

Housing and Credit Counseling, Inc.
City of Lawrence
Year-End Progress Report
2011

HCCI's Tenant/Landlord Counseling and Education Program addresses needs that parallel with the City's strategy as outlined in *Step Up to Better Housing*. Trained counselors provide telephone or in-person assistance on all aspects of tenant/landlord relations. Counseling services are provided free of charge to clients. The goal is to help people help themselves, through information and confidence, prevent or resolve rental housing problems and stabilize housing situations. A stable, safe, decent, and affordable home situation is one of the most important resources an individual needs personally. There is a sense of pride when an individual can provide this type of environment for themselves or their family. Stable, secure home situations transition Lawrence neighborhoods into stronger, safer places to live. HCCI meets the needs of Lawrence residents, particularly of low to moderate income ranges, by providing counseling, education presentations and referral services. HCCI also works with neighborhood, student and other community groups as needed.

Reports are available at any time from HCCI detailing information about clients served. Last year in this program, over 97% of the households assisted were low income and 19% were minorities. Issues included Maintenance, Termination/Evictions, Rent Delinquency, Lease Questions, Landlord Entry, Security Deposits, Mobile Home Issues, Fair Housing Neighbor Problems, Utility Issues and others. Referrals came from Friends/Family, City of Lawrence, Lawrence Douglas County Housing Authority, ECKAN, Success by Six, Independence Incorporated, Douglas County Aids Project, Douglas County Legal Aid, Attorney General's Office, Better Business Bureau and others. Education partners included The City of Lawrence and Lawrence Douglas County Housing Authority, specifically the HPRP –Housing Stability Program, the Landlords of Lawrence, Douglas County Aids Project, USD 497 and Heartland Works. Community issues the HCCI counselor assisted on included educating landlords and tenants about issues related to renting to persons with disabilities, and life skills training for homeless persons and prospective tenants and Section 8 participants in cooperation with the Lawrence-Douglas County Housing Authority.

In addition to the City Commission, this program has been strongly and consistently supported by HCCI's Lawrence Advisory Council as well as the City of Lawrence Code Enforcement Department and Community Development Advisory Committee, the Lawrence-Douglas County Housing Authority, Independence Inc. and the Landlords of Lawrence. That support is much appreciated.

Calendar Year 2012 Outputs

- 333 individuals or families counseled during calendar year 2012
- 30 people attended 2 community education presentations during calendar year 2012

Calendar Year 2012 Outcomes

- 99% clients receiving counseling reported learning something they intend to use
- 99% clients receiving counseling reported they feel more confident regarding handling their housing issues

Clients counseled reported taking steps toward their housing issue resulting in:

- 82% implementing rights and responsibilities
- 31% utilizing community resources
- 100% sustaining housing

Advisors and staff would be happy to answer any questions you have. Please feel free to call Teresa Baker, Tenant-Landlord Program Supervisor (785-234-0217 Ext. 322), Jennifer Whitt, Office & Reports Manager (785-234-0217) or Marci Francisco, Advisory Council (785-842-6402).