 support staff members. Ensure contract compliance.



Recruit, hire and coordinate NLS summer law clerk and externship programs (35-45 law and college students hired annually).

Coordinated and co-developed Disaster Response Project that provided legal services to Hurricane Katrina evacuees.

Coordinated NLS Diversity and Cultural Competency Summit for staff of 110 (2007).

Served as a Board Officer for the California Reinvestment Coalition.

**FAIR HOUSING ADVOCACY LECTURER, Loyola and USC Law Schools**  
(2005-present)

**FOUNDING and MANAGING PARTNER, Rhoades and Al-Mansour, LLP**  
(2005-2007)

Litigated fair housing cases in federal and state court involving familial status, disability and race discrimination. Handled landmark *Roommates.com* case. Obtained numerous successful settlements and consent decrees.

**SUPERVISING ATTORNEY, Neighborhood Legal Services of Los Angeles County**  
(2002-2005)

Supervised NLS' Housing Unit in the substantive areas of fair housing, affordable housing development and preservation, tenant protections and consumer rights. Litigated and managed NLS' housing policy agenda. Litigated housing element suit against the city of Pasadena, resulting in the establishment of an Affordable Housing Committee, a trust fund and a comprehensive plan for the construction of affordable housing units. Litigated federal and state fair housing cases. Supervised Housing Unit's unlawful detainer litigation.

**STAFF ATTORNEY, Neighborhood Legal Services of Los Angeles County**  
(1994-2002)

Landlord-Tenant Cases: Litigated hundreds of unlawful detainer cases for low-income tenants.

Affordable Housing Advocacy: Advocated before city officials (in Pasadena and Los Angeles) for the passage of inclusionary housing ordinances. Served as lead counsel for the Astoria Gardens subsidized housing board. Litigated civil housing matters in the areas of housing discrimination, redevelopment/ housing element violations and mortgage fraud. Analyzed and commented on general plans and housing elements of 22 municipalities.

Consumer/Financial Literacy: Helped low-income people and persons of color access banking services, navigate the electronic benefits transfer program and fight predatory and usurious financial services practices (payday lenders and check cashiers). Coordinated and oversaw successful advocacy that resulted in Pacoima keeping its only FDIC insured bank. Conducted and coordinated numerous training sessions and consumer surveys. Developed outreach materials. Testified before and submitted written

comments to the U.S. Treasury Department regarding the EFT program. Appointed to the state taskforce to review and implement EBT system.

Self-Help Project: Supervised staff, volunteer attorneys and students in NLS' first Self-Help Legal Access project that provided free legal services in the San Fernando Valley.

Land Use Advocacy: Represented a Pacoima neighborhood in its successful challenge of a towing company's massive expansion efforts.

**EARL JOHNSON COMMUNITY LAW FELLOW, Western Center on Law and Poverty**

**Los Angeles, CA**

(1992-1994)

Litigated fair housing cases, produced training/resource materials and trained attorneys in state and federal fair housing law at California's preeminent legal services support center. Wrote and argued successful summary judgment motion alleging housing discrimination and redevelopment law violation in class action litigation against City of West Sacramento. Drafted and argued pre-trial motions, prepared interrogatories, jury instructions, and reply briefs. Developed fair housing training material and provided legal support to legal services attorneys statewide.

**CLINICAL INTERN, UC Davis Immigration Law Project, Davis, CA**

(Fall, 1991)

Successfully argued and briefed political asylum case for an Ethiopian immigrant. Assisted in obtaining permanent resident status for two Nigerian juveniles.

**EDUCATION**

**University of California at Davis School of Law, Davis, CA, JD 1992**

**Vassar College, Poughkeepsie, NY, Bachelor of Arts, Political Science, 1987**

**BAR ADMISSIONS**

State Bar of California, admitted in 1993

United States District Court for the Central District of California, admitted in 2000

**PROFESSIONAL ASSOCIATIONS AND BOARD SERVICE**

**San Fernando Valley Bar Association, Board of Trustees (2007-2010): Member California Reinvestment Coalition (CRC), San Francisco, CA: Vice-Chair (2004-2007); Chair (2002-2003); Board member (1998-present).**

**Black Women Lawyers Association, Los Angeles, CA: Member (1992-present)**

**National Bar Association: Member (2005-present)**

**California State Bar Standing Committee on the Delivery of Legal Services Board Member (1999-2002)**

**CACE (California Advocates for Consumer Education):** Board Member (2002-2005)  
**Fair Housing Congress of Southern California,** Los Angeles, CA: President (1998);  
Vice-President (1994-1998)

**AWARDS and HONORS**

Los Angeles Pro Bono Council Award for coordination of pro bono/law student service  
to Hurricane Katrina evacuees (2007)

California Reinvestment Coalition's CRA Screaming Eagle Award (2003)

California Advocates for Consumer Education's Community Advocacy Award (2000)

Named a Southern California Super Lawyer by Los Angeles Magazine (2005)

**PUBLICATIONS and TRAINING MATERIALS**

"Federal and State Fair Housing Laws and Procedures – An Overview", published  
in the Public Interest Clearinghouse Review, 1994.

"Federal and State Fair Housing Laws and Procedures – An Overview" 2006 update  
published and presented at The 13<sup>th</sup> Annual Fair Housing Laws and Litigation  
Conference – San Diego 2006

**LANGUAGES**

Fluent in French; conversant in Spanish.

**DAVID P. ELDER**

520 s. Virgil Avenue, Suite 400  
Los Angeles, CA 90020  
213-387-8400 ext. 32  
delder@housingrightscenter.org

**EXPERIENCE**

**Litigation Director**

HOUSING RIGHTS CENTER, Los Angeles, CA March 2011 to Present  
Lead staff of three representing plaintiffs in housing discrimination litigation. Manage cases from initial client contact to settlement. Conduct frequent trainings and outreach activities for the purpose of increasing fair housing awareness. Oversee the Shared Attorney Program between the Housing Rights Center and the Fair Housing Foundation. Report regularly to HRC's Board of Directors and its Litigation Subcommittee.

**TRIAL ATTORNEY**

LAW OFFICES OF DAVID P. ELDER, Huntington Beach, CA 1997 to March 2011  
Represented individuals and entities in a variety of litigation including civil and criminal. Tried more than 50 cases to verdict before juries in Los Angeles, Orange, San Bernardino and Riverside Counties, including a civil case with an award of punitive damages for housing discrimination based on familial status and disability. Substantial appellate experience in criminal and civil cases, appearing in both state and federal appellate courts.

**CONSULTING ATTORNEY**

FAIR HOUSING COUNCIL of the SAN FERNANDO VALLEY, Panorama City, CA 2005 to 2010  
Advised the Council regarding legal issues related to State and Federal Fair Housing laws. Trained investigators on fair housing investigation techniques. Represented the Council in litigation where appropriate.

**PARTNER**

ELDER & MANNING, LLP, Santa Ana, CA 1995-1999  
Criminal Defense, Civil Rights litigation. Represented criminal defendants in misdemeanors and felonies. Represented numerous individuals that were victims of civil rights violations, including housing discrimination, excessive use of force.

**EDUCATION**

BACHELORS, MUSIC EDUCATION - University of Kentucky, Lexington, KY 1980  
Attended college on a full scholarship



JURIS DOCTOR - Western State University, Fullerton, CA 1993

Law Review; Jessup Moot Court; Ferguson Honors Moot Court; Academic Don Program;  
Student Mentor; Scholarship recipient.

A small, hand-drawn triangle in the bottom right corner of the page. Inside the triangle, the initials 'ldo' are written in a cursive, handwritten style.

## Julia Kohatsu

520 S. Virgil Ave., Ste. 400, Los Angeles, CA 90020 (213) 387-8400 x30  
jkohatsu@housingrightscenter.org

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### Education:

#### University of California, Los Angeles

Bachelor of Arts in Sociology with a Minor in Anthropology

December 1999

GPA: 3.48

### Special Skills:

Bilingual and bicultural. Fluent in spoken and written Spanish. Computer skills.

