

Long Island Housing Services, Inc. (hereafter “LIHS”) Measuring Effectiveness Policy

WHEREAS, Long Island Housing Services’ Board of Directors seeks to establish a policy on effectiveness assessment to help ensure that the organization has defined, measurable goals and objectives in place to evaluate the success and impact of its program(s) in fulfilling these goals and objectives.

IT IS THEREFORE RESOLVED THAT the Board of Directors adopts the following policy:

1. At least once every two years, Long Island Housing Services, Inc. will review its goals and objectives toward achieving its mission and will complete a performance and effectiveness assessment of its programs based on that review.
2. This assessment will be conducted under the authority of the Audit Committee of the Board or the Board in its entirety.
3. The Long Island Housing Services, Inc. will receive a written report of this Assessment to cover:

- (a) Describing the activities that Long Island Housing Services undertook in the prior two years to achieve its goals and objectives;

Long Island Housing Services continued to provide full-service fair housing services, landlord-tenant counseling; foreclosure prevention counseling; and foreclosure prevention legal services. The full-service fair housing program included advocacy, consulting, counseling, education, complaint investigation, and enforcement activities.

- (b) Identifying the measures used to assess Long Island Housing Services’ effectiveness in achieving its goals and objectives;

- **Number of new clients counseled on Tenant's Rights**
- **Number of homeowners facing foreclosure counseled on their options**
- **Number of clients provided free foreclosure prevention legal services**
- **Number of allegations of unlawful housing discrimination in rentals, sales, lending and advertising cases resulting in formal enforcement actions investigated**
- **Number of complaints facilitated with U.S. Dept. of HUD and/or the NYS Division of Human Rights or local Human Rights Commission after investigations revealed evidence to pursue enforcement**

(c) Analyzing the effectiveness of Long Island Housing Services' programs in achieving Long Island Housing Services' goals and objectives;

- **Number of new clients counseled on Tenant's Rights**
2019 193 2018 188
- **Number of homeowners facing foreclosure counseled on their options** 2019 416 2018 449
- **Number of clients provided free foreclosure prevention legal services** 2019 167 2018 137
- **Number of allegations of unlawful housing discrimination in rentals, sales, lending and advertising cases resulting in formal enforcement actions investigated** 2019 93 2018 90
- **Number of complaints facilitated with U.S. Dept. of HUD and/or the NYS Division of Human Rights or local Human Rights Commission after investigations revealed evidence to pursue enforcement** 2019 9 2018 7

(d) Recommending future actions Long Island Housing Services might take to increase effectiveness based on the findings.

- LIHS should continue to concentrate on core fair housing activities. The agency should continue to seek additional funding so it can scale its program from enforcement to desegregation.
- LIHS should develop and implement plan for permanent hybrid work environment to create a more efficient work environment.
- LIHS should transition to market client management system for housing counseling from proprietary client management system to create a more efficient work environment.
- LIHS should continue the transition to unified professional appearance of offices to create greater confidence in our stakeholders and create a more efficient work environment.
- LIHS should continue drive to educate public about the positive impact of agency work, including conducting an outdoor media education campaign to educate the public on fair housing which should increase the number of individual we serve.

4. At the conclusion of this process, Long Island Housing Services will revise the

goals and objectives for Long Island Housing Services, as needed, for the next coming term and will suggest means of measuring them.

Please visit Long Island Housing Services' website for additional guidance, resource links, and other helpful information on measuring organizational effectiveness.

www.LIFairHousing.org