

ANALYSIS OF IMPEDIMENTS  
AND  
FAIR HOUSING PLAN

STATE OF OREGON  
Oregon Housing and Community Services  
PO Box 14508, Salem, OR 97309-0409

# **State of Oregon**

## **Analysis of Impediments and Fair Housing Plan**

John A. Kitzhaber, Governor  
State of Oregon

Bob Repine, Executive Director  
Oregon Housing  
and Community Services

William C. Scott, Executive Director  
Oregon Economic and  
Community Development Department

### **PROJECT TECHNICAL TEAM**

**David McNamee**  
**Oregon Housing & Community Services**

**Mary A. Baker**  
**Oregon Economic and Community Development**

**Cynthia Ingebretson**  
**Executive Director**  
**Fair Housing Council of Oregon**

## INTRODUCTION

Fair housing is the law. It involves legal protection when housing choice is restricted because of race, color, national origin, sex, religion, handicap, familial status, or other protected class. Both intentional discrimination and unintentional actions or conditions that limit choice are prohibited.

In order to comply with Federal law, the U.S. Department of Housing and Urban Development (HUD) has had a long-standing mandate requiring state and local jurisdictions and housing providers receiving HUD funds to meet certain standards or take specific actions to affirmatively further fair housing. These have included passage of local fair housing laws, fair housing marketing requirements, tenant selection and assignment criteria, program accessibility, reasonable accommodations, and other activities to ensure non-discrimination for protected classes.

HUD requires states to certify that they affirmatively further fair housing as a condition of receiving Federal funds. HUD defines this obligation as requiring states receiving federal funds to conduct an analysis to identify impediments to fair housing choice, take appropriate actions to overcome the effects of identified impediments, and to maintain records concerning the analysis and activities.

Since 1995, HUD has consolidated the submission and reporting requirements for several community planning and development formula grant programs into a single plan—the Consolidated Plan. The State of Oregon Consolidated Plan for housing and community development is the vehicle in which Oregon certifies that it will affirmatively further fair housing through the analysis of impediments process.

The State of Oregon is committed to working aggressively for the elimination of public or private housing practices that have the effect of discriminating on the basis of race, national origin, religion, sex, handicap or familial states. This commitment follows the principal and long-standing components of federal housing and community development programs that, in turn, implement the provisions of Section 808(e)(5) of the federal Fair Housing Act.

The components of the State's fair housing efforts in this report are fourfold and include:

- A summary of the State's 1997 Analysis of Impediments to Fair Housing Choice
- Projected actions to overcome the effects of such impediments

- A review of the actions accomplished or underway to overcome the effects of such impediments
- Procedures for maintaining appropriate records to document both analysis and actions

The State of Oregon has a long history as a leader in opposing unfair housing practices both within publicly funded and supported housing and in the private sector. A number of state agencies are charged with responsibilities for this effort. They include Oregon Housing and Community Services (the lead agency), Oregon Economic and Community Development Department, Department of Human Services, Department of Justice, and the Oregon Bureau of Labor and Industry. The Fair Housing Council of Oregon and Legal Aid Services of Oregon are two non-governmental, nonprofit participants in the fair housing process.

Fair housing is a complex issue that does not lend itself to simple solutions. Some actions which appear to enlarge choice opportunities for one segment of the population, such as allowing all disabled applicants to share the facilities of elderly housing, potentially diminish choice for others. Some factors that limit the choice of housing opportunities, such as national shifts in the economy, are not amenable to state-by-state solutions. Health and safety requirements, such as lead removal, create safer environments but also reduce housing opportunities by increasing the cost of affordable housing. These dichotomies require that fair housing initiatives be thoughtfully designed and accompanied either by technical assistance and training or grant/loan programs whenever possible.

### **Plan Preparation**

The State of Oregon has designated Oregon Housing and Community Services (OHCS) as the lead agency for preparing and updating the Fair Housing Action Plan. This involves joint preparation and coordination between OHCS and the Oregon Economic and Community Development Department (OECDD). OECDD is involved in every aspect of the plan preparation.

### **Plan Updates**

Comprehensive updates to the Fair Housing Action Plan will be prepared on the same schedule (currently every five years) as the State of Oregon Consolidated Plan for Housing and Community Development. An annual report will track progress in implementing the strategies outlined in the plan. Periodic updates to the plan can be accommodated at any time action items are addressed or needs change. Periodic updates to the plan

will be considered by both agencies and, if applicable, the Fair Housing Advisory Group (discussed later in this document).

