



Nick Fish, Commissioner
Traci Manning, Director

July 1, 2011 to March 1, 2013

Portland Fair Housing Action Plan Annual Update

The City of Portland and the Portland Housing Bureau (PHB) are dedicated to removing barriers to housing choice in our community. Our city, county and state are strongest when everyone has equal access to a safe, affordable place to call home.

To guide our work, we developed the Portland Fair Housing Action Plan, adopted by City Council on Sept. 14, 2011.

The Plan includes Action Items in eight areas:

- End Discrimination in Rental Housing
- Create a Fair Housing Advocacy Committee
- Strengthen Public Awareness of Fair Housing Laws
- Improve Access to Housing Opportunity
- Employ Fair Housing Testing
- Expand the Supply of Accessible, Affordable Homes
- Address and Mitigate the Unintended Consequences of Gentrification
- Increase Funding for Safety-Net Programs for Low-Income and Vulnerable Populations

This report includes a summary of highlights to date and an update on our progress.

While challenges remain, we are proud of what we have accomplished together. We will continue to advance our broad Fair Housing agenda in the coming years.

Exhibits A-C

- A. Fair Housing Advocacy Committee roster
- B. PHB Guiding Principles of Equity and Social Justice
- C. Fair Housing Best Practices, Multifamily NW and Oregon Opportunity Network

Highlights

Housing Choice

Housing choice means that everyone has access to affordable homes in quality neighborhoods. Our investments increase housing choice for vulnerable Portlanders. We helped fund the construction or preservation of nearly 340 affordable homes in Fiscal Year 2011/2012. Our 11x13 campaign preserved 83 homes for low-income seniors in downtown Portland, near public transit, health care and many amenities that make this city great.

Fair Housing Advocacy Committee

PHB formed the Fair Housing Advocacy Committee (FHAC), an independent citizen body to guide the implementation of our plan. FHAC first convened on Oct. 27, 2011. The group represents experts and advocates, including landlords, tenants, service providers, communities of color, people with disabilities, domestic violence experts and partners from Home Forward, Multnomah County and the City of Gresham.

Enforcement

Enforcement is a key component of our Action Plan. As a result of increased collaboration, PHB and partners established a baseline and saw an increase in Fair Housing complaints and litigation. Legal Aid Services of Oregon (LASO) litigated 16 Fair Housing referral-based cases in Fiscal Year 2011/2012. The Fair Housing Council of Oregon (FHCO) fielded more than 480 Fair Housing complaint calls, which will provide a baseline. Fair Housing Center of Washington will lead Fair Housing testing in 2013.

Partnerships with Landlords

Education is crucial in Fair Housing compliance. Landlords and developers boosted their Fair Housing knowledge in FY 2011/12. Oregon Opportunity Network (OON), an affordable housing organization, and Multifamily NW have developed Fair Housing best practices to help members understand their rights and responsibilities. Landlord organization Multifamily NW established a baseline by conducting 21 trainings for 647 members. Members of these groups manage 176,000 rental units.

Equity

Equity is woven throughout PHB policy, operations and contract management. We aim to increase access to programs and remove housing barriers to all protected classes. In alignment with our Equity Agenda, we are supporting legislation to eliminate source of income discrimination in state law. FHAC's work in launching Fair Housing Month activities and our commitment to Fair Housing testing also support our equity goals.

Progress Report At A Glance

Action Step	Results
I. End Discrimination In Rental Housing	
Desired Outcome: Better coordinated enforcement will increase the number of litigated Fair Housing cases referred by PHB contractors by the end of June 2012.	
1. Fund and enhance enforcement of Fair Housing laws.	PHB facilitated coordination between enforcement agencies and supported their efforts to successfully compete for federal funding. This support and collaboration resulted in increased litigation and funding. The Fair Housing Council of Oregon (FHCO) and the Oregon Bureau of Labor and Industries (BOLI) received more federal funding for Fair Housing work in Fiscal Year 2011/2012. BOLI litigated 16 cases with a Fair Housing enforcement budget of \$281,734.
Desired Outcome: The increased investment in Fair Housing-specific training to landlords as part of membership in each association will result in a quantifiable increase in training opportunities by the end of the fiscal year.	
2. Continue and enhance the education of Fair Housing laws.	PHB requested and financed efforts for Oregon Opportunity Network (OON) to develop Fair Housing best practices and encouraged Multifamily NW to adopt Fair Housing best practices. Multifamily NW established a baseline of trainings and participation among landlords, conducting 21 trainings for 647 members in Fiscal Year 2011/12. Members of those groups manage 176,000 apartments. Other partners, including the Community Alliance of Tenants, FHCO and Legal Aid Services of Oregon, have increased outreach to communities of color.
Desired Outcome: Reliable and independent information about possible fair housing violation trends in rental and ownership housing.	
3. Conduct Fair Housing testing.	Fair Housing Center of Washington will oversee and subcontract with Fair Housing Council of Oregon to conduct testing for violations of federal, state and local Fair Housing laws in rental housing in 2013.
Desired Outcome: A coordinated effort with buy-in from multiple interests.	
4. Modify screening and credit criteria that impact protected classes.	PHB launched phase two of the equity agenda, with inclusion of property management, asset management and resident services. We expect a Spring 2013 kickoff to result in conversations about modification of screening and credit criteria.

