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Your Information

Your Name	Amanda Afifi
Your Commission	Hispanic/Latino Quality of Life Resource Advisory Commission
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After question three, which questions from the flowchart are you prepared to answer?	Is there funding? Which department holds the funding? Which orgs receive it? How is success measured?
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Root Cause Analysis

Story: What did you hear from the community?	Members of our community are having increased conflicts with landlords and rental management companies. Individuals are also struggling to navigate property tax law as it pertains to their property.
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Problem: What is the problem you identify?	Due to lack of affordable housing, people jump at the chance to live in places with low rent. However, these locations may have issues with maintenance. Homeowners are struggling to pay their property taxes.
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How does the problem show up in your community? Who is most impacted by the problem?	For renters, repair requests go unanswered, communities are overrun with pests, property owners intimidate residents, and unlawful evictions are forced. For homeowners, individuals are forced to move due to the high cost of property taxes.
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Is there funding to address the problem?	Yes
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Do multiple departments administer these funds?	Yes
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What is the primary department that administers the funds?	Austin Public Health
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What is the secondary department that administers the funds?	Neighborhood Housing and Community Development
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Which organization(s) or program receives the funding?	Austin Tenants' Council and the Texas Rio Grande Legal Aid Inc.
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How is success measured in the contract/department? How does this align with SD2023?

The Austin Tenants' Council contract includes the following information: ATC will review and report on program success monthly. Monthly reports, prepared by the Executive Director and submitted to Austin Public Health, will include:

- Number of referrals received
- Number of clients for whom negotiation resulted in a reduction of debt
- Number of dollars saved by debt negotiation
- Number of clients for whom negotiation resulted in preventing or forestalling an eviction

The Texas Rio Grande Legal Aid Inc. contract includes the following Program Performance Outcome Measures:

- Number of households at risk of homelessness that maintain housing
- Number of households receiving assistance
- Percent of households at risk of homelessness that maintain housing
- Number of individuals obtaining or maintaining public benefits
- Number of individuals in program
- Percent of individuals who obtain or maintain public benefits

It aligns with Economic Opportunity & Affordability.

Considering all of the information you have or have not collected above, how do we solve for this problem?

The Commission recommends expanding tenants' rights support by allocating additional funding for legal services to help with tenants' rights and property tax law. Funding should also support tenant meetings, community workshops, and resource and education fairs pertaining to tenants' rights. This recommendation is aligned with the following SD2023 Outcome: Economic Opportunity & Affordability.