## **SUMMARY OF ANALYSIS OF IMPEDIMENTS**

OHCS and OECDD engaged an outside consultant (BBC Research & Consulting) in January 1997 to prepare its first Analysis of Impediments to Fair Housing Choice (AI). Mandated by HUD, the AI complies with the State of Oregon's certification in its Consolidated Plan to affirmatively further fair housing through fair housing planning (FHP). The AI is a separate document from this one and should be referred to for more detailed information and discussion of impediments to fair housing in Oregon. The evidence of housing discrimination and other barriers to fair housing choice identified in the AI was supported by information collected as part of the fair housing studies prepared for Metropolitan Portland, the cities of Eugene, Salem and Medford, and Klamath County. From the 5 regional fair housing forums, 25 key person interviews, and 111 mail survey responses, the AI identified the following public and private fair housing impediments in Oregon:

1. **Affordable Housing.** Although low-income persons are not a protected class under the Fair Housing Act, a large percentage of those queried said housing costs restrict fair housing choice in the state. Lack of affordable housing has a disparate impact on Oregon fair housing protected classes whose members generally tend to have lower incomes. To combat this situation, many suggested that both the public and private sector strive to build more affordable housing.
2. **Zoning Regulations.** Statewide land use planning Goal #10 requires communities to plan for the housing of all citizens of the community. Still, many participants reported that state and local government land use restrictions that limit the construction of housing, particularly low-income housing, impede fair housing choice. Design and number of persons per bedroom requirements were also mentioned as barriers. These conditions can accentuate "Not-in-my-back-yard" (NIMBY) attitudes among citizens and further increase resistance to minority and low-income persons living in residential neighborhoods.
3. **Bias in lending.** Evidence suggests that members of certain protected classes (such as, racial and ethnic minorities) experience disparate treatment when applying for housing financing in some of the state's Metropolitan Statistical Areas.
4. **Housing education.** Effort is needed to educate rental property owners and tenants about fair housing laws, rights, and responsibilities. Public outreach through workshops and seminars are

needed to combat a general lack of public awareness of fair housing practices.

5. **Complaint Process.** The process to file a fair housing complaint is viewed as complicated. There is a general fear of retaliation that may prevent complainants from filing a fair housing complaint.
6. **Evaluation of public and private fair housing programs and activities.** There are several organizations with responsibilities related to fair housing, including providing education, outreach, and enforcement in the State. They include OHCS, OECD, Fair Housing Council of Oregon, State of Oregon Bureau of Labor and Industries, Southern Oregon Fair Housing Project. These are supplemented by housing authorities, non-profit organizations, community action groups, and service providers working in their local communities to promote fair housing awareness. Despite the multiplicity of organizations involved in fair housing, there is a perception that Oregon lacks adequate funding for fair housing testing, enforcement, and education. There is also an acknowledgment that the absence of a formal statewide advocacy network, especially in rural portions of the state, hampers fair housing efforts in Oregon.

## **ACTIONS PLANNED TO ADDRESS IMPEDIMENTS**

### **Impediment One: Lack of Affordable Housing**

#### **Actions**

- A. Three million dollars of Community Development Block Grant funds are allocated annually towards low and moderate income (80% or less of the MFI) housing rehabilitation projects. The Consolidated Funding Cycle requires participating agencies to certify their compliance with the Federal Fair Housing Act.

**Time Line:** This is an on-going action step that is projected to continue each year.

- B. OHCS has programs such as HOME, HELP, Oregon Housing Trust Fund, Oregon Affordable Housing Tax Credits, and Low Income Housing Tax Credits (LIHTC) that help fund affordable housing for very low and low-income persons (60% or less of the MFI although the majority of projects provide housing to persons below 50% of MFI). OHCS' Asset and Property Management Section monitors OHCS partner compliance with the Fair Housing Act.

**Time Line:** This is an on-going action step that is projected to continue each year.

- C. CDBG funds are used to fund off-site, publicly owned infrastructure for new affordable rental housing for low- and moderate-income persons (80% or less of the MFI).

**Time Line:** This is an on-going action step that is projected to continue each year.

**Reporting Measurement:** These three actions can be measured annually by documenting the number of affordable housing projects that have been funded, total amount invested, and the number of units assisted.

## **Impediment Two: Zoning Regulations That Create Barriers to Low Income Housing**

### **Actions**

- A. The Governor established the following Quality Development Objectives for the State of Oregon by Executive Order No. EO 00-23:

- Promote compact development within urban growth boundaries to minimize the cost of providing public services and infrastructure and to protect resource land outside urban growth boundaries.
- Give priority to a quality mix of development that addresses the economic and community goals of a community and region.
- Encourage mixed use, energy-efficient development designed to encourage walking, biking, and transit use.
- Support development that is compatible with a community's ability to provide adequate public facilities and services.
- Facilitate development that is compatible with community and regional environmental concerns and available natural resources.
- Support development that provides for a balance of jobs and affordable housing within a community to reduce the need to commute long distances between home and work, thereby minimizing personal commuting cost as well as the public and societal cost of expanding the transportation infrastructure.