II. Create A Fair Housing Advocacy Committee	
Desired Outcome: The Action Plan will have a diverse set of champions to hold the implementing agencies accountable and to revise the Action Plan as needed.	
1. Work with partners to create a Fair Housing Advocacy Committee.	PHB formed the Fair Housing Advocacy Committee (FHAC), an independent citizen body to guide the implementation of our plan. They first convened on Oct. 27, 2011. See Page 2.
III. Strengthen Public Awareness Of Fair Housing Laws	
Desired Outcome: The increased investment in Fair Housing-specific training to landlords as part of membership in each association will result in a quantifiable increase in training opportunities by the end of the fiscal year. Better coordinated enforcement and education in Fair Housing-specific training to landlords as part of membership in each association will result in a quantifiable increase in training opportunities by the end of the fiscal year.	
1. Ensure frequent and accurate trainings for renters or providers to understand Fair Housing law.	PHB funded FHCO to conduct Fair Housing trainings and increase outreach to culturally specific communities. Multifamily NW established a baseline by conducting 21 trainings for 647 members. See Page 2.
Desired Outcome: Support from Commissioner Fish and partners will result in increased public and private funds in support of the campaign.	
2. Secure resources for a public information campaign about fair housing rights.	FHAC is guiding the launch of an April 2013 Fair Housing public awareness campaign. We are currently securing funding and partnerships.
IV. Improve Access To Housing Opportunity	
Desired Outcome: Actions will be based on best available data and jurisdictions will have the same points of reference.	
1. Develop opportunity mapping and planning as a foundation of housing policy.	PHB commissioned maps identifying the levels of amenities concentrated in neighborhoods. A report about this key component of our location policy and investment strategy is expected in Spring 2013.
2. Commit all City resources in ways that increase opportunity and equity.	PHB launched its equity agenda for Fair Housing contractors and housing developers, measuring their progress by access and outcomes for communities of color. Implementation includes the development of contracting equity goals, NOFA equity goals, MWESB procurement and contracting equity goals, a Limited Tax Exemption policy update, Big Look and policy reviews.
V. Expand Fair Housing Testing	
1. Acquire reliable and independent information about possible Fair Housing violation trends in rental and ownership housing.	Fair Housing Center of Washington was selected to oversee testing. That agency will subcontract with FHCO to fulfill Fair Housing testing services in 2013.