### Experience:

#### Director of Investigations

Housing Rights Center, Los Angeles, California

01/2001 - present

- . Supervise case investigators and over 40 volunteers.
- . Develop case investigation plans and supervise all case investigations.
- . Prepare cases for litigation.
- . Conciliate discrimination cases between property owners and tenants.
- . Organize and conduct training sessions for housing discrimination testers.

#### Organizer

Neighbor to Neighbor, Los Angeles, California

09/2000 – 11/2000

- . Organizer for the Jane Harman for Congress campaign.
- . Recruited 25 people to work as volunteers for the campaign.
- . Trained volunteers.
- . Monitored the performance of the volunteers.

#### Project Coordinator

Westside Fair Housing Council, Los Angeles, California

05/2000-9/2000

- . Recruited and interviewed 80 people for part-time positions.
- . Coordinated local field research as part of a national housing discrimination study.
- . Maintained strict research protocols.
- . Supervised a part-time staff of 30 employees.

#### Three months independent qualitative research

UNIVERSITY OF CALIFORNIA, Los Angeles

Winter 1999

- . Completed an independent qualitative research project about a retirement home.
- . Wrote, compiled and edited a research paper.
- . Received A's on four research-related courses.
- . Submitted the paper to the Western Social Science Association's Student Paper Competition and obtained a \$500 award for First Place Honors.
- . The paper was presented at the Western Social Science Association Annual Conference.

#### Assistant Union Organizer

UFCW, Los Angeles, California

Winter 1998

- . Worked as an intern for the "Farmer John" campaign.
- . Assisted union organizers translating, planning strategies, listening to workers concerns, phone banking, and organizing workers.

**Student Assistant**

CYPRESS COLLEGE ADULT SCHOOL, Cypress, California

1996-1997

- . Assisted ESL students and instructed them in language laboratory.
- . Registered more than 10 new students per week.
- . Counseled and evaluated more than 20 students per week.

**Honors and Activities:**

Deans List.

Member of Alpha Gamma Sigma, Cypress College.

Member of Alpha Kappa Delta International Sociology Honor Society.

Latin American Students Association, UCLA.

# MARISOL ARZATE

520 S. Virgil Ave. Ste. 400 ■ Los Angeles, CA 90020 ■ (213) 387-8400 x26 ■ marzate@housingrightscenter.org

## PROFILE

- Recipient of the J. Paul Getty Multicultural Undergraduate Grant
- Full-Time Deans' List Scholar
- Staff Writer and Lead Researcher for campus news publication
- Long standing record of community volunteerism and social activism
- PC literate with working knowledge of MS Office Suite, Windows XP, and Internet
- Highly versed in client service, coordinating and interpersonal relations
- Fluent in Spanish

## EDUCATION

*Bachelor of Arts in English*; University of California Berkeley. Berkeley, California; 2008.

*Associate of Arts in Liberal Studies*; Los Angeles Pierce College. Woodland Hills, California; 2006.

*Diploma*; North Hollywood High School. North Hollywood, California: 2002.

## PROFESSIONAL EXPERIENCE

**Director of Outreach & Education**, Housing Rights Center, Los Angeles, CA, April 2010 - Present  
Work closely with Executive Director to develop outreach projects; identify and further legislative efforts in support of fair housing; and assist with grant research and writing, and development of fundraising programs. Oversee, coordinate and implement outreach activities. Lead planning and coordinating of the Annual Housing Rights Summit (April), and Annual Topical Seminar (November). Improve existing, and develop new fair housing outreach and education materials. Develop media contacts and develop strategies to increase agency's visibility. Participate in coalition building efforts to further agency's mission. Work as member of management. Recruit outreach program interns and volunteers. Organize and conduct community workshops, presentations, informational booths, seminars and training sessions. Maintain complete outreach program records.

**Case Analyst**, Housing Rights Center Dec. 2008 – April 2010  
Worked closely with the Director of Investigations to establish an investigation plan for all discrimination complaints. Coordinated the analysis and investigation of housing discrimination complaints which included:  
coordinating tests and surveys; taking witness statements; compiling accurate and complete case files, and counseling clients through the complaint process.  
Coordinated resolution of discrimination complaints, through conciliation and litigation support.  
Assisted Director of Investigations with tester recruitment and training. Stayed aware of changes and developments in both State and Federal fair housing laws. Responsible for compliance with contractual requirements and goals. Maintained client confidentiality. Assisted with special projects and other duties as assigned.

**Housing Counselor**, Housing Rights Center October 2008 – Dec. 2008  
Counseled clients regarding their rights under landlord/tenant laws.  
Screened for potential discrimination in housing.  
Referred clients to other agencies when necessary.



- MARISOL'S NURSERY & POTTERY: Tujunga, California; Assistant Manager 2002-2006 & 2008
- Consistently met or exceeded company and personal sales goals
  - Cultivated and maintained excellent working rapport with vendors and product representatives
  - Developed key accounts through focused efforts (verbal and written appeals)
  - Effectively planned, arranged, and rotated merchandise displays
  - Compiled projected budgets for following year and administered necessary budget cuts
  - Liaised with other stores to monitor customer trends and company image
  - Composed monthly newsletters, advertisements, and updates to company website
  - Actively participated in staff and organizational meetings, offering constructive input and feedback
  - Ensured competitive edge through market research and price integrity
  - Organized age and interest specific programs and events

- BERKELEY ART MUSEUM: Berkeley, California; Gallery Attendant 2007-2008
- Supervised gallery activity to ensure integrity of artwork and uphold collegiate environment
  - Conducted bihourly inspections
  - Researched current exhibitions to facilitate visitor learning
  - Superintended special events and galas

- THE AUTRY NATIONAL CENTER: Los Angeles, California; Collections & Exhibits Intern 2007
- Assisted in the installation and de-installation of large, multi-team exhibits
  - Assessed and documented damages and general stability of artifacts for Condition Reports
  - Completed Art Handling Course for flat, two dimensional and three dimensional objects
  - Supervised gallery activity
  - Attended staff meetings and performed various administrative and curatorial duties
  - Completed massive data entry project of more than seven hundred items

### **ACADEMIC ACHIEVMENTS & ACTIVITIES**

- YWCA Volunteer: English in Action, 2008 (Language & Reading Comprehension)
- YWCA Youth Mentor, 2006-2008
- Teacher Assistant, Oakland Technical High School, 2007-2008
- Children's Aid Relief Enterprise, 2008: Event Coordinator
- Staff Writer for Berkeley campus newspaper, *The Daily Cal*, 2007-2008
- Getty Multicultural Undergraduate Intern, 2007
- Writer for the Berkeley Anthropology Archives, 2007
- Full-Time Deans' List Scholar, 2006-2007
- English Excellency Scholarship, 2006
- Project Coordinator for the Berkeley Chapter of BAMN (Coalition to Defend Affirmative Action, Integration, & Immigrant Rights and Fight for Equality By Any Means Necessary), 2006-2008
- Mentor for At-Risk Students: Mount Gleason Middle School, 2005-2006
- Staff Writer and Lead Researcher for campus newspaper, *The Roundup*, 2004-2006

## David Huezo

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### Summary

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Hardworking customer service professional with a strong background in fair housing and a solid education in criminal and social issues.