- Promote sustainable local and regional economies in order to provide jobs for residents and financial support for community services.

These Quality Development Objectives guide state agency actions in community development. The Governor established a Community Solutions Team comprised of representatives from the Oregon Department of Transportation, Department of Environmental Quality, Oregon Economic and Community Development Department, Oregon Housing and Community Services Department and the Department of Land Conservation and Development. These agencies are to:

1. Ensure that agency actions are consistent with the QDO.
2. Each Director of the Community Solutions Team Agency shall designate staff to implement the executive order and develop a training program to implement the QDO.
3. Submit a report to the Governor on how each agency will implement the QDO.
4. Implement an on-going mechanism to ensure coordination among major programs affecting community development.
5. Submit a report to the Governor's office on how the QDO are being implemented.
6. Use population and employment forecasts developed or approved by the Department of Administrative Service's Office of Economic Analysis in coordination with Oregon's 36 counties to plan and implement programs and activities.

Through the Community Solutions Teams, local priority projects are discussed that affect communities in Oregon and need multi-agency coordination for successful completion. These often include affordable housing projects.

**Time Line:** This is continually being worked on through the Community Solutions Team's efforts. This is not an item that can be corrected quickly and is worked on a case-by-case basis for each community. Multi-agency coordination to ensure successful completion of local projects is a priority.

**Reporting Measure:** This is a difficult item to measure. The projects that have received awards from OECD will be monitored for land use zoning difficulties and assistance will be offered to those affordable housing projects that are experiencing difficulties. Reports of the CST actions and accomplishments are available from the team quarterly and annually.

- B. Oregon Department of Land Conservation and Development has established 19 Planning Goals for the State. Goal number 10 specifies that each city must plan for and accommodate needed housing types, such as multi-family and manufactured housing. It requires each city to inventory its buildable residential lands, project future needs for such lands, and plan and zone enough buildable land to meet those needs. It also prohibits local plans from discriminating against needed housing types. Department of Land Conservation and Development monitors and reviews the completion of local comprehensive land use plans.

**Time Line:** This is an on-going effort by the Department of Land Conservation and Development.

**Reporting Measure:** Annually the OHCS Land-Use Planner will contact the Department of Land Conservation and Development to document the number of plans developed and approved by that Department.

### **Impediment Three: Bias in Lending**

#### **Actions**

OHCS has a First Time Home Buyer program. The OHCS outreach program provides lending agencies information brochures, facilitates meetings, and offers other technical assistance to prevent bias in lending.

**Time Line:** Start outreach efforts by spring of 2001.

**Reporting Measure:** Document and report on these outreach efforts annually.

### **Impediment Four: Housing Education**

#### **Actions**

- A. OHCS will continue to fund training workshops for housing providers, consumers, and local government officials about fair housing laws, right, and responsibilities. These workshops occur throughout the year.

**Time Line:** Annually

**Reporting Measure:** Leveraging HUD Education and Outreach grants, FHCO plans to conduct 16 workshops throughout the state in cities that have populations smaller than 20,000; conduct 14 workshops in Spanish statewide; conduct two day-long reasonable accommodation workshops using trained facilitators broadcast simultaneously five sites throughout Oregon. FHCO intends to conduct four workshops in Russian, two workshops in Vietnamese, and four workshops in other languages. They will document and report on the number of workshops held, their location, and number of people attending.

- B. Continued financial support of the annual Fair Housing Conference held in Portland. This conference is currently presented by the Fair Housing Council of Oregon. OECDD and OHCS will continue to support this worthy effort; providing graphic and print services to develop new fair housing posters and brochures. In addition, both agencies are committed to providing future financial support for statewide outreach efforts such as: advertising on the public broadcast system, radio or television, announcements on other radio stations, and traveling exhibits.

**Time Line:** Two years

**Reporting Measure:** Report on the financial support provided each year for the conference, posters, brochures, and other special outreach activities. Track attendance at these events.

- C. Fair Housing Poster Contest: This contest is sponsored by OHCS and FHCO and is conducted throughout the state to educate school children and their families about the issues surrounding fair housing. The intent of the program is to create a positive atmosphere in the community about fair housing issues. The contest is open to all 1,464 public and private schools in Oregon.

**Time Line:** Annually

**Reporting Measure:** All schools contacted about the contest and given the chance to participate. Local partners enlisted to promote the contest locally. Winning entries judged at the annual Fair Housing Luncheon, posters printed and distributed statewide to housing providers, lenders, and developers.

- D. FHCO will continue to publish a statewide newsletter discussing fair housing issues. The purpose is to educate readers about fair housing issues and to announce fair housing related activities and events.

