

HOMELESS SERVICES & HOUSING RESOURCES

RFP # 14026-2025

AGENCY APPLICATION

Instructions:

Each applicant agency (or group of collaborative partners) must submit one completed Agency Application. Program-specific information must be submitted separately in the appropriate Program Application(s).

Please limit the total length of your completed Agency Application – including the questions, tables and narrative responses – to no more than **7 pages**. Applications that exceed this limit may not be fully reviewed. This page limit does not include requirement attachments (e.g., financial audits or financial statements).

AGENCY INFORMATION

Applicant Organization:	Tenant Resource Center
Contact Person Name and Title:	Hannah Renfro, Executive Director
Address:	2510 Winnebago Street, Madison, WI 53704
E-Mail:	Hannah@TenantResourceCenter.org
Phone:	262-220-4809
Website:	www.TenantResourceCenter.org
Federal Tax ID or EIN:	39-1360105
Unique Entity ID (UEI) Number:	GANWAYK94LG8
Legal Status:	<input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Limited Liability Company <input type="checkbox"/> General Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Unincorporated Association <input type="checkbox"/> Other: _____
Tax Exempt Status:	<input checked="" type="checkbox"/> Non-profit: 501 (c)(3) since 1980 <input type="checkbox"/> For-profit with a primary mission focused on housing and homelessness

AGENCY REQUEST SUMMARY

Program Type	Request Amount
Homeless Services	
A. Homelessness Prevention	\$
B. Diversion	\$
C. Emergency Shelter	\$
D. Street Outreach	\$
E. Extreme Weather Hotel for the Unsheltered	\$
F. Rapid Rehousing (RRH)	\$

G. Permanent Supportive Housing (PSH)	\$
H. Other Permanent Housing (OPH)	\$
I. Other Programs that Promote Pathways to Stable Housing	\$
Housing Resources	
J. Tenant Support	\$350,000
TOTAL REQUEST	\$350,000

AUTHORIZATION TO SUBMIT PROPORSAL

This application is submitted with the knowledge and approval of the organization's governing body. To the best of the undersigned's knowledge, the information provided is accurate and complete. The undersigned also certifies that they have reviewed and accept the terms and conditions outlined in the Request for Proposals (RFP).



June 27, 2025

Signature

Date

AGENCY QUALIFICATION

1. AGENCY MISSION AND RELEVANT EXPERIENCE (10 POINTS)

1) Mission Statement: Provide your agency's mission statement.

TRC defends housing as a human right and strengthens housing stability in our communities by preventing evictions and educating and empowering individuals and families.

2) Relevant Experience: Describe your agency's experience delivering the types of services proposed in this application.

For 45 years, the Tenant Resource Center (TRC) has been the leading provider of services designed to empower and support tenants in Dane County. For more than two decades, TRC has also served as the primary source of tenant-centered assistance in eviction court, helping renters protect their rights, maintain housing stability, and navigate the legal system.

Core Services and Experience:

- **Eviction Prevention & Court Navigation:** TRC helps tenants avoid eviction by providing legal information, court navigation, and referrals. We attend all eviction court proceedings in Dane County and connect every tenant with an active eviction case to information and support.
- **Eviction Diversion & Defense Partnership (EDDP):** Launched in 2021, our Eviction Diversion and Defense Partnership connects tenants to no-cost legal services through partners including Community Justice, Inc., Legal Action of Wisconsin, and the UW Law School Eviction Defense Clinic, and H.R. Watson Law. Services include legal representation, limited advice, court navigation, and assistance with filing motions to redact online eviction court records.
- **Mediation:** TRC staff and volunteers mediate disputes between tenants and landlords.
- **Financial Support:** TRC has distributed over \$50 million in rental assistance to help tenants since 2020. In 2023, TRC staff also identified and withheld \$263,535.84 in illegal and excessive fees charged to tenants, which not only preserved important rental assistance funding but also provided an opportunity to educate landlords and tenants about unlawful rental practices.
- **Post-Eviction Stability:** We provide support with navigating move-out processes, reclaiming security deposits, preparing to search for new housing, and overcoming future barriers to housing stability.
- **Housing Counseling:** TRC's Housing Counseling program responds to tenant questions, offers education about rights and responsibilities, and makes stabilizing referrals to partner organizations.
- **Targeted Outreach:** Our outreach is data-informed and prioritizes populations most at risk of housing instability.
- **Training & Community Education:** We provide trainings on Wisconsin landlord tenant law for landlords, tenants, and social service providers.
- **Collaborative Tools and Data:** TRC staff track eviction data in Dane County, Wisconsin, and have developed tools for tracking, analyzing, and visualizing this data so that it can be shared publicly and with collaborators.

