

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**

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

Prior Report:

- **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

Current Report

- **Number of new clients counseled on Tenant's Rights**
2020 201 2021 296
- **Number of homeowners facing foreclosure counseled on their options** 2020 234 2021 368
- **Number of clients provided free foreclosure prevention legal services** 2020 115 2021 130
- **Number of allegations of unlawful housing discrimination in rentals, sales, lending and advertising cases resulting in formal enforcement actions investigated** 2020 52 2021 12

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

Prior Recommendations

- LIHS should continue to concentrate on core fair housing activities. The agency should seek continue to seek additional funding so it can scale its program from enforcement to desegregation. **In process**. New York State funding for Fair Housing was for testing statewide was instituted in the state budget replacing settlement funding at \$2 million has been increased to \$4 million statewide in the budget for full-service fair housing organization.
- LIHS should develop and implement a plan for permanent hybrid work environment to create a more efficient work environment. **Completed**
- LIHS should transition to a market client management system for housing counseling from proprietary client management system to create a more efficient work environment. **Completed**
- 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.

Completed

- LIHS should continue to educate the 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 individuals we serve. Completed

Current Recommendations

- LIHS seek partners to prevent the rollback of protections for protected classes and to prevent cuts in services and funding for those activities.
- LIHS should continue to concentrate on core fair housing activities. The agency should seek continue to seek additional funding so it can scale its program from enforcement to desegregation. In process
- Upgrading a supporter contact software to allow supporters to directly contact elected officials about fair housing changes to make within their level of government
- Working with newly formed Long Island NPO Leaders coalition to make governmental and societal changes for the more efficient operation of nonprofits
- Working with Long Island Housing Coalition and New York Neighbors to advocate for systemic changes to create substantial increase in the production of affordable housing
- Second stage of roll-out of campaign to have municipalities require landlords to adopt fair housing policies by providing tools to public make demand of their public officials
- First stage of roll-out of campaign to have municipalities adopt county-wide uniform building and zoning codes to ease production of new housing
- Advocate for continued New York State funding of Foreclosure Prevention at the increased amount of \$40 million statewide and Fair Housing Services at the increased amount of \$4 million statewide for full-service instead of only testing.
- Develop program to inform Long Islanders of systemic racism in the appraisal process and how to overcome it personally and work for a non-discriminatory system

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