**Time Line:** Annually

**Reporting Measure:** Publish four issues per year. Increase subscriber base from 700 to 1,500.

- E. Outreach Projects: These FHCO projects are part of an on-going effort to keep Oregonians informed of their fair housing rights and responsibilities. Activities include sending housing brochures and posters to public buildings, service agencies, libraries, and any other place where the public may find information, contacting local I&R hotlines for each county to describe FHCO services, arranging public service announcements in local media, maintaining and updating the Fair Housing Council of Oregon web site, and reaching out to local immigrant communities.

**Time Line:** Annually

**Reporting Measure:** Six to eight outreach projects. Distribute 15,000 brochures or posters.

- F. Fair Housing Exhibit: This exhibit, built by the Fair Housing Council of Oregon, educates the public about Oregon's history of discrimination and provides general fair housing program information.

**Time Line:** Annually

**Reporting Measure:** Complete a redesign of the display by June 31, 2001. Purpose of the redesign is to make the display more portable and usable.

G. Recipients of CDBG funds are required, at a minimum, to adopt and publicize a local fair housing resolution. If the recipient has had more than one grant per year, they are required to undertake an additional activity that promotes fair housing in their community. These activities include but are not limited to: participation in or preparation of an analysis of impediments to fair housing, adoption of resolutions supporting government assisted housing programs, fair housing complaint referral program, provision of financial support to local fair housing organizations, sending community representative(s) to the annual Fair Housing Conference, obtaining the latest fair housing posters and brochures and displaying them in public and other locations around the community.

**Time Line:** This is an on-going effort

**Reporting Measure:** The number of projects monitored and the compliance or non-compliance with these requirements will be reported annually.

H. The CDBG offers project management workshops. These workshops contain a fair housing education component.

**Time Line:** Annually or as needed by the regional teams.

**Reporting Measure:** Report on the number and location of any workshops conducted per year.

I. OECDD placed a link on its web page to OHCS where individuals can obtain more information about housing related issues and needs.

**Reporting Measure:** Completed

J. OHCS offers the first time homebuyers program through a partnership with the Federal Home Loan Bank of Seattle and local lenders. The program targets the needs of buyers with 50% or less of AMI. It may provide as much as 100% of the Borrower's required cash investment.

**Time Line:** On-going

**Reporting Measure:** Report on the number of applicants accepted for the program on a first come, first serve basis.

- K. OHCS will publish Oregon's Fair Housing Action Plan to address the Analysis of Impediments as outlined in the 1997 report.

**Time Line:** January 2001

**Reporting Measure:** Plan published and available for public comment by January 2001.

- L. The OHCS Manufactured Dwelling Park Ombudsman Program (MDPO) further the Fair Housing Plan by assisting manufactured dwelling park owners and residents to resolve concerns associated with the dwelling park and living situations through informal dispute resolution services. This vital program serves more than 60,000 manufactured dwelling spaces around the state, educating property owners and tenants about their rights and obligations under the Fair Housing Act and preserving a critical supply of affordable housing units for low- and moderate-income persons. The MDPO will continue establishing informal dispute centers throughout the state.

**Time Line:** On-going effort.

**Reporting Measure:** Annual report on the number of dispute resolution centers established.

- M. OHCS is committed to assuring fair housing and affirmative marketing when implementing the HOME Program. The Equal Housing Opportunity logo is included in OHCS publications such as the Consolidated Funding Cycle Application Handbook and on OHCS letterhead.

OHCS materials such as the Consolidated Funding Cycle Application, the HOME Program Compliance Manual, and the HOME Project Management Handbook address the policies of fair housing and affirmative marketing.

OHCS works closely with HOME recipients to ensure these actions are carried out. OHCS staff meets with each HOME recipient after grant award and explains the obligations of the HOME program. During these visits, the recipient is advised of the fair housing and affirmative marketing requirements and is given a copy of the fair housing poster.

Each HOME recipient must execute a Fair Housing Policy certifying their fairness in the sale, rental, leasing, or financing

of housing. For projects with five or more units, the recipient must also certify that they are following an affirmative marketing plan that includes logo displays, fair housing poster displays, and targeted solicitations of applicants from protected classes.

**Time Line:** On-going effort

**Reporting Measure:** Annual HOME report as part of the Consolidated Plan Annual update.

### **Impediment Five: Complaint Process**

#### **Actions**

A. Research the variety of complaint processes already in place, where they are available, and their ease of public access. Coordinate findings with applicable state agencies and fair housing groups and assist in making improvements where possible. Encourage local jurisdictions to conduct an Analysis of Impediments and publish Fair Housing Policies that reduce or eliminate barriers to fair housing.