### Qualifications

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- Proven management experience
- Hardworking and self-motivated individual
- Excellent communication, organizational, and problem solving skills
- Very passionate about civil rights and social justice issues
- Phenomenal team player

### Experience

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January 2009 - Present

Housing Rights Center

Los Angeles, CA

- Director of Counseling (September 2010 – Present)
- Train and act as direct supervisor to Housing Counselors and Counseling Department interns. Ensure compliance with all applicable labor laws and company policies, including but not limited to hours worked, and sick and vacation time taken. Perform written and oral performance evaluations of supervised staff. Generate monthly logs for Housing Counselors to ensure productivity in department. Review all calls entered into HRC's client database to ensure all clients are properly assisted and that data entry is accurate. Respond to all incoming e-mails through agency's website by providing landlord/tenant counseling and identifying relevant legal issues; screen each inquiry for possible fair housing violations; refer clients to appropriate agencies or other third parties; input each e-mailed inquiry into HRC's database. Oversee coordination of schedules of off-site office hours. Work as a member of the management team to oversee office productivity and assist with policy development. Coordinate in-house training sessions for staff on developments in relevant law. Conduct housing workshops, seminars, and training sessions for the public and city staff. Stay aware of changes and developments in applicable federal, state, and local laws. Attend meetings, conferences, and other events relevant to fair housing issues. Prepare accurate statistical and narrative program reports and documentation for all contracts. Provide articles for in-house and community news publications. Ensure compliance with all contractual requirements and goals. Assist the Executive Director with the review of sub-contractors' contractual requirements and goals. Meet with city officials or program officers regarding HRC's programs. Take all appropriate steps to maintain client confidentiality. Develop training and information programs and materials for new and existing staff members. Assist the Executive Director with analysis of impediments studies by researching demographic data, conducting and analyzing community surveys, and taking other actions as required.
- FHIP Project Director (March 2010 – September 2010)
- Led the project which consisted of systemically testing for race and familial status discrimination in designated geographic areas under a grant funded by the Department of Housing and Urban Development. This position required the direct supervision of two employees to ensure that all of the project goals and deadlines were met. As Project Director, recruited, screened, and trained all volunteer fair housing testers which played an integral role in the project's completion. Lastly, completed quarterly reports to ensure that the funding source was aware of the project's progress.
- Case Analyst (March 2009-March 2010)
- Worked closely with the Director of Investigations to establish an investigation plan for all discrimination complaints; Coordinated the analysis and investigation of housing discrimination complaints which included: coordinating tests and surveys, taking witness statements, compiling accurate



**Attachment 7**  
**HRC Bylaws**

**BYLAWS**  
**of the**  
**SOUTHERN CALIFORNIA**  
**HOUSING RIGHTS CENTER**

Adopted March 19, 2002

ARTICLE 1.

Name

ARTICLE 1.1 The name of this organization shall be the Southern California Housing Rights Center (hereinafter "the Center").

ARTICLE 2.

Purpose

ARTICLE 2.1 The primary purposes of the Center are charitable, meeting the requirements for exemption provided by section 23701d of the California Revenue and Taxation Code and section 501(c)(3) of the Internal Revenue Code of 1986. These purposes include, but not by way of limitation, the active support and promotion of 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.

ARTICLE 2.2 The Center has been formed as a corporation under the California Nonprofit Public Benefit Corporation Law for the purposes described above and shall be nonprofit and nonpartisan. No substantial part of the activities of the corporation shall consist of carrying on propaganda or otherwise attempting to influence legislation (except to the extent permitted under section 501(h) of the Internal Revenue Code of 1986, provided that the corporation has made an election under this section), and the corporation shall not participate or intervene (including the publishing or distribution of statements) in any political campaign on behalf of any candidate for public office. Except in insubstantial degree, the Center shall not engage in any activities or exercise any powers that are not in furtherance of the purposes described in these Bylaws.

ARTICLE 2.3 All property of the Center is irrevocably dedicated to the purposes set forth in this Article II, and no part of the earnings, income or assets of this corporation shall ever inure to the benefit of any officer or director of the Center or any private person or individual. Upon the dissolution or winding up of this corporation, any and all funds and assets remaining after payment, or provision for payment, of all debts and liabilities of this corporation shall be paid or distributed exclusively to a nonprofit fund, foundation or corporation which is organized and operated exclusively for charitable purposes and which has established its tax exempt status under section 501(c)(3) of the Internal Revenue Code of 1986 and section 23701d of the California Revenue and Taxation Code, or corresponding provisions of any subsequent federal or state tax laws, as the Center's Board of Directors may then determine. Upon the winding up or dissolution of this corporation, no funds, property or assets of the corporation shall be paid directly or indirectly to any person related to any officer or director, but shall be disbursed only in accordance with the limitations set forth in these Bylaws. If this corporation holds any assets in trust, or in a corporation formed for charitable purposes, such assets shall be disposed of in such a manner as may be directed by decree of the Superior Court of the

County of Los Angeles, upon petition therefor by the Attorney General or by a person concerned in the liquidation, in a proceeding to which the Attorney General is a party.

ARTICLE 3.  
Board of Directors

General Powers

ARTICLE 3.1 Except as otherwise required by law or provided in these Bylaws, the entire control of the Center's affairs and property shall be vested in the Board of Directors (hereinafter "the Board"), and all corporate powers of the Center shall be exercised by or under the direction of the Board.

Number and Tenure

ARTICLE 3.2 The Board shall consist of not more than twenty-one (21) members (each, a "Director"). Each Director shall hold office for a term of three years unless he or she is removed or resigns in accordance with these Bylaws before the end of such term. No Director shall serve more than two full consecutive terms. The Directors terms shall be staggered so that, in any given year, one third of the Board must either stand for re-election or rotate off the Board.

Qualifications

ARTICLE 3.3 Membership on the Board shall be open to all individuals who are recommended by at least three Directors and approved by a majority of the Board.

Election of New Directors

ARTICLE 3.4 Each June, the Board shall elect seven (7) Directors with office terms to begin at the July Board meeting.

Vacancies

ARTICLE 3.5 Any vacancy occurring on the Board shall be filled by the affirmative vote of a majority of the Board, until the next annual election. Any Director so appointed shall finish the vacated term, and then be eligible to serve two full three-year terms.

Compensation

ARTICLE 3.6 Directors shall not receive any salaries for their services as Directors, and shall not be entitled to be reimbursed for any expenses incurred on behalf of the Center without the prior approval of the Board.

### Regular Meetings

ARTICLE 3.7 The Board shall hold regular meetings on such schedule and at such time and place as are determined by the Board.

### Special Meetings

ARTICLE 3.8 Special meetings of the Board may be called by or at the request of the President or any five Directors.

### Notice of Special Meeting

ARTICLE 3.9 Written notice shall be given to all Directors at least five (5) calendar days before any special meetings of the Board. The attendance of a Director at any meeting shall constitute a waiver of notice of such meeting by said Director, except where a Director attends a meeting for the express purpose of objecting to the transaction of any business because the meeting is not lawfully called or convened. The business to be transacted at the special meeting of the Board shall be specified in the notice of such meeting. No additional business may be transacted at the special meeting.

### Action Without Meeting

ARTICLE 3.10 Any action required or permitted to be taken by the Board may be taken without a meeting, if all members of the Board shall individually or collectively consent in writing to such action. Such written consents shall be filed with the minutes of the Board. Such action by written consent shall have the same force and effect as the unanimous vote of the Board. For the purposes of this section only, "all members of the Board" shall not include any Director precluded from voting on the issue or issues before the Board by Article IV of these Bylaws.

### Participation in Meeting by Conference Telephone

ARTICLE 3.11 With the consent of the officer presiding at the meeting, Directors may participate in a meeting through the use of a conference telephone connection or similar communications device, so long as all Directors participating in the meeting can hear one another.

### Quorum

ARTICLE 3.12 Thirty-three percent of the existing Board shall constitute a quorum for the transaction of business at any meeting of the Board.

### Manner of Acting

ARTICLE 3.13 The act of a majority of the Directors present at a meeting at which a quorum is present shall be the act of the Board.

### Removal

ARTICLE 3.14 Absence from three consecutive board meetings within a board year, without excuse, is equivalent to resignation from the Board and shall be effective as a resignation upon acceptance by a majority of the Directors then present and voting. Confirmation of such absences and subsequent removal shall be given to the Director, in writing, by the Secretary, or by the President if the Secretary is being removed. Any Director may be removed by an affirmative vote of two-thirds of the Board whenever, in the Board's judgment, the best interests of the Center would be served. Notice of removal shall be given in writing to the Director by the Secretary not more than 10 days subsequent to such action.