2. ORGANIZATIONAL AND FISCAL MANAGEMENT (10 POINTS)

1) **Quality Improvement:** Describe your agency’s internal quality improvement processes, including how you review program outcomes and incorporate feedback from program participants.

TRC is committed to continuous quality improvement that centers the voices and experiences of the communities we serve. We recognize the importance of collecting feedback in ways that are respectful, culturally informed, and accessible. Our quality improvement processes are grounded in both qualitative and quantitative data collection, including the review of court records, observations of court proceedings, and direct input from tenants navigating eviction.

Recently, TRC partnered with professors from UW-Madison on a community-based research initiative focused on eviction experiences in Dane County. Students received training from TRC staff on local eviction dynamics and tenant resources before conducting interviews and surveys with tenants who had recently engaged with eviction court and/or our services. Participants were compensated with gift cards for their time and were invited to community presentations where results were shared in accessible formats. The insights from this project are actively shaping our ongoing service evaluation strategies.

In addition, TRC regularly distributes surveys to tenants who attend virtual eviction court from our offices. Tenants are also invited to share feedback through informal conversations, and these insights contribute to our understanding of service effectiveness and areas for growth. This direct input helps us adapt our programming to better meet the needs of those most impacted by housing instability.

2) **Financial Management:** Describe how agency ensures sound financial accountability and sustainability.

Tenant Resource Center ensures sound financial accountability and long-term sustainability through diversified funding and robust fiscal management systems. With over 45 years of operation, TRC has successfully administered funds from a wide range of sources—including local, state, and federal agencies, along with private foundations and organizations, and restricted funds from individual donors. TRC maintains a strong track record of compliance across complex regulatory frameworks, supported by adaptable financial and data reporting systems. These systems ensure accurate tracking of expenses, deliverables, and outcomes, and are designed to remain responsive to evolving funding requirements and community needs.

3) **Financial Audit:**

Does your agency complete annual certified financial audits? ☒ Yes ☐ No

If yes, were there any significant deficiencies or material weaknesses identified in the most recent audit?

☐ Yes ☒ No

If **yes**, summarize the findings and describe how they are being addressed.

4) **2025 Agency Operating Budget**

AGENCY REVENUE		AGENCY EXPENSES	
Source	2025 Budget	Category	2025 Projected Expenditure

City of Madison	\$2,536,511.00
Dane County	\$832,660.00
State of Wisconsin	\$66,084.00
HUD	\$273,551.15
Other Government	\$125,446.00
United Way of Dane County	\$19,483.00
Other Foundations	\$460,517.00
Fundraising	\$205,000.00
User Fee	--
Other (UW – ASM)	\$60,000.00
Other (UW Medicine)	\$58,000.00
TOTAL REVENUE	\$4,637,252.15

Personnel	\$2,477,807.10
Operating	\$494,750.00
Space	\$130,500.00
Special Cost	\$721,000.00
TOTAL EXPENDITURE	\$3,824,057.10

Surplus or (Deficit)	\$813,195.05

3. SYSTEM COORDINATION (10 POINTS)

- 1) Collaboration with Other Providers:** Describe how your agency collaborates with other providers in the homeless services and housing systems. Include examples such as referrals, case conferencing, shared service planning and delivery.