VI. Expand The Supply Of Accessible, Affordable Homes	
Desired Outcome: Increasing housing choices will result in an increased number of family-sized units in the City’s affordable housing portfolio by Fiscal year 2012/13. Data will be reported in the Fair Housing Advocacy Committee.	
1. Increase the number of affordable/accessible housing choices for all household sizes, especially family-sized housing.	PHB funded 15 projects, resulting in 338 new affordable homes targeted to 0-60% MFI—an annual income of \$29,160 for an individual or \$41,640 for a family of four—in FY 2011/12.
VII. Address And Mitigate The Unintended Consequences Of Gentrification	
Desired Outcome: Working with our partners, we will continue to develop strategies to increase utilization of programs by protected classes. This will result in quantifiably increased utilization of reported programs by the end of 2011/12 fiscal year.	
1. Mitigate the effects of displacement through all City investments.	PHB contracted to create an Equity Business Plan, an Equity Lens and a Homeownership Agenda. Their purpose is to address risks and mitigate for displacement.
2. Encourage the renewal of the Portland 30% Tax Increment Funding Policy affordable housing set-aside.	PHB led the effort to secure TIF set-aside funding. City Council unanimously adopted the policy on Nov. 16, 2011, ensuring continued funding for affordable housing in Urban Renewal Areas.
3. Focus on new resource development to acquire and preserve rental housing.	PHB applied for and was awarded a highly competitive HOPWA grant for \$1,365,793 over three years. Of that, \$502,500 covers direct housing assistance (rent assistance and move-in costs). The remainder is used for services to help people find and maintain their homes and efforts to better integrate with other community services.
VIII. Increase Funding For Safety-Net Programs For Low-Income And Vulnerable Populations	
1. Increase funding for social services known to assist in stabilizing households.	PHB championed a proposal that resulted in City Council funding programs and services to stabilize vulnerable populations in FY 2012/13, including \$140,000 to assist 46 displaced tenants with relocation and \$377, 551 to provide rent assistance to approximately 800 households.
2. Continue funding development of subsidized, accessible housing units for individuals and families below 30% MFI.	PHB and community partners successfully advocated for funding for households experiencing the most extreme poverty, at 0-30% MFI, with a “Save the Safety Net” campaign.

Exhibit A: Fair Housing Advocacy Committee

Name	Organization	Appointed by
Lou Savage	State of Oregon Dept of Consumer & Business Affairs	City of Portland
Joe VanderVeer	Portland Disability Commission	City of Portland
Deborah Imse	Metro Multifamily Housing Association	City of Portland
John Miller	Oregon Opportunity Network	City of Portland
Elisa Harrigan	Community Alliance of Tenants	City of Portland
Jerad Goughnour	Rental Housing Association Greater Portland	City of Portland
Lynne Walker	Gresham Community Development & Housing Subcommittee	City of Gresham
Marc-Daniel Domond	COLAS Construction	City of Gresham
Sarah Zahn	Human Solutions	City of Gresham
Neisha Saxena	Disability Rights Oregon	Multnomah
Rachel Payton	Volunteers of America - Home Free	Multnomah
Molly Rogers	Home Forward	Home Forward
Liora Berry	Cascadia Behavioral Health	Multnomah
Kayse Jama	Center of Intercultural Organizing (CIO)	Immigrant Community
Jason Trombley	Coalition of Communities of Color	Coalition of Communities of Color
Greg Brown	Coalition of Communities of Color	Coalition of Communities of Color
Abby Ahern	Rent Well	At Large

Exhibit B: PHB Guiding Principles of Equity and Social Justice

Equity means: All residents from Portland's diverse and multicultural communities have access to the opportunities and resources they need to attain their full potential.

PHB will work towards eliminating housing barriers of all kinds, and we recognize Oregon's history of housing discrimination and social injustice and must address current-day disparities in access to the resources, programs and opportunities experienced by communities of color. In Portland, people of color experience racism and encounter barriers to stable housing and housing resources at much higher rates than their white counterparts. This leads to more people of color experiencing disparate living conditions and having less access to public goods, services and resources.

PHB will ensure equity by applying these **Guiding Principles of Equity and Social Justice** when developing policies and organizational priorities, and when making operational and financial investment decisions.

PHB will:

- Seek knowledge and learn from the guidance of others in pursuit of our equity goals
- Strengthen and develop community relationships and engagement for shared success
- Honor and encourage relationships of trust and respect among partners who serve communities of color, service providers, housing developers and contractors
- Develop and communicate equity commitments
- Make policy and operational decisions using an equity lens
- Leverage the work and programs of other organizations effectively addressing issues of equity
- Continually incorporate equity achievements and learning into decision making and implementation of social justice policies
- Provide leadership and support to stakeholders related to equity
- Define, measure, and report equity results

Exhibit C: Fair Housing Best Practices, Multifamily NW and Oregon Opportunity Network

Multifamily NW Fair Housing Best Practices Document

The Multifamily NW Board of Directors, staff and members are dedicated to quality rental housing and upholding Fair Housing laws as a legal and moral obligation to offer equal opportunities and consistent policies for everyone. When Fair Housing laws are broken through proven discriminatory actions, violators must be held accountable.