**Time Line:** 3-5 years

**Reporting Measure:** Develop an analysis of existing processes and recommend improvements as needed.

B. Fair Housing Council operates the fair housing complaint hotline with support from OHCS and OECDD. This service provides public information and assistance to people who want to file a complaint. It also is a means for providing technical assistance to housing providers and social service agencies. Its activities include call screening at a toll-free telephone number, complaint intake, evaluation, and referral for testing or enforcement.

**Time Line:** Annually

**Reporting Measure:** In combination with HUD funds, FHCO will establish a Private Enforcement Initiative. Complete 600 intakes, 225 tests, including 40 audit tests of insurance and lending markets; maintain a pool of 80 testers, including Spanish speaking, Russian-speaking, Asian, and African testers. Conduct quarterly workshops for attorneys. Screen

over 2,000 calls, complete 350 fair housing intakes, and provide technical assistance to 400 callers.

### **Impediment Six: Evaluation of Public and Private Fair Housing Programs and Activities**

#### **Actions**

- A. Contact major public and private organizations responsible for fair housing in Oregon and establish a Fair Housing Advisory Group. This group can work together on fair housing problems as they occur, establish a network for coordination, cooperation, and recognition of other's efforts. This group could also review updates to this Action Plan as the needs change throughout the state.

**Time Line:** Three – five years

**Reporting Measure:** Formal establishment of a statewide Fair Housing Advisory Group.

- B. HUD fair housing program guidelines suggest that the Analysis of Impediments be updated regularly. The AI will be updated on the same schedule as the State's Consolidated Plan. The current AI was written 1997 and needs updating.

**Time Line:** Annually

**Reporting Measure:** OHCS Will complete a new Analysis of Impediments to fair housing report by July 2001.

### **FAIR HOUSING ACTIONS AND ACCOMPLISHMENTS**

This section summarizes the actions previously accomplished by OHCS, OECDD, and the Fair Housing Council of Oregon as well as those of other state and non-governmental agencies.

#### **1. Complaints**

The Fair Housing Council of Oregon (FHCO) completed nearly 3,000 intakes since 1991 and performed over 1,400 tests with an overall evidence rate of 49%. FHCO has referred 144 cases for legal action that have resulted in \$1.2 million in compensation for discrimination victims.

During FHCO's three fiscal years ending in 1999, FHCO received 999 allegations of illegal housing discrimination. The numbers of allegations each year were 386, 286, and 327. During HUD's three fiscal years ending in 1999, the Seattle Fair Housing Enforcement Center filed about 210 complaints from Oregon. The Civil Rights Division of the Oregon Bureau of Labor and Industries (BOLI) reported 59 complaints of housing discrimination during its last three fiscal years. Though some complaints are duplicate filings, the total indicates a substantial number of violations.

Furthermore, many of these claims resulted in positive outcomes. FHCO performed 267 conclusive tests of which 43% supported the allegation. Twenty-two tested cases and thirteen others originated during this period were settled or litigated with a total recovery of \$433,506. HUD conciliated eighteen of these cases; attorneys settled seventeen cases. Twenty-four are pending, including four cases that HUD initiated. Of agency complaints, 41% of the HUD cases and 10% of the BOLI cases were resolved, conciliated, or charged. In one BOLI case, the commissioner wrote an order in the complainant's favor.

Statistics gathered from the FHCO give evidence of widespread discrimination. Although 41% of Oregon and Clark county's population live in rural areas, FHCO statistics from the last three fiscal years show that 20% of FHCO complaints came from people who live in communities with population smaller than 20,000.

Discrimination based on familial status is one of the four most prevalent forms of discrimination in Oregon and Clark County. Callers to FHCO alleged illegal housing discrimination because of familial status in 28% of the complaints. Fifty-seven percent of the cases the FHCO tested supported the allegation.

Complaint statistics from Oregon confirm that providers discriminate against persons with disabilities. Over the last three fiscal years, 28% of FHCO complainants had fair housing issues related to a disability. Disability complaints have steadily increased over five years from 12% in 1995 to 34% in 1999. Fifty percent of these callers (14) needed assistance with requests for reasonable accommodations. Eight complaints dealt with siting and zoning issues.

Hispanics are the largest ethnic minority in Oregon; comprising 6.1% of the population. Sixteen percent of FHCO's complaints in the last three fiscal years alleged discrimination based on Hispanic national origin—evidence that linguistic and cultural barriers make this population vulnerable to discriminatory housing practices. Discrimination is not confined to one ethnic group. FHCO completed eight intakes alleging

discrimination based on national origin from Eastern Europeans (Russian, Bulgarian, Ukrainian, and Greek), two from Haitians, three from Africans, and three from Middle Eastern people. Overall, 23% of FHCO complaints of race discrimination during this period came from African-Americans (29% in Multnomah County; 17% in the rest of the state).