### Resignation

ARTICLE 3.15 The resignation of any Officer or Director shall be tendered to the Board in writing, and become effective on acceptance by a majority of Board members then present and voting or thirty days after tendered whichever comes first.

### Ex-Officio Directors

ARTICLE 3.16 The immediate past president of the Board, if she or he has served two full consecutive terms, shall be an ex-officio voting member of the Board for three years.

### Indemnification of Officers and Directors

ARTICLE 3.17 All Directors and Officers of the Center and any predecessor entity, whether or not then in office, shall be indemnified by the Center against all costs, liabilities, judgments, and expenses actually and reasonably incurred by them or imposed upon them in connection with or arising out of any action, suit or proceeding in which they may be involved, directly or indirectly, or to which they may be made a party by reason of being or having been a Director or Officer of the Center (such expenses include the cost of reasonable settlements made with a view to curtailment or avoidance of costs of litigation, or where a settlement is deemed in the best interest of the Center under its obligation of indemnity), except that no Director or Officer shall be entitled to any indemnity in any action, suit or proceeding in which she or he is finally adjudged to have been guilty of bad faith or fraud in the performance of her or his duty as Director or Officer. The foregoing right of indemnification shall not be exclusive of other rights to which Directors and Officers may be entitled by agreement, by vote of the Board, or otherwise.

## ARTICLE 4. Conflicts of Interest

### Restriction on Activities

ARTICLE 4.1 Directors shall not knowingly engage in any activities or transactions in material conflict with their duties and obligations to the Center while serving in such capacity. Directors having any private financial interest in any matter or transaction coming before the Board shall disclose the nature and extent of their interest to the Board in writing, and in no event shall any Director vote on any transaction in which he or she has a financial interest. Directors shall not conduct their private business in a manner which places them at a special advantage because of their association with the Center.

Disclosure

ARTICLE 4.2 The disclosure required by this Article may be made through an annual disclosure or when the interest becomes a matter of Board action.

Effect of Conflict

ARTICLE 4.3 Any Director having a potential or actual conflict of interest in any matter shall not vote or use personal influence in the matter, and shall not be counted in determining the quorum for the meeting, even when permitted by law. If the presence of the Director having a potential or actual conflict of interest is necessary for a quorum, vote on the matter should be postponed until an appropriate quorum is present. The minutes of the meeting should reflect the disclosure made, the abstention from voting, and the quorum situation.

ARTICLE 5.  
Officers

Officers of the Board

ARTICLE 5.1 The Officers of the Board of the Center shall be a President, Vice President, Secretary, and Treasurer. The Board may elect or appoint such other officers as it may deem desirable, such officers have the authority and perform the duties prescribed by the Board. All Officers shall be elected from among the Directors of the Board.

Elections

ARTICLE 5.2 The Board shall elect Officers in June, with office terms to begin at the July Board Meeting. Nominations shall come from the Board Development Committee prior to the June Board meeting, or from the floor at the time of the election. Each nominee must have served as a Director for at least six months; however, this provision may be waived by an affirmative two-thirds vote of a quorum of the Board.

Term of Office

ARTICLE 5.3 All Officers shall be elected for a one-year term. Officers shall not serve more than two consecutive terms in their respective office.

Removal

ARTICLE 5.4 Any officer may be removed by an affirmative two-thirds vote of the Board whenever in the Board's judgment the best interests of the Center would be served. Notice of removal shall be given in writing to the Officer by the Secretary, or by the President if the Secretary is being removed, not more than ten days subsequent to such action.

Vacancy

ARTICLE 5.5 A vacancy in any office because of death, resignation, disqualification, or otherwise, may be filled by the Board for the unexpired portion of the term.

President

ARTICLE 5.6 The President shall serve as President of the Board of Directors and Chair of the Executive Committee. She or he shall preside at meetings of the Board and Executive Committee. She or he shall have such powers and/or perform such duties as are vested in her or him by these Bylaws and such other duties as prescribed by the Board.

Vice President

ARTICLE 5.7 The Vice President shall preside over meetings in the President's absence.

Secretary

ARTICLE 5.8 The Secretary shall keep a record of attendance and the minutes of all Board and Executive Committee meetings; keep a register of the post office address of each Director which shall be furnished to the Secretary by each member and, in general, perform all duties incident to the office of Secretary and such other duties as may be assigned to her or him by the President or by the Board.

Treasurer

ARTICLE 5.9 The Treasurer shall serve as Chief Financial Officer and chair the Budget and Finance Committee.

ARTICLE 6.  
Executive Committee

Designation

ARTICLE 6.1 There shall be an Executive Committee of the Board, consisting of the President, the Vice President, the Treasurer, and the Secretary.

Authority

ARTICLE 6.2 The Executive Committee may act for the Board between meetings of the Board, within the policies established by the Board and with such additional authority as may be delegated by the Board, except in those matters reserved by law or in these Bylaws for determination by the Board.

Quorum, Majority Vote, Procedure

ARTICLE 6.3 A majority of members of the Executive Committee shall constitute a quorum and shall be required for transaction of business at any meeting of the Executive Committee. The act of a majority of the members present at any meeting at which a quorum is present shall be the act of the Executive Committee, except as otherwise specifically provided by law or these Bylaws. The Executive Committee shall keep minutes of its proceedings. A report of the actions of the Executive Committee shall be made to the Board at its next regularly scheduled meeting.

Personnel Committee

ARTICLE 6.4 The Executive Committee shall act as the Personnel Committee.

ARTICLE 7.  
Advisory and Special Committees

Advisory Committees

ARTICLE 7.1 The following Advisory Committees shall be appointed by the Board of Directors:

1. Budget and Finance Committee
2. Board Development Committee
3. Litigation Committee
4. Fund Development Committee

Special Committees

ARTICLE 7.2 The Board, by resolution adopted by a majority of the Directors, may designate and appoint additional advisory and/or special committees. To the extent provided in the resolution, such committees shall have and exercise the authority of the Board in the management of the Center.

Limitation on Authority of Advisory and Special Committees



ARTICLE 7.3 The Board may delegate to any advisory or special committee any of the authority of the Board except with respect to:

1. The approval of any action for which the California Nonprofit Public Benefit Corporation Law also requires Board approval;
2. The filling of vacancies on the Board or any committee;
3. The amendment or repeal of the Articles of Incorporation or the Bylaws of the Center or the adoption of new Articles of Incorporation or Bylaws for the Center;
4. The amendment or repeal of any resolution of the Board which by its express terms is not so amendable or repealable;
5. The appointment of other committees of the Board or the members thereof;
6. The approval of any transaction (i) to which the corporation is a party and one or more Directors have a material financial interest; or (ii) between the corporation and one or more of its Directors or between the corporation or any person in which one or more of its Directors have a material financial interest.

Members

ARTICLE 7.4 Each committee shall consist of at least two Directors. All voting members of the Litigation Committee shall be Directors.

Chairpersons

ARTICLE 7.5 The President shall appoint the chair of each committee, or delegate that task to the members of the committee.

Removal

ARTICLE 7.6 The President shall have the power to remove, subject to confirmation by the Board, any committee chairperson or committee member.

Term of Office

ARTICLE 7.7 Each member of a committee shall continue as such until the next June meeting or until her or his successor is appointed, unless the committee shall be sooner terminated or the member shall cease to qualify as a member of the committee.

Vacancies

ARTICLE 7.8 Vacancies in the membership of any committee may be filled by appointments made in the same manner as provided in the case of original appointments.

Quorum

ARTICLE 7.9 Unless otherwise provided by resolution of the Board, a majority of the whole committee shall constitute a quorum and decisions made at meetings at which a majority of the members are present shall be acts of the committee.