Multifamily NW believes offering frequent Fair Housing training will improve Fair Housing awareness for landlords. The association is committed to developing training partnerships with federal, state, county and city housing agencies who have demonstrated unbiased and fair application of rules. Multifamily NW equally supports expanded Fair Housing non-advocacy, independent audits (or testing)* that ensure frequent, unbiased feedback on compliance with Fair Housing laws. Multifamily NW will review the recommended 'Best Practices' document annually and update as appropriate.

Multifamily NW recommends the following 'Best Practices' for those operating in the property management industry:

Training

- Provide a Fair Housing Policy statement to all employees upon hiring.
- Require newly hired or new employees to receive Fair Housing training within 30 days of hire date and all other employees to have a Fair Housing update annually.
- Include Fair Housing discussions as part of regular staff meetings.
- Include Fair Housing updates in newsletters or other correspondences that go out to employees.
- Encourage all employees to reference the Multifamily NW website.

Screening

- Post rental criteria at property and on website.
- Give rental criteria and application to every prospective resident regardless of whether it is requested.
- Use third party screening* for all rental applications.
- Formalize and document the appeal process for denials.
- Develop a formalized wait list policy.

Marketing

- Display Fair Housing Posters in office location and common areas, if applicable.
- Post Fair Housing information on your website.
- Ensure all advertising is in compliance with Fair Housing regulations.

Reasonable Accommodations

Reasonable Accommodations

- Remind employees that every request is considered valid until it has been explored.
- Develop a clear, written policy.
 - A senior individual in the organization (not on-site staff) should review and make determinations on RA requests. An asset manager, or other management staff, should review RA files periodically to ensure consistency and proper documentation.

Testing/Auditing

- Conduct independent third party testing of employees.
- Conduct self-testing of employees at periodic intervals.
- Document all exchanges with potential or current residents by using a formal written system the equivalent of a guest card/log book.

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***Definitions**

- Independent Audits/Testing – A non-advocacy party that has no financial or philosophical interest in the outcome of the audits or testing.
- Third Party Screening – Decision making regarding the application is not done by the on-site individual who is receiving the application.



Fair Housing Best Practices Policy

Statement of Values:

Our goal as an industry is to create properties that are welcoming and effectively serve all types of people. We believe our communities are best served when decent housing is available to all people, regardless of income or personal characteristics. We want to continually further fair housing, to ensure that members of all protected classes have equal access to housing within the community of their choice, to make sure that none of our actions or rules has a disparate impact on a particular group of people.

All of us recognize that we may have internal biases of which we may be unaware. We know that the process of furthering fair housing and equity in our communities is a continual process of assessment, learning and evaluating our results. We see fair housing as an ideal that requires continual effort, not an end to be reached.

These Fair Housing Best Practices may be modified from time to time by Oregon ON staff. The document will be maintained on our website and shared with both current and incoming members.

Oregon Opportunity Network Fair Housing Best Practices: A Resource

These Best Practices are offered as a resource for Oregon ON members to use in furthering fair housing. A number of fair housing documents providing detailed information about the history and requirements of fair housing law are already readily available. Some even specifically address special challenges for affordable housing providers (see *Fair Housing: A Guide for Nonprofit Housing Providers* and *A Guide to Fair Housing for Nonprofit Housing and Shelter Providers*, both put out by the Fair Housing Council of Oregon, www.fhco.org). The following Best Practices are intended to enhance those excellent materials by providing specific recommendations for Oregon ON members to use in their pursuit of furthering fair housing. Wherever possible, we have included links to available resources. Practices are meant to apply to both third-party and self-managed properties.

The Best Practice recommendations are organized into categories. The categories were selected by industry professionals who shared the areas they saw as most vulnerable to discrimination. For each of those areas we have developed suggested best practices.

Project Siting

- Housing is a building block for opportunity. It helps to define the schools, jobs, services, recreation and transportation that the residents will use. If the quality of these services is high, the residents will have greater opportunity. Conversely, if the quality of these services is low, residents may have limited opportunity for well-being. When developing a new project, think about locations in terms of how it will further fair housing. Sometimes affordable housing is the last piece of a puzzle in a strong neighborhood; other times it is a key to revitalizing a low opportunity area. If your project falls into the second category, service partnerships and commitments can help to expand opportunity.
- Developers should be able to evaluate and describe the fair housing implications of the site they selected. In the context of furthering fair housing, why did you choose this site?
 - Coalition for Livable Futures developed an Equity Atlas for the Portland Metro area. Their goal is to encourage policy makers who promote sustainable development to ensure that access to affordable housing, parks, good food, schools, transportation and vibrant social opportunities is available to everyone in the region. Their research shows which areas in the region are most/least affordable and which provide the best resources for individuals and families. <http://www.equityatlas.org/>