Housing-related complaints may rise as the supply of affordable housing dwindles in the continually rising economy. Ninety-seven percent of FHCO's complaints allege discrimination in rental housing. Evaluation of data reported through the Home Mortgage Disclosure Act (HMDA) indicates that persons of color receive fewer home mortgage loans in some areas of Oregon. FHCO reviewed 1998 HMDA data by race and by income level in four Metropolitan Service Areas (MSA) in Oregon: Eugene-Springfield, Medford-Ashland, Portland-Vancouver, and Salem-Keizer. In all MSA's, African-Americans, Hispanics, and Native Americans had a lower acceptance rate than did whites and Asians. HUD reports that the 1998 denial rate for the entire state is 17% for whites, 25% for African-Americans, and 32% for Hispanics.

Evidence indicates discrimination in the homeowners insurance industry. In 1994, the Oregon Department of Consumer and Business Services reviewed statistics by zip code in the three urban counties of metropolitan Portland to assess if insurance redlining is a problem. Some statistics raise questions about insurance availability and marketing. For example, in two adjacent zip code areas, the percent of owner-occupied houses with full coverage varied from 85% in one area to 38% in the other. The zip code with the lower percentage has nearly double the number of Hispanic residents. The study also examined the rates of individual companies by looking at the five zip codes with the highest percentage of African-American residents, and the five zip codes with the lowest percentage. In the five zip codes with the lowest percentage of African-Americans, all the insurance rates were higher than in the five zip codes with the lowest percentage of African-Americans. In fact, the highest insurance rate was in the zip code with the largest non-white population. That rate was nearly double the rate in the zip code with the lowest non-white population.

FHCO tests of discrimination in the homeowner insurance industry showed illegal discrimination. In the fall of 1999 a national organization contracted with FHCO to test agents of a particular insurance company. Fourteen of 37 tests showed less favorable treatment toward African-American and Asian home seekers in agent response, cost of product, and type of products offered. It is likely that testing other companies will yield similar results, particularly since there has not been the same

degree of insurance investigation in the Pacific Northwest as in other regions of the United States.

## **2. Testing**

Testing is a method for investigating an allegation of illegal discrimination. Two or more testers are matched for characteristics except for the factor that is being tested and pose as home seekers. A test can supply credible and independent evidence that allows victims of discrimination to redress their injury. During one 12-month period, FHCO performed 37 fair housing tests on 84 intakes from callers in non-entitlement areas of the state. Twelve of the tests supported the allegation.

## **3. Other Investigations**

FHCO interviewed nine witnesses in cases in Tillamook and Umatilla Counties. In one the witness' statements supported the allegation and two cases are being pursued.

## **4. Reasonable Accommodations cases**

The number of callers with disabilities seeking reasonable accommodations to rules or policies has increased dramatically in the last two years. FHCO counseled 15 callers from non-entitlement areas regarding this right. Of these six were resolved successfully after the complainant was counseled on how to make the request and two were settled through attorney intervention.

## **5. Cases**

Of the cases that came into FHCO during the 98/99 fiscal year, two settled at court. A sex harassment case from Grants Pass settled for \$2,000, and another sex harassment case in St. Helens settled for \$25,000. A disability case in Seaside from 1997 settled in 1998 for \$50,000.

## **6. Housing Education**

OECD and OHCS funded the Fair Housing Council of Oregon (FHCO) to travel to eight locations throughout the State of Oregon to conduct Traveling Fair Housing Training. At each location FHCO conducted four workshops: Fair Housing for Tenants, Advocates and Community Action Agencies; Fair Housing for Landlords, Property Managers, Owners, and Housing Authorities; Fair Housing for City and County Officials, and

Community Development Corporations; and Reasonable Accommodations and Modifications.

## **7. 1999 Oregon Housing Conference**

OHCS joined with other conference sponsors to host a statewide conference on a variety of affordable housing-related topics. Conference topics included discussions of the planning and designing of affordable housing projects, first-time homebuyer education, project financing, and non-profit organizations. Many aspects of construction, renovation, and property management of affordable housing were covered at the conference, including discussions centered on the application of fair housing guidelines.

## **8. Fair Housing Poster Contest**

Sponsored by the Fair Housing Council of Oregon and OHCS, the contest educates housing providers, consumers, and local officials about fair housing laws and issues. Held in March, this contest last year drew in over 250 entries from 33 schools in 21 Oregon communities. The winning posters are reproduced and distributed throughout the state to promote fair housing practices.