Rules and Functions

ARTICLE 7.10 Each committee may adopt rules for its own government not inconsistent with these Bylaws or with rules adopted by the Board. Each committee shall formulate a written statement of its function which shall be submitted to the Board for approval.

ARTICLE 8.

Staff

Employment

ARTICLE 8.1 Professional, clerical and maintenance staff related to the corporation may be employed in accordance with the provisions of these Bylaws and personnel policies approved by the Board.

Chief Executive Officer

ARTICLE 8.2 The Chief Executive Officer (or other member of the staff appointed by the Board) shall be responsible for the execution and administration of policies and programs approved by the Board. She or he may attend and participate in discussions in all meetings of the Board and the Executive Committee and advisory and special committees, except when matters of her or his own employment are under consideration. The Chief Executive Officer shall act as the agent of the Board in the employment and release of staff according to the policies and procedures approved by the Board. As head of staff, the Chief Executive Officer shall be responsible for the supervision and direction of the staff and for the implementation of personnel policies. The Chief Executive Officer may be removed by the affirmative vote of a majority of the Board.

Limitation of Function

ARTICLE 8.3 Any currently employed staff member is not eligible for membership on the Board, or for election to any office, or for appointment to the voting membership of any committee provided for in these Bylaws.

Contracts

ARTICLE 8.4 The Board may authorize, generally or specifically, any officers or agents of the Center, in addition to the officers so authorized by these Bylaws, to enter into any contract or execute and deliver any instrument in the name of and on behalf of the Center.

Checks and Drafts

ARTICLE 8.5 All checks, drafts or orders for the payment of money or other evidences of indebtedness that are issued in the name of the Center and that exceed \$2,500, or other amount set by the Board, shall be approved and signed by such officers and in such manner as shall be determined by resolution of the Board. In the absence of such determination by the Board, such instruments shall be signed by a member of the Executive Committee or by such officers or agents as the President designates.

Deposits

ARTICLE 8.6 All funds of the Center shall be timely deposited to the credit of the Center in such banks, trust companies, or other depositories as the Board may select.

ARTICLE 9.  
Miscellaneous

Fiscal and Elective Year

ARTICLE 9.1 The fiscal and elective year of the Center shall begin on July 1 and end on June 30. An audit of the books and records of the Center shall be conducted annually. The audit report shall be presented to the Board within sixty (60) days of its completion.

Books and Records

ARTICLE 9.2 The Center shall keep complete and accurate books and records of accounts, records of attendance, and the minutes of the proceedings of the Board of Director and Executive Committee meetings, as well as a complete and accurate record of the names and addresses of the Board of Directors.

Written Notice and Consent

ARTICLE 9.3 Where required by these Bylaws, written notice and consent may be given by mail, e-mail or facsimile transmission.

Waiver of Notice

ARTICLE 9.4 Whenever any notice is required to be given under the California Nonprofit Public Benefit Corporation Law or under the provisions of the Articles of Incorporation

or the Bylaws of the Center, a waiver thereof, in writing, signed by the person or persons entitled to such notice, whether before or after the time stated therein, shall be deemed equivalent to the giving of such notice.

Amendments to Bylaws

ARTICLE 9.5 These Bylaws may be altered, amended or repealed and new Bylaws may be adopted by the affirmative vote of a majority of the Board at any regular meeting or at any called meeting of the Board for which a quorum is present, if at least five (5) calendar days written notice is given of the proposed changes.



# **Attachment 8**

## **Tester List**



## Housing Rights Center List of Testers

Name*	City	Gender	Age	Race
Antonia	Diamond Bar	Female	45-55	African American
Claudette	S. Pasadena	Female	37-49	African American
Jacqueline	W. Covina	Female	45-48	African American
Bonita	Burbank	Female	30-45	African American
Marlena	Los Angeles	Female	25-35	African American
Annette	Palmdale	Female	40-48	African American
Shirley	Carson	Female	24-32	African American
Kaylene	Lancaster	Female	35-40	African American
Adonis	Pasadena	Female	40-48	African American
Linda	Inglewood	Female	35-40	African American
Tamara	Covina	Female	42-50	African American
Saba	Los Angeles	Female	25-35	African American
Elizabeth	Alhambra	Female	35-40	African American
Sheryl	Palmdale	Female	50-60	African American
Robin	Palmdale	Female	35-45	African American
Alicia	Los Angeles	Female	40-50	African American
Khalid	Los Angeles	Male	50-60	African American
David	N. Hollywood	Male	35-50	African American
Brandon	Los Angeles	Male	30-35	African American
Randolph	Rialto	Male	67	African American
Joseph	Reseda	Male	35-45	African American
Maurice	Santa Monica	Male	35-40	African American
Monte	Culver City	Male	31-38	African American
Richard	Marina del Rey	Male	40-50	African American
Yetta	Los Angeles	Female	58-62	Caucasian
Suzanne	Thousand Oaks	Female	28-35	Caucasian
Jacqueline	Los Angeles	Female	30-40	Caucasian
Christine	W. Hollywood	Female	41-48	Caucasian
Cristie	Bellflower	Female	50-55	Caucasian
Nancy	La Crescenta	Female	50-60	Caucasian
Lisa	Valley Village	Female	37-48	Caucasian
Terry	W. Hollywood	Female	50-55	Caucasian
Bonnie	Los Angeles	Female	40-50	Caucasian
Maurene	Sierra Madre	Female	60+	Caucasian
Michelle	Los Angeles	Female	35-45	Caucasian
Patricia	Pasadena	Female	40-50	Caucasian
Susan	Tarzana	Female	40-48	Caucasian
Gaylia	Palmdale	Female	50-60	Caucasian
Joel	Los Angeles	Male	52-60	Caucasian
Ronald	Alhambra	Male	50-60	Caucasian
Randall	Los Angeles	Male	32-38	Caucasian
Clayton	Santa Monica	Male	20-30	Caucasian
Erik	Los Angeles	Male	37+	Caucasian
Kenneth	Los Angeles	Male	50+	Caucasian
Mark	Seattle	Male	23-30	Caucasian
Kris	Los Angeles	Male	25-35	Caucasian
Mark	Los Angeles	Male	50-55	Caucasian
Jody	Alhambra	Male	27-37	Caucasian
Mary Magdalen	Pomona	Female	60+	Latino
Isabel	Los Angeles	Female	45-50	Latino
Michelle	Los Angeles	Female	20+	Latino
Rosa	Covina	Female	30-35	Latino
Maria	Los Angeles	Female	25-35	Latino
Victoria	La Canada	Female	47+	Latino
Priscilla	Sylmar	Female	33-45	Latino
Leonor	Montclair	Female	29-34	Latino

**Housing Rights Center  
List of Testers**

Carolina	Walnut	Female	40+	Latino
Susan	Valinda	Female	50-55	Latino
Milay	N. Hollywood	Female	30-35	Latino
Shirley	Santa Monica	Female	18-30	Latino
Scott	Bellflower	Male	30-40	Latino
Mauricio	Pasadena	Male	30-40	Latino
Javier	Los Angeles	Male	20-27	Latino
Nelson	Alhambra	Male	50+	Latino
Sachiko	Duarte	Female	30-35	Japanese
Aiko	Walnut	Female	22-28	Japanese
Anna	Monterey Park	Female	28+	Chinese
Samantha	Temple City	Female	20-30	Chinese
Donna	Playa del Rey	Female	35-40	Chinese
Benjamin	Arcadia	Male	60+	Chinese
Chang	Los Angeles	Female	40-45	Korean
Ngoc	Panorama City	Female	22+	Vietnamese
Hoang	Lancaster	Female	38-44	Vietnamese
Anthuan	Alhambra	Male	22-34	Vietnamese
Armine	Glendale	Female	40-50	Armenian
Madeleine	Pasadena	Female	21-26	Armenian
Armine	Glendale	Female	45-55	Armenian
Soraya	Toluca Woods	Female	35-45	Filipino
Majid	Alhambra	Male	40-45	Persian

\* Only first names have been used to protect the anonymity of the testers.