The Tenant Resource Center (TRC) prioritizes collaboration with providers across the housing and homeless services systems to ensure tenants receive coordinated support. We center partnerships with organizations embedded in or led by the communities we serve, especially those working with immigrants, low-income families, and individuals facing multiple systemic barriers. We maintain strong referral pathways and work jointly with service providers to help meet basic needs that support housing stability. For example:

- TRC co-founded Madison Area Partners and Allies (MAPA) with Joining Forces for Families to respond to community-identified needs among immigrant households. MAPA hosts monthly bilingual resource fairs where tenants can connect directly with providers for basic needs assistance, information, and one-on-one consultations. TRC staff meet quarterly with JFF social workers to discuss updates and/or refine referral processes between our organizations as needed.
- We work closely with the Dane County Jail and the Wisconsin Public Defenders Office to support households facing eviction when a family member is incarcerated. This includes proactive communication to help tenants attend hearings, avoid default judgments, and access legal representation. We also are co-hosting with JustDane a training for social workers with the Department of Corrections on housing resources for individuals reentering the community after incarceration.
- Currently, we are hosting a series of mini resource fairs at our main office, each featuring 5–7 partner organizations to help tenants navigate job searches, benefits applications, childcare access, job training, and other supports that promote long-term housing stability.
- TRC collaborates with local school districts to reach families with children—nearly half of all eviction court cases in 2023 and early 2024 involved at least one child. We educate school staff, students, and families about rental rights and connect them to stabilizing resources.
- Through our Eviction Diversion and Defense Partnership, TRC partners with Community Justice, Inc., Legal Action of Wisconsin, the UW Law School Eviction Defense Clinic, and H.R. Watson Law to provide legal representation and remove barriers to stable housing such as online eviction records.
- In response to increased need for assistance with immigration services, TRC staff created a more streamlined referral process to Dane County Immigration Affairs.

- TRC collaborates with Centro Hispano to hold presentations and trainings that are targeted toward Latinx communities.
- Because EDDP staff attend all eviction court proceedings in Dane County, judges, court commissioners, and court staff have come to rely on the TRC's expertise. EDDP staff frequently assist judges, court commissioners, and court staff with navigating the virtual eviction court system and educating them on federal, state, and local laws and regulations and housing stability services available to low-income tenants.

TRC is committed to reducing silos by building shared strategies with legal, housing, and human services partners across Dane County to prevent homelessness and promote housing stability.

- 2) Integration into the System of Care:** Describe strategies your agency uses to ensure alignment with the broader local system of care such as Homeless Services Consortium (HSC). Include strategies such as supporting staff or participants in system-level planning, participating in HSC committees or workgroups, providing staff training aligned with system priorities or best practices.

TRC's Executive Director is the co-chair of the HSC Core Committee. In that role, she helps to set the agenda and lead important discussions among agencies, the City, and County related to housing systems planning. TRC also regularly participates in HSC's membership meetings.

In addition, TRC staff attend every Neighborhood Resource Team meeting. TRC staff are also members of Dane County's CDBG Commission, the City of Madison's Housing Policy Committee, and United Way of Dane County's Landlord and Property Manager Engagement group.

These are all opportunities for TRC to stay engaged with other organizations and resources, support staff with knowledge and growth for eviction prevention work, participate in system-level planning across Dane County to better serve communities most impacted by housing insecurity, and keep informed of best practices and systems changes from agencies and partner organizations (e.g. changes to Coordinated Entry, housing support services, updates on resource availability from organizations).

HOMELESS SERVICES & HOUSING RESOURCES

RFP #14026-2025

PROGRAM APPLICATION

J. TENANT SUPPORT | K. EVICTION PREVENTION

Instructions:

This Program Application form must be completed for each proposed **Tenant Support and/or Eviction Prevention** program. Applicants may submit multiple program applications if applying for more than one program area under the RFP. If applying for both tenant support and eviction prevention funding under separate programs, two applications should be submitted.

Please limit the total length of your completed Program Application – including the questions, tables and narrative responses, to no more than **10 pages**. Applications that exceed this limit may not be fully reviewed. This page limit does not include requirement attachments (e.g., HMIS reports, agency outcome reports).