Overall management

- Agency staff should participate in fair housing trainings at hire and at least annually. Key positions that need to have regular fair housing training include site staff, maintenance staff, office staff, resident services staff, asset management staff and board members. If you do not self-manage your properties, you should call for high standards of training for your property management company in your contracts, and monitor the level of fair housing training that is actually received.
 - Fair Housing Council of Oregon offers trainings which can be customized to meet specific agency needs.
 - Metro Multifamily and other groups also offer trainings. Each has its own focus and style, talk to other housing providers to choose one that is a good match for your organization and your property management company.
 - Oregon ON will commit to providing an annual free or low cost training session available to all members.
- Provide frequent reminders that keep the goal of furthering fair housing alive in your agency's and properties' culture. Some suggestions:
 - Adopt an equity policy and plan that sets goals and evaluates results in all of your programs.
 - Display fair housing posters prominently.
 - Keep posters in your office that list all the protected classes (federal, state and local).
 - Incorporate fair housing reminders into regular staff meetings and newsletters.
 - Include fair housing-related materials in tenant rental agreements and newsletters – make clear your property does not tolerate discrimination or tenant-on-tenant harassment, write up stories that celebrate diversity among tenants, provide opportunities that encourage resident interactions, print reminders of tenants' rights and responsibilities under fair housing.
 - Sponsor fair housing poster contests for kids living on site.
- Work to achieve diversity in staffing throughout your organization so all applicants feel welcome and accepted. If you contract for property management services, evaluate and monitor the performance of your property management company in creating a diverse workforce.
 - Hire staff that reflects the resident population, especially if residents speak languages other than English. Place world language/culture skills and expertise with all protected classes high on your skill list for hiring.

- Post job openings on-site and consider recruiting on-site and/or maintenance staff from among residents. Some sponsors offer job training opportunities to residents in property management skills.
- When selecting staff who will interact with the residents (e.g., on-site property managers or maintenance staff, resident service coordinators, front office or accounts receivable staff), screen for cultural sensitivity and their commitment to furthering fair housing.

Marketing

- Market your property to promote diversity and use tools that are designed to enhance diversity.
 - This might include advertising, listing units with community partners, or word of mouth. Be aware of how each strategy might increase or decrease diversity at the project.
- Provide marketing materials, applications, and websites in multiple languages.
 - Use “I Speak” cards to help non-English speakers identify which language they speak. You can print cards in various languages from the following websites:
 - <http://www.lep.gov/ISpeakCards2004.pdf>
 - <http://www.cultureconnectinc.org/ispeak.html>
 - <http://www.cdss.ca.gov/civilrights/PG584.htm>
 - Partner with organizations that can refer diverse residents to your property.
 - Immigrant and Refugee Community Organization (www.irco.org) offers both translation and interpretation services through their International Language Bank.
 - Cultivate relationships with service organizations in your area that serve multinational populations, they may be able to interpret for prospective or current residents.
 - Students in language classes (even high school) may be willing to translate documents (with faculty supervision) as part of a project.
 - Think about establishing partnerships to attract a broad range of diversity to the project—race/ethnicity, people with disabilities, families, religious groups, sexual orientation, etc.
- Have written screening criteria and information about project amenities and rents on hand to ensure everyone is given the same information. Pay particular attention to materials that change frequently such as specials or unit availability. Provide information in multiple languages whenever possible.

- Use the HUD required Affirmative Fair Housing Marketing plan as an opportunity to really think about affirmative marketing. Distribute and follow the plan.
- Make sure your leasing office is accessible and show accessible units whenever possible.
- Develop an inventory of accessible units within your portfolio with descriptions, locations, unit numbers, etc. Affirmatively market accessible units to persons with disabilities, by describing the unit as such in marketing materials. Contact organizations serving the disability community when those units become vacant.