**Attachment 9**

**HRC Board of Directors**

**Housing Rights Center  
2010 Board List**

Rev. 4.21.11

<b>Member / Term</b>	<b>Home Address</b>	<b>Home Phone</b>	<b>Work Address</b>	<b>Work Phone / Fax / E-Mail</b>
Aaron Bloom, President			Greenberg Glusker 1900 Ave. of the Stars, 21 <sup>st</sup> Floor Los Angeles, CA 90067	(310) 553-3610 (310) 201-2397 Fax <a href="mailto:abloom@greenbergglusker.com">abloom@greenbergglusker.com</a>
Joanne Lichtman, Vice President		(323) 578-4546 cell	Howrey LLP 550 S. Hope Street, Ste. 1100 Los Angeles, CA 90071	(213) 892-1919 (213) 402-8151 Fax <a href="mailto:LichtmanJ@Howrey.com">LichtmanJ@Howrey.com</a>
Fred Mautner, Treasure	3715 Valley Meadow Rd. Encino, CA 91436	(818) 986-3356 (818) 986-3357 fax <a href="mailto:marjieisreading@earthlink.net">marjieisreading@earthlink.net</a>	Retired	
Robert Johnson, Secretary	5729 Spring Oak Drive Los Angeles, CA 90068	(323) 467-8685 (213) 447-9940 cell	Munger, Tolles & Olsen LLP 355 S. Grand Avenue Los Angeles, CA 90071	(213) 683-9109 (213) 683-5109 Fax <a href="mailto:robert.johnson@mto.com">robert.johnson@mto.com</a>
Grant Michaelson	1521 Artesia Blvd., #B Manhattan Beach, CA 90266	(310) 406-0426 (310) 717-2126 cell	ABC Entertainment 500 S. Buena Vista St. Burbank, CA 91521	Fax (818) 460-5967 <a href="mailto:Grant.michaelson@abc.com">Grant.michaelson@abc.com</a>
Michael Backstrom			Southern California Edison Company 555 12 <sup>th</sup> Street, NW, Suite 640 Washington, DC 20004	(202) 585-1185 (202) 393-1497 <a href="mailto:Michael.Backstrom@sce.com">Michael.Backstrom@sce.com</a>
Grant Habata	12342 Montana Ave. #7 Los Angeles, CA 90049		California Association of Realtors 525 S. Virgil Ave. Los Angeles, CA 90020	(213) 739-8293 <a href="mailto:granth@car.org">granth@car.org</a>
Audrey M. Harris	1517 Westholme Ave Los Angeles, CA 90024	(310) 474-0326	Retired	
Mark S. Ruff	10472 Penrose Street La Tuna Canyon, CA 91352	(310) 210-9652 <a href="mailto:marksruff@gmail.com">marksruff@gmail.com</a>	Home Office	
Alex San Andres		(310) 415-8309 cell <a href="mailto:alex.sanandres@gmail.com">alex.sanandres@gmail.com</a>	Student at University of Virginia Darden School of Business	
Alisa Schlesinger			Milbank/Litigation 601 S. Figueroa St. Los Angeles, CA 90017 (attorney)	(213) 892-4357 Fax (213) 892-4757 <a href="mailto:aschlesinger@milbank.com">aschlesinger@milbank.com</a>

# DRAFT

## FAIR HOUSING SERVICES AGREEMENT (Housing Rights Center/City of Carson)

This Agreement is made as of the 1<sup>st</sup> day of July, 2011, by and between the Housing Rights Center, a California Public Benefit Corporation ("HRC"), and the City of Carson, a municipal corporation ("City").

### RECITALS

- A. City has, on various occasions, identified certain needs to be satisfied in the area of housing discrimination;
- B. City has neither the staff nor the expertise to respond to such needs;
- C. HRC is a non-profit corporation with substantial expertise in dealing with all facets of housing discrimination and fair housing issues;
- D. City desires to continue the services of HRC in implementing and operating a fair housing program for the City and its citizens; and
- E. HRC is desirous of providing such services.

NOW, THEREFORE, in consideration of performance by the parties of the promises, covenants and conditions herein contained, the parties hereto agree as follows:

**1. Statement of Work.** HRC shall continue to implement and operate a fair housing program for the City and its citizens in accordance with HRC's proposal dated May 3, 2011, which is attached as Exhibit A. Said program is designed to ensure that housing consumers are afforded an equal opportunity to rent, lease, or purchase housing of choice within the city without regard to race, religion, color, national origin, or sex. To carry out the program, HRC shall employ trained personnel to respond to Carson residents' requests for service and shall provide such backup and support services as shall be required to implement and operate the program. HRC shall maintain a toll-free telephone number for residents of Carson to utilize to contact HRC regarding fair housing issues. Also, HRC will operate an office within the City of Carson, within five (5) miles of the City of Carson or maintain some regular schedule of office hours within the civic center complex.

HRC has noted in its proposal that its staff and volunteers can conduct presentations in such languages as Armenian, Cantonese, English, Korean, Mandarin, Russian, and Spanish, and that its staff has translated written materials into those same languages. Such references to languages are intended to be examples of the languages in which HRC's presentations, workshops, services, and written materials are available, and shall not be limited to those languages. HRC shall endeavor to make its presentations, workshops, services, and written materials in such languages as Samoan, Tagalog, and other languages native to ethnic groups represented in substantial numbers among the population of Carson. HRC shall use Language Line Translation Services, or a service providing similar capability, to assist clients in languages beyond those within the capability of HRC's staff to offer.

# DRAFT

The fair housing counseling program shall consist of at least the following three programs:

- A. Landlord and Tenant Housing Vacancy Program Services provided under the direction of the landlord-tenant counselors.
  - 1. Counseling and mediation to landlords and tenants.
  - 2. Referrals to appropriate agencies.
- B. Education and Outreach Program, administered by the Outreach Coordinator. The services provided under this program, among other services, include:
  - 1. Conduct fair housing workshops at City and County libraries and other community organizations;
  - 2. Distribution of public education publications in English and Spanish, and other languages as necessary;
  - 3. Preparation and distribution news releases to the print media;
  - 4. Distribution of legal information and training for landlords, managers, owners, and Realtors;
  - 5. Presentations to the community and to city governments, community organizations, sponsoring an annual poster contest, and other services on a need or request basis.
- C. Discrimination Program. This program is staffed by a full-time Discrimination Housing Coordinator and a part-time Assistant Housing Coordinator.
  - 1. Each case is thoroughly investigated and complainant advised of all findings, including referrals to private attorneys, HUD, DOJ, DFEH, small claims court, or to the foundation for conciliation.
  - 2. Statistical information is maintained in a specially designed program to generate monthly and quarterly reports, including case number, allegation, origin and date of complaint, ethnicity, income level and female head of household status.
  - 3. Case files are reviewed on a weekly basis by the Executive Director for substance and effectiveness, and on an as-needed basis by the Board of Directors.

References in HRC's proposal to specific print and broadcast media outlets are intended to be examples of the media outlets HRC shall utilize in carrying out the Education and Outreach Program as described in Section B above, and shall not limit HRC to the use of the outlets specifically mentioned. HRC shall also utilize the City's internet website, the City publication *Carson Reporter*, and cable television channel 34/35 to promote and publicize HRC's services, programs, and activities. HRC shall, in carrying out said Education and Outreach Program, outreach and collaborate with local community and social service organizations, cultural and ethnic community organizations, neighborhood associations and

# DRAFT

block clubs, and public offices, and shall make available information and literature on HRC's services and programs as well as on fair housing issues, landlord/tenant issues, and housing rights issues in general to those entities. HRC shall conduct a Housing Rights Workshop for senior citizens in collaboration with the City's Senior Social Services program, and shall send informational mailings to the senior housing developments located within the City's boundaries. HRC shall also conduct presentations at meetings of the City's advisory boards and commissions when requested.