## **9. Manufactured Dwelling Park Ombudsman Program (MDPO)**

While not new last year, the MDPO program continuously furthered the strategies of the Fair Housing Plan by assisting manufactured dwelling park owners and residents in resolving concerns associated with their parks and living situations through informal dispute resolution. In 1995, the MDPO program began contracting with county dispute resolution centers for mediation services for manufactured dwelling parks and floating home marinas. The program continues to expand with more mediation centers being added each year in counties around the state. This vital program serves more than 60,000 manufactured dwelling spaces around the state, educating landlords and tenants about their rights and obligations under Fair Housing laws and preserving a critical supply of affordable housing for low-income Oregonians.

## **10. Fair Housing Hot Line**

From July 1, 1998 through June 30, 1999, FHCO received 503 calls from Oregonians who do not live in entitlement jurisdictions. These calls were screened for fair housing issues, both complaints and requests for information. Staff completed intakes from 84 of these callers whose situation, if provable, indicated a violation of fair housing laws.

## **11. Outreach**

FHCO seeks to get the word out about fair housing rights and responsibilities in as many ways as possible. In the past year, outreach activities included:

- Sending fair housing brochures to every public library in Oregon
- Sending brochures and posters to each city manager for placement in city office buildings
- Publishing a quarterly fair housing newsletter to more than 700 subscribers
- Maintaining a website with links to other housing and fair housing resources
- Contacting local hot lines for each county to describe FHCO services and provide them with brochures and posters for walk-in clients
- Contacting victim's rights advocates from each county district attorney's office to provide information on hate crime complaint procedures
- Sponsoring the Fair Housing Display "Anywhere but here" to locations throughout the state, such as St. Helen's, Sweethome, Astoria, Mill City, Portland, and Albany.
- Arranging for cable access television broadcast of a fair housing information program

## **12. Technical Assistance and Networking**

FHCO provides technical assistance to property owners and others about fair housing issues. FHCO seeks to network with other housing and community development advocates on fair housing issues. A cooperative relationship was established with the OHCS Manufactured Dwelling Park Ombudsman Program. FHCO's Fair Housing Network meets alternate months in Portland.

### **PROPOSALS FOR RECORD KEEPING PROCEDURES**

OHCS will collect data and create the necessary data base to effectively monitor change in fair housing impediments in the State of Oregon.

Materials will be collected, collated, and maintained to monitor the progress of the effort to mitigate impediments to fair housing. Materials gathered for this first report will form the core of the record-keeping library. These documents, and additional data gathered from public and private sources, will be used to expand the section on fair housing in succeeding one-year action plans and to write fair housing reports as

well as to provide the base data by which to judge the effectiveness of fair housing initiatives.

The record keeping procedures to be followed by OHCS includes the following steps:

1. Retain the materials gathered for this report as the core “library” of fair housing documents.
2. Enter a cooperative exchange program with essential organizations to receive on-going data on fair housing enforcement, types of cases and effects of changes in the law.
3. Track the efforts of implementation of the future initiatives to review progress in areas noted, particularly public education/information programs.

# Oregon Fair Housing Resources

Agencies that provide assistance with Fair Housing questions

## **Fair Housing Council of Oregon**

520 SW Sixth Avenue, Suite 1050  
Portland, Oregon 97204-1512  
(503) 223-8295 (Portland Metro Area)  
1-800-424-3247  
[fairhsor@teleport.com](mailto:fairhsor@teleport.com)

## **US Department of Housing and Urban Development (HUD) – NW/Alaska**

HUD Fair Housing and Equal Opportunity (FHEO)  
909 First Avenue #200  
Seattle, WA 98104-1000  
(206) 220-5172  
1-800-669-9777  
TTY Discrimination Complaint Line: 1-800-927-9275

## **Oregon Advocacy Center**

620 SW Fifth Avenue, 5<sup>th</sup> Floor  
Portland, Oregon 97204-142  
(503) 243-2081  
1-800-452-1694  
TDD: 1-800-556-5351  
Fax: (503) 243-1738

## **Civil Rights Division of the Bureau of Labor and Industry (BOLI)**

### Portland Area

800 NE Oregon Street #32  
Portland, Oregon 97232  
(503) 731-4075

### Eugene Area

165 E. 7<sup>th</sup> Street #220  
Eugene, Oregon 97401  
(503) 687-7460

Pendleton Area

200 SE Hailey Avenue #308  
Pendleton, Oregon 97801  
(503) 276-7884

Medford Area

700 E. Main, Suite 105  
Medford, Oregon 97504  
(503) 776-6197

Salem Area

3865 Wolverine Street NE, Suite E-1  
Salem, Oregon 97310  
(503) 378-3296

Legal Services in Oregon (federally funded) that provide lawyers without charge for low-income individuals, to the extent resources permit.