Applications

- Be consistent and clear with your screening and waitlist criteria (don't use the words "may" or "could"). Have reasons for all screening criteria (why have you chosen them?). Only include objective and necessary criteria that serve the purpose of protecting the project and residents.
- Evaluate your screening criteria periodically. What is the turndown rate? Can you tell if protected classes are disproportionately impacted by the criteria? Is the criterion accurately predicting successful residents? If you have a high turndown rate or high numbers of unsuccessful residents, it might be a signal to reconsider your criteria.
- Make sure that your property management company is using screening criteria you approve.
- Be aware of screening criteria that may have a disparate impact on protected classes.
- As part of your screening policy, be explicit about whether you will require social security numbers, understanding that requiring social security numbers can have a disparate impact on some protected classes. Verify specific funding requirements for each property relating to using social security numbers for identification.
 - Screening professionals report that most information about prospective residents is available using only name, birthdate and recent addresses. Talk to different screening companies and your property manager about what information they can obtain with and without social security numbers.
- Electronic systems for waitlist can minimize inaccuracies. Some property managers have software specifically designed for managing waitlist, you can also use a simple excel spreadsheet. Either system should have some kind of controls so that the list can't get changed (print it out periodically, lock cells, etc.)
- Be thoughtful about not allowing unintentional biases, or the appearance of bias, into your application process. Either use a 3rd party screening company or set up your internal process to provide for objective decision making (for example, have

the person making the decision to approve/deny an application be someone who has never seen or met the applicant).

Appeals Process

- Have a clear appeals process and make it available to all applicants. Some agencies provide information on their appeals process along with every rejection.
- Document the appeal and final decision in a consistent, complete and timely manner.
- Senior staff, not site staff, should be reviewing appeals.
- If you have demographic information, track the demographics of who appeals and what the outcome of appeals are to see if you find any disparity among protected classes.

Welcoming Community

- Make creating a welcoming community for all residents a priority within your organization and at each property you own.
 - Provide appropriate services for your resident population and track who uses them.
 - Make sure service staff make events and services inclusive.
 - Make sure that staff are trained and equipped to deal with the full range of residents living in your community.
 - Some organizations complete short assessments after each activity organized by resident services noting factors such as who participated, who left early, whether residents felt safe and welcomed, etc.
 - Consider resident satisfaction surveys or other tools to get feedback from your residents on what is working well and what needs improvement.
 - Make it clear to residents that tenant-on-tenant discrimination or harassment will not be tolerated. Take complaints seriously, investigate complaints and take effective and prompt corrective action.
 - Quickly get rid of any potentially offensive materials in any public space.

Reasonable Accommodation (RA)

- Have a clear written policy and make sure that staff is well trained. RA can be a challenging issue with a lot of nuances and evolving case law. RA requests should be reviewed by a consistent person who has expertise in this area. They should not be determined by on-site staff. If using a third party manager, your agency's asset manager (or other staff) should review RA files periodically to ensure consistency and proper documentation.

- Remember that there are rules and limitations that govern RA. Prior to approving a RA request, contact the person who submitted the third party verification of disability. Make sure they a) understand the legal definition of disabled and agree it applies to the applicant and b) acknowledge that the requested accommodation addresses the disability.
- Develop a strategy in advance for dealing with potential complaint from BOLI or a resident's legal representative (i.e., have a relationship with an appropriate attorney or other advisor who has reviewed your policies and procedures ahead of time).
- Evaluate all reasonable accommodation requests and outcomes to make sure that they are consistent and are not creating disparate impacts for protected classes.

Data Analysis/Tracking

- Collecting and analyzing demographic data can be a useful tool to understand how well your project is serving both the intended population and the community at large.
 - Compare your properties' demographics to census data. As far as possible, tailor the census search to your project, limiting by geography, income restriction, or other factors to the extent such data is available.
 - If your property is not aligned with the demographics of the surrounding community, dig deeper to find out why. There may be good reasons for the differences, identifying them helps you better understand the property and population, as well as potentially showing where service gaps exist.
 - Look at the different stages of the resident relationship—application, leasing, resident service utilization, notices, evictions and other departures. Are there steps in the relationship that have different results for protected classes?
- Collecting and analyzing data can be time consuming, data can be difficult to obtain in some areas, and census data only tracks a few of the protected classifications.
 - A network of organizations across the state contract with the census bureau to help people and organizations access census data. The lead organization in Oregon is Portland State University's Population Research Center. Their services include links to census data, free trainings and handouts on working with census data, and help with individual research projects.
<http://pdx.edu/prc/oregon-census-state-data-center>. A full list of participating organizations across the state can be found here:
<http://www.pdx.edu/prc/affiliates-osdc-program>.

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