FHIP-EOI   **Education and Outreach**

To inform the public of their rights and obligations under the Fair Housing Act and substantially equivalent State and local laws.

Need Statements

Lack of Housing Knowledge

The public has a general lack of knowledge and awareness about what equal opportunity in housing means as well as the obligations of compliance.

Activities and Outputs

Accessibility events	Events
Analysis of local impediments to housing choice	Analysis
Arabic translators/interpreters hired	Persons
Asian translators/interpreters hired	Persons
Community meetings/workshops	Persons
Complaint intake	Complaints
Counseling for non-English speakers	Persons
Design/develop computer tutorial	Computer tutorials
Develop training materials	Materials
Development of fair housing curricula	Curriculum
Development of new activities/materials	Materials/Activities
Development of technical materials on accessibility	Materials
Expand mailing list	Persons
Fact sheets	Materials
Fair Housing activities	Activities
Homebuyer education/training	Persons
Housing counseling and classes	Persons
Identify/participate networking groups	Groups
Immigrant-led tenant associations	Associations
Interpretation for fair housing activities	Sessions
Introduce Fair Housing curricula to students	Persons
Introduce Fair Housing curricula to teachers	Persons
Involve lenders	Lenders
Materials produced in non-English languages	Materials
Media spots	Media spots
Meetings between housing industry and housing groups	Meetings
Newsletters	Newsletters
Outreach and information	Materials
Outreach to American Indians	Persons
Outreach to Asians	Persons
Outreach to college students	Persons
Outreach to disability support organizations	Organizations
Outreach to disabled population	Persons
Outreach to Hispanics	Persons
Outreach to non-English/immigrant population	Persons
Outreach/education to/for local government	Persons
Partnership with homeless activists	Partnerships
Predatory lending training/education	Persons
Press release	Press releases
PSA in non-English language	PSAs
Public awareness ads	Ads
Public Service Announcements	Announcements
Referral of Fair Housing complaints	Referrals
Referrals to Legal Aid	Referrals
Renters' rights booklets	Materials
Russian translators/interpreters hired	Persons
Spanish translator/interpreters hired	Persons
Staff training	Persons

Student intern recruitment	Persons
Train trainers	Persons
Translation of existing Fair Housing materials	Materials
Workshops for investors	Persons
Workshops/Education for non-English speakers	Persons
Other	Other

Outcomes and Indicators

Clients attending classes/workshops	Persons
Clients counseled	Persons
Clients demonstrate understanding of predatory lending	Persons
Clients know rights and able to avoid violations	Persons
Clients make complaint	Persons
Clients pass Fair Housing post-test	Persons
Clients received Fair Housing information	Persons
Clients resolve complaint	Persons
Disabled clients whose living situation improves	Persons
Educational classes	Persons
Foreclosures decline by 18 months	Foreclosures
Homeless clients who find housing	Persons
Landlords/housing industry reps attend classes	Persons
New activities/outreach resulting from analysis	Persons
New clients	Persons
New clients as a result of Fair Housing month activities	Persons
New disabled clients	Persons
New non-English speaking clients	Persons
Non-English speaking clients identify housing discrimination	Persons
Other	Other

Measurement Tools

A. Tools to Track Outputs and Outcomes
Bank accounts
Construction log
Database
Enforcement log
Financial aid log
Intake log
Interviews
Mgt. Info. System-automated
Mgt. Info. System-manual
Outcome scale(s)
Phone log
Plans
Pre-post tests
Post tests
Program specific form(s)
Questionnaire
Recruitment log
Survey
Technical assistance log
Time sheets
Other

B. Where Data are Maintained
Agency database
Centralized database
Individual case records
Local precinct
Public database
School
Specialized database
Tax Assessor database
Training center
Other
C. Source of Data
Audit report
Business licenses
Certificate of Occupancy
Code violation reports
Counseling reports
Employment records
Engineering reports
Environmental reports
Escrow accounts
Financial reports
GED certification/diploma
Health records
HMIS
Inspection results
Lease agreements
Legal documents
Loan monitoring reports
Mortgage documents
Payment vouchers
Permits issued
Placements
Progress reports
Referrals
Sale documents
Site reports
Statistics
Tax assessments
Testing results
Waiting lists
Work plan reports
Other
D. Frequency of Data Collection
Daily
Weekly
Monthly
Quarterly
Biannually
Annually
Upon incident
Other
E. Process of Collection and Reporting

Computer spreadsheets
Flat file database
Manual tallies
Relational database
Statistical database
Other

Evaluation Process – These are standard requirements that HUD will expect every program manager receiving a grant to do as part of their project management.

- An evaluation process will be part of the on-going management of the program.
- Comparisons will be made between projected and actual numbers for both outputs and outcomes.
- Deviations from projected outputs and outcomes will be documented and explained.
- Analysis of data to determine the relationship of outputs to outcomes; what outputs produce which outcomes.

HUD Will Use The Following Questions To Evaluate Your Program

1. How many new Fair Housing clients were there?
2. How many persons attending workshops, counseling and classes by English and non-English speakers?
3. How many landlords and industry representatives attending Fair Housing activities?
4. How many complaints were filed?
5. How many complaints were resolved?
6. How many persons had their living or housing situation improved?
7. How many homeless persons found housing?
8. Was there a reduction in the number of foreclosures? If so, how many?

Carter-Richmond Methodology

The above Management Questions developed for your program are based on the Carter-Richmond Methodology[1]. A description of the Carter-Richmond Methodology appears in the General Section of the NOFA.