Agency Name:	Tenant Resource Center
Program Name:	Eviction Diversion & Defense Partnership
Program Strategy:	<input type="checkbox"/> J. Tenant Support <input checked="" type="checkbox"/> K. Eviction Prevention (HOME-ARP)
CDD Funding Request:	\$900,000
Housing Counseling Agency Certified by HUD	<input type="checkbox"/> Yes <input type="checkbox"/> Application In Progress <input checked="" type="checkbox"/> No

1. PROGRAM DESCRIPTION (30 POINTS)

1) Describe the eligible population for services, and any target/priority populations you expect to serve:

Our program will serve tenants who are prioritized through the Eviction Prevention Coordinated Entry screening system. Eligible individuals and households are those at varying stages of housing instability, with prioritization based on specific risk factors including eviction status, rental subsidy, eviction history, criminal record, and household characteristics.

Specifically, eligible populations include tenants who:

- Are actively involved in the eviction process, such as those with a court date (5 points) or a stipulated dismissal (10 points), or who have received an eviction notice (3 points).
- Receive rental subsidies, including those holding a Section 8 voucher or living in public housing (5 points), residing in other subsidized housing (4 points), or living in Section 42 housing (2 points).

- Have an eviction history, such as having an eviction judgment within the last two years (5 points), within the last five years (3 points), or eviction filings recorded in the Circuit Court Access Program (CCAP) (2 points).
- Have a criminal history, including individuals on the sex offender registry (5 points), or those with felony (3 points) or misdemeanor (1 point) records.
- Experience additional risk factors, such as needing an accessible rental unit or living in a household with five or more members.

Our target population prioritizes those with the highest cumulative risk scores from these categories to ensure resources are directed to tenants most vulnerable to eviction and housing instability.

2) Explain why this program is needed in the community. Describe how it will fill gaps or address challenges in Madison’s housing market.

The Eviction Diversion & Defense Partnership (EDDP) fills a critical gap in Madison’s housing market by directly supporting tenants facing an eviction and providing legal representation for tenants.

With the end of widescale federal rental assistance, we anticipate a rise in the number of eviction filings and eviction judgments in Dane County, even with the provision of legal intervention services. With this ARP funding, our existing EDDP program will be able to shift a portion of its direct services to provide short-term case management to individual households, including one-on-one support with finding new housing, moving and securing the return of security deposits, and connecting with financial and other resources. This will support households’ long-term housing stability after an eviction filing.

TRC staff also play a vital role in eviction court proceedings throughout Dane County. They assist judges, court commissioners, and court staff in navigating the virtual eviction court system and connecting tenants with housing stability resources. This court navigation support ensures tenants have a fair opportunity to protect their housing rights and access necessary services.

Before the program’s launch, fewer than 1% of tenants in eviction cases had access to legal counsel. Since then, EDDP partner attorneys have increased representation to nearly 30% of eviction cases, dramatically improving tenants’ ability to navigate the complex eviction process. Legal assistance is essential because eviction proceedings often move quickly and involve complex legal issues that tenants cannot effectively address without counsel. Tenants without legal support face a high risk of losing their homes, which contributes to housing instability and increased homelessness. Attorneys also assist tenants with eviction record redaction.

These combined services provided by TRC address systemic barriers that disproportionately impact low-income renters and marginalized communities in Madison. By improving tenants’ access to legal counsel and helping them understand and engage with the court process, the program contributes to fairer outcomes and greater housing stability across Dane County.

3) Describe the outreach, referral and intake process. Are there any specific activities to ensure access to hard-to-reach populations?

Our outreach begins proactively by mailing every household listed on the eviction court docket with the date of their hearing, ensuring they are informed in advance. Tenants have the option to attend initial hearings virtually from our main office, removing barriers related to technology.

On court days, staff members reach out directly to tenants via text and phone calls to remind them of their hearings and offer support, helping to ensure no hearing is missed. This direct communication is especially important to help households avoid default judgments of eviction.