**Albany Regional Office (Linn, Benton)**

Oregon Legal Services

425 2<sup>nd</sup> Avenue SW, Suite 102  
Albany, Oregon 97321-2262  
(503) 926-8678  
Fax (503\_ 926-8919

**Central Oregon Regional Office (Jefferson, Crook, Deschutes)**

Oregon Legal Services

123 NW Kearney Avenue  
Bend, Oregon 97701-4547  
(503) 385-6944  
Fax (503) 385-8915

**Center for NonProfit Legal Services (Jackson)**

225 W Main  
P.O. Box 1586  
Medford, Oregon 97501  
(503) 779-7291  
Fax (503) 779-7000

**Columbia County Volunteer Lawyers (Columbia)**

P.O. Box 1400  
St. Helens, Oregon 97051  
(503) 397-1628  
Fax (503) 397-0052

**Coos Bay Regional Office (Coos, Curry, Western Douglas)**

Oregon Legal Services

295 S Tenth  
P.O. Box 1098  
Coos Bay, Oregon 97420-0241  
(503) 269-1226  
Fax (503) 269-1372

**Farmworker Office (Mid-Willamette Valley farmworkers)**

Oregon Legal Services

397 N First Street  
Woodburn, Oregon 97071-4623  
(503) 981-5291  
Fax (503) 981-5292

**Grants Pass Regional Office (Josephine)**

Oregon Legal Services

207 SW "G", Suite C  
Grants Pass, OR 97526-3133  
(503) 476-1058  
FAX (503) 476-4478

**Hillsboro Regional Office (Washington, Columbia, Tillamook, Clatsop)**

Oregon Legal Services

230 NE Second, Suite A  
Hillsboro, OR 97124-3011  
(503) 648-7163  
FAX (503) 648-0513

**Klamath Falls Regional Office (Klamath, Lake)**

Oregon Legal Services

136 N. 3rd, Suite A  
Klamath Falls, OR 97601-6316  
(503) 884-7709  
FAX (503) 884-7700

**Lane County Legal Aid (Lane)**

376 East 11th St.  
Eugene, OR 97401  
(503) 342-6056  
FAX (503) 342-5091

**Lincoln County Office (Lincoln)**

Oregon Legal Services  
127 SW Nye  
P.O. Box 1970  
Newport, OR 97365-0132  
(503) 265-5305  
FAX (503) 265-9356

**Marion-Polk Legal Aid (Marion, Polk)**

1655 State Street  
Salem, OR 97301  
(503) 581-5265  
FAX (503) 581-5627

**McMinnville Office (Yamhill)**

Oregon Legal Services  
720 East Third  
P.O. Box 141  
McMinnville, OR 97128  
(503) 472-9561  
FAX (503) 472-5009

**Multnomah Co. Legal Aid (Multnomah)**

700 SW Taylor, Suite 300  
Portland, OR 97205  
(503) 224-4086  
FAX (503) 295-9496

**Native American Program (assistance to tribal governments)**

Oregon Legal Services  
917 SW Oak, Suite 410  
Portland, OR 97205-2829  
(503) 223-9483  
FAX (503) 294-1429

**Ontario Regional Office (Malheur, Harney, Grant, Baker)**

Oregon Legal Services  
772 N Oregon Street  
Ontario, OR 97914-1727  
(503) 889-3121  
FAX (503) 889-5562

**Oregon City Regional Office (Clackamas)**

Oregon Legal Services  
421 High Street, Suite 110  
Oregon City, OR 97045-2249  
(503) 655-2518  
FAX (503) 655-2701

**Pendleton Regional Office (Gilliam, Hood River, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco)**

Oregon Legal Services  
365 SE Third Street  
P.O. Box 1327  
Pendleton, OR 97801-0260  
(503) 276-6685  
FAX (503) 276-4549

**Roseburg Regional Office (Douglas, Josephine)**

Oregon Legal Services  
1000 SE Stephens  
P.O. Box 219  
Roseburg, OR 97470-0039  
(503) 673-1181  
FAX (503) 673-1183

OTHER ORGANIZATIONS

**Lawyer Referral Service**

Oregon State Bar  
684-3763 in Portland, or  
1-800-452-7636 toll free in Oregon

This service gives you the name of an attorney in your community. There is a fee of \$35 for the first meeting with the lawyer.

**Tel-Law Tape Library**

620-3000 in Portland, or 1-800-452-4776 toll free in Oregon

Tel-Law is a collection of tape-recorded messages on legal topics. You can get a list of all the topics from the Oregon State Bar, P.O. Box 1689, Lake Oswego, OR 97035-0889.

**Portland Housing Center (Multnomah County)**

(503) 282-7744

The Portland Housing Center provides information and referral on housing discrimination. It is the primary intake for the Fair Housing Pilot Program for Multnomah County.