**2. Term.** The term of this Agreement shall be for one (1) year, commencing July 1, 2010 and terminating on or before June 30, 2011. City shall have the option to, at its discretion, extend this Agreement for one (1) additional year, commencing July 1, 2012 and terminating on or before June 30, 2013.

**3. Compensation and Method of Payment.** Upon compliance with specified performance requirements, City shall reimburse HRC an amount not to exceed \$31,150.00, which shall constitute full and complete reimbursement for the implementation of this Agreement. The parties understand and agree that such reimbursement, if any, shall be conditioned upon receipt of said funds by City from HUD and shall not be a charge on any other funds of City. Such funds shall be paid upon receipt and approval of City of a detailed periodic detailed invoice and any other program monitoring reports in a form required by City. Payments shall be made by City to HRC in monthly installments according to the expenses detailed on each invoice and duly approved.

In the event City exercises its option for extension of this Agreement for the period July 1, 2012 through June 30, 2013, City shall reimburse HRC in an amount not to exceed \$32,240 for said period.

**4. Compliance with Laws.** All parties agree to be bound by applicable federal, state, and local laws, ordinances, regulations and directives as they pertain to the performance of this Agreement. This Agreement is subject to and incorporates the terms of the Housing and Community Development Act of 1974, as amended; 24 Code of Federal Regulations, Chapter V, Part 570; City's CDBG Program Guidelines; and all amendments or successor regulations or guidelines thereto.

**5. Federal Contracting Provisions.** HRC agrees to comply with the following federal requirements in the performance of this Agreement:

- A. Federal Executive Order 11246 requires that during the performance of this Agreement, HRC agrees not to discriminate against any employee or applicant for employment because of race, religion, sex, color, or national origin. HRC will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, religion, sex, color, or national origin. Such action shall include the following without limitation: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. HRC agrees to post in conspicuous places, available to employees and employment applicants, notices setting forth the provisions of this nondiscrimination clause.

# DRAFT

- B. HRC shall, in its solicitations or advertisements for employees, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.
- C. HRC shall send to each labor union or representative of workers which it has a collective bargaining agreement or equivalent, a notice advising the labor union or workers' representative of HRC's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965. HRC shall post copies of the notice in conspicuous places available to employees and employment applicants.
- D. HRC shall comply with all provisions of Executive Order No. 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- E. Section 3 of the Housing and Urban Development Act of 1968, as amended, 12 U. S. C. 1701 et seq., requires that to the greatest extent feasible, opportunities for training and employment be given to lower income residents of the project area and contracts for work in connection with the project be awarded to business concerns that are located in, or owned in substantial part by, persons residing in the project area.
- F. Under Title VI of the Civil Rights Act of 1964, and Section 109 of the Housing and Community Development Act of 1974, no person shall, on the grounds of race, color, national origin or sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.
- G. City will use federal funds to pay HRC for the services to be performed under this agreement. 31 U. S. C. Section 1352 prohibits any recipient or subrecipient of federal funds from using such funds to influence or attempt to influence an officer or employee of any federal agency, a Member of Congress or an officer or employee of Congress, or any employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative agreement and the extension of, continuation, renewal, amendment or modification of any federal contract, grant, loan or cooperative agreement.
- H. Every person who requests or receives a federal contract, grant, loan, or cooperative agreement from a federal agency or receives or requests from a federal agency a commitment that would provide for the United States to insure or guarantee a loan must file with that agency a written declaration and certify that he or she has not made and will not make any prohibited expenditure. Further, any person who requests or receives from a person referred to above, a subcontract under a federal contract, a subgrant or contract under a federal grant, a contract or subcontract to carry out any purpose for which a particular federal loan is made, or contract under a federal cooperative agreement, is required to file a written declaration with the person who received the federal contract, grant, loan or commitment to insure or guarantee a loan.
- I. HRC shall comply with all uniform administrative requirements as described in 24 Code of Federal Regulations Section 570.502.



# DRAFT

- J. In accordance with the provisions of the Entitlement Grant Regulations (24 Code of Federal Regulations 570), HRC agrees that if any program income as defined in 24 CFR Section 570.500(a) is received as a result of this Agreement, such income will be returned to the City of Carson program pursuant to Code of Federal Regulations Section 570.504(c).

**6. Program Evaluation and Review.** HRC shall make performance, financial, and all other records pertaining to this Agreement available to all City and HUD personnel, and all said City and HUD personnel may inspect and monitor HRC's facilities and program operations, including the interview of HRC staff and program participants. HRC agrees to submit to City or HUD all data necessary to complete the Annual Grantee Performance Report in accordance with HUD requirements and in the format and at the time designates by City or HUD Project Directors or their designees.

**7. Reports.** HRC shall submit to City monthly statistical status reports, using the forms shown in Exhibit "B" (Request for CDBG Reimbursement, and Monthly CDBG Direct Benefit Activity Report) attached hereto, setting forth its activities for each reportable month. Such report shall be filed with City not later than the 15<sup>th</sup> day of the month following the reportable month. The monthly status report shall contain without limitation ethnic group, income level, female-headed household status and any other data as may be requested by City, of each person assisted and the result of such assistance. In addition to the monthly statistical status report, HRC shall, on or before July 15, 2012, furnish City with a summary of HRC's activities for the fiscal year commencing July 1, 2011. Such summary shall include an annual statistical status report.

**8. Revenue Disclosure Requirement.** HRC shall make available all books and records pertaining to each project or business activity that is funded by CDBG funds under this Agreement for inspection and audit by HUD's representatives, upon request, at any time during the term of this agreement and during a period of five (5) years thereafter. All such books and records shall be maintained by HRC at a location in Los Angeles County. Failure of HRC to comply with the requirements of this Section 8 shall constitute a material breach for which the City may cancel, terminate, or suspend this Agreement.

**9. Budget.** HRC shall submit a line-item budget to City and provide services in compliance with said budget as shown in Section 6 ("Costs") of HRC's proposal dated May 3, 2011, attached hereto as Exhibit "A" and incorporated by reference herein and made a part hereof. No budgetary changes shall occur without prior written notice to, and approval of amendment, by City. Invoices submitted to City by HRC for services provided under this Agreement shall have accompanying said invoices a summary of expenses incurred by HRC in providing said services and reported on the form shown in Exhibit "C" (Expense Summary).

**10. Termination and Termination Costs.** This Agreement may be terminated at any time by either party upon a thirty (30) day written notice to the other party. Notwithstanding the above, City may immediately terminate this Agreement upon the termination, suspension, discontinuation or substantial reduction in CDBG funding for this Agreement activity or if for any reason the timely completion of the work under this Agreement is rendered improbable, infeasible, or impossible, including HRC's failure to obtain the grant funding necessary in City's opinion to sustain its normal operations. Additionally, City may terminate this agreement upon seven (7) days written notice if City determines in its sole discretion that such action is necessary to respond to an earthquake, fire or other act of God. In such event, HRC shall be



# DRAFT

compensated for all services rendered and all necessarily incurred costs performed in good faith in accordance with the terms of this Agreement that have not been previously reimbursed, to the date of said termination, limited to the extent CDBG funds are available.

In accordance with 24 Code of Federal Regulations Section 85.43, suspension or termination may occur if HRC materially fails to comply with any term of the award.

If the funding source demands reimbursement for prior payments to HRC due to HRC's failure to comply with any applicable term of this Agreement, regulation or statute, HRC shall reimburse City in the amount of said disallowed payments.

The award may be terminated for convenience in accordance with 24 Code of Federal Regulations Section 85.44.

Upon expiration of this Agreement, HRC shall transfer to City any funds paid pursuant to this Agreement that are on hand at the time of expiration and any accounts receivable attributable to the use of said funds.

**11. Indemnification: Insurance.** HRC shall indemnify, defend and hold City, its commissioners, officers, and employees free and harmless from and against any and all actions, claims, demands, costs, loss of expenses of any kind or nature whatsoever (including reasonable attorneys' fees) which may be imposed on City, its officers, employees and agents, or any of them, arising out of, or attributable to or connected with the performance by HRC of the services hereunder.

Throughout the term of this Agreement, HRC shall maintain public liability and property damage insurance protecting HRC in amounts not less than \$1,000,000 for personal injury to one person, \$1,000,000 for injuries arising out of any one accident, and \$1,000,000 property damage, and naming the City, its commissioners, officers, and employees as additional insureds. Such insurance shall not be cancelable nor materially changed without a thirty (30) day prior written notice to the City, and shall be by an insurer rated "A:VII" or better in the most recent edition of Best's Insurance Guide. HRC shall also maintain Worker's Compensation insurance to cover its employees as required by the California Labor Code and shall require all subcontractors similarly to provide such insurance for their respective employees.

**12. Conflict of Interest.** HRC covenants that it presently has no interest in and shall not acquire any interest, direct or indirect, which may be affected by the services to be performed by HRC under this agreement, or which would conflict in any manner with the performance of its services hereunder. HRC further covenants that, in performance of this Agreement, no person having any such interest shall be employed by it. Furthermore, HRC shall avoid the appearance of having any interest which would conflict in any manner with the performance of its services pursuant to this Agreement. HRC agrees not to accept any employment or representation during the term of this Agreement which is likely to make HRC "financially interested" (as provided in California Government Code Sections 1090 and 87100) in any decision made by City on any matter in connection with which HRC has been retained pursuant to this Agreement. Nothing in this section shall, however, preclude HRC from accepting other engagements with the City or the Carson Redevelopment Agency ("Agency").

**13. Warranty and Representation of Non-Collusion.** No official, officer, or employee of the City has any financial interest, direct or indirect, in this Agreement, nor shall any official, officer, or employee of the City participate in any decision relating to this Agreement

# DRAFT

which may affect his/her financial interest or the financial interest of any corporation, partnership, or association in which (s)he is directly interested, or in violation of any State or municipal statute or regulation. The determination of "financial interest" shall be consistent with State law and shall not include interest found to be "remote" or "non interest" pursuant to California Government Code Sections 1091 and 1091.5. HRC warrants and represents that (s)he/it has not paid or given, and will not pay or give, to any third party including, but not limited to, any Agency official, officer, officer, or employee, any money, consideration, or other thing of value to any third party including, but not limited to, any City official, officer, or employee, as a result or consequence of obtaining or being awarded any agreement. HRC is aware of and understands that any such act(s), omission(s) or other conduct resulting in the payment of money, consideration, or other thing of value will render this Agreement void and of no force or effect.

HRC: Initials \_\_\_\_\_

**14. Audit Exceptions.** HRC agrees that in the event the program established hereunder is subjected to audit exceptions by appropriate state and federal audit agencies, HRC shall be responsible for complying with such exceptions and for paying City the full amount of City's liability to the funding agency resulting from such audit exceptions.

**15. Relationship of the Parties.** Neither City nor any of its officers or employees shall have any control over the conduct of HRC's activities or the employees of HRC; and HRC expressly warrants not to, at any time or in any manner, represent that HRC or any of HRC's agents, volunteers, subscribers, officers or employees are in any manner the agents, volunteers, subscribers, officers or employees of City, it being distinctly understood that HRC is and shall at all times remain as to the City a wholly independent contractor, and HRC's obligations to City are solely such as are prescribed by this Agreement.

**16. Subcontracts.** Any subcontracts entered into by HRC for services rendered toward completion of HRC's portion of this Agreement shall be for HRC's benefit alone, and as such, shall be its responsibility with no liability resting with the City. HRC agrees to provide a list of all subcontractors to be used in connection with services rendered toward completion of HRC's portion of this Agreement within ten (10) working days of execution of this Agreement.

**17. Local Hiring.** To the greatest extent feasible, HRC shall endeavor to employ residents of the City of Carson in the rendering of the services required by this Agreement. All solicitations for employment arising in whole or in part out of the execution of this Agreement, whether full- or part-time, new, or replacement hires, shall be listed with the City of Carson Employment Development Division and the South Bay Workforce Investment Board. Information on how to list employment opportunities with these agencies may be obtained at City Hall.

**18. Assignment.** HRC shall not assign or transfer any interest in this Agreement without the prior written approval of City. Any attempted assignment or transfer in violation hereof shall be void and of no force or effect.

**19. Amendments.** This Agreement may only be amended or modified if such amendment is in writing and agreed upon by both City and HRC before additional or modified work is done.

97

# DRAFT

**20. Default.** In the event HRC is in default under the terms of this Agreement, it is expressly agreed that City shall have no obligation to continue compensating HRC for any work performed after the date of default.

**21. Reimbursement.** Each party agrees that in the event of a court determination that a party is in default in the performance of this Agreement, said party shall reimburse the other for all expenses (including attorneys' fees) incurred by such party in connection with enforcement of its rights under this Agreement.

**22. Notices.** Any notices, bills, invoices, or reports required by this Agreement shall be deemed received on (a) the day of delivery if delivered by hand during receiving party's regular business hours; or (b) on the second business day following deposit in the United States mail, postage prepaid, to the addresses heretofore below, or to such other addresses as the parties may, from time to time, designate in writing pursuant to the provisions of this section.

- a. City: City of Carson  
Economic Development Work Group  
1 Civic Plaza Drive, Suite 500  
Carson, California 90745  
Attn: Linda F. Mann  
Principal Administrative Analyst
  
- b. HRC: Housing Rights Center  
520 South Virgil Avenue, Suite 400  
Los Angeles, California 90020  
Attn: Chancela Al-Mansour  
Executive Director

Such notices should also be sent to the City's legal counsel:  
Aleshire & Wynder, LLP  
18881 Von Karman Avenue, Suite 500  
Irvine, California 92612  
Attn: William W. Wynder, Esq.

**23. Exhibits, Precedence.** All documents referenced as exhibits in this Agreement are hereby incorporated in this Agreement. In the event of any material discrepancy between the express provisions of this Agreement and the provisions of any document incorporated herein by reference, the provisions of this Agreement shall prevail.

SIGNATURES ON FOLLOWING PAGE

# DRAFT

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

ATTEST:

"City"

CITY OF CARSON

By: \_\_\_\_\_  
Helen S. Kawagoe, MMC, City Clerk

By: \_\_\_\_\_  
Jim Dear, Mayor

Approved as to form:

ALESHIRE & WYNDER, LLP

"HRC"

HOUSING RIGHTS CENTER, a California  
Public Benefit Corporation

By: \_\_\_\_\_  
City Attorney

By: \_\_\_\_\_  
Its Executive Director

By: \_\_\_\_\_  
Its



FAIR HOUSING RFP MAILING LIST

FHC	ATTN	Last	Position	Address	City, ST Zip	Email
Fair Housing Council of Orange County	Denise Y. Cato	Cato	Chief Operating Officer	201 S. Broadway	Santa Ana, CA 92701	info@fairhousingoc.org dcato@fairhousingoc.org
Housing Rights Center	Chancela	Al-Mansour	Executive Director	520 S. Virgil Ave., Ste. 400	Los Angeles, CA 90025	calmansour@housingrightscenter.org
Fair Housing Council of the San Fernando Valley	Diana Bruno	Bruno	Executive Director	8134 Van Nuys Blvd., Suite 206	Panorama City, CA 91402-4820	info@fhcsfv.org bruno@fhcsfv@fairhousingcouncil.org dbruno@fairhousingcouncil.org
Inland Fair Housing and Mediation Board	Lynn Anderson	Anderson	Executive Director	10681 Foothill Blvd., Suite 101	Rancho Cucamonga, CA 91730	info@jfhlmb.com inmedbd@aol.com
Fair Housing Foundation of Long Beach	Barbara Shull	Shull	Executive Director	3605 Long Beach Blvd., Suite 302	Long Beach, CA 90807	barbara@fhfla.com