When tenants come to our office after receiving the mailer or being referred to TRC, they complete an intake with an EDDP staff member. During intake, staff assess their needs and make appropriate referrals to legal partners and/or complete a screening for financial assistance. Households prioritized through the CE screening will be enrolled in the EDDP program.

In addition to the efforts above, TRC engages in extensive outreach throughout Dane County to ensure that we are able to reach households that are particularly vulnerable to housing insecurity. We are involved with all City of Madison Neighborhood Resource Team meetings, attend events with partners connected to vulnerable populations, and have built direct referral relationships with partners such as Madison Metropolitan School District.

4) Describe the services provided by the program, including types of services, locations and hours of services, expected frequency and duration of services:

TRC's EDDP provides comprehensive, accessible support to tenant households navigating eviction court in Dane County. Our staff engage tenants at every stage of the eviction process—before, during, and after court involvement—to reduce the risk of displacement and help tenants stabilize their housing. Services include:

- Proactive outreach to every tenant with an eviction filing, ensuring they are aware of their court date and understand how to participate.
- In-person and virtual court support, including use of our office space and technology for tenants without access.
- Court navigation, with TRC staff present at every eviction hearing and trial in Dane County to answer questions and provide immediate support.
- Referrals to free legal representation, in partnership with legal service providers.
- Rental and utility assistance for court-involved tenants, as available.

Tenants typically receive support multiple times, including:

- Initial outreach and intake, including intake through the Coordinated Entry Eviction Prevention Screening.
- Assistance preparing for and attending court.
- Ongoing case management, follow-up after hearings, and referrals to partner organizations.

EDDP services are currently available through all TRC locations:

- Main Office – 2510 Winnebago Street, Madison, WI 53704
Monday–Thursday, 9:00 AM to 6:00 PM

- Sun Prairie – Sunshine Place, 18 Rickel Road, Sun Prairie, WI 53590
Monday (Drop-In 8:30 AM–3:00 PM, Virtual 3:00–5:00 PM),
Wednesday & Thursday, 8:30 AM to 5:00 PM
- Madison College Goodman South – 2429 Perry Street, Madison, WI 53713
Saturday, 10:00 AM to 2:00 PM
- UW Campus – 333 East Campus Mall, Madison, WI 53715
Tuesday & Thursday, 10:00 AM to 6:00 PM

These locations and hours are designed to meet tenants where they are, geographically and situationally. Hours may vary based on organizational and community needs.

5) Describe how you will incorporate evidence-based, evidence-informed, or community-informed best practices into outreach, intake, and service delivery:

TRC uses a combination of evidence-informed and community-informed best practices to guide our outreach, intake, and service delivery. Our EDDP combines case management, legal services, housing counseling, financial assistance, court navigation, crisis support, mediation, and alternative dispute resolution to prevent evictions and keep tenants stably housed.

This approach is supported by findings from the U.S. Department of Housing and Urban Development (HUD), which has noted that eviction prevention programs benefit tenants, landlords, and courts alike. When tenants have access to legal support and housing stability services, cases are more likely to be resolved outside of court, hearings are more efficient, and landlords are less likely to pursue non-meritorious cases.

We also incorporate lessons from Right to Counsel programs across the country, which demonstrate that legal representation significantly improves outcomes for tenants and reduces the likelihood of eviction. These findings inform our focus on accessible legal partnerships and early intervention.

Our practices are also shaped by community feedback. For example, when multiple tenants raise concerns about a specific property, we respond directly by tabling on-site to provide immediate information and support. This allows us to meet people where they are and ensure that our services reflect the needs and concerns of those most impacted by housing instability.

By combining research-backed strategies with a responsive, community-informed approach, TRC ensures that our services are effective, accessible, and aligned with the realities of tenant households in Madison.

6) Describe your agency’s plan for initial and ongoing staff training:

All staff supporting the eviction diversion program are fully trained and currently working in their roles. New staff receive comprehensive training on Wisconsin landlord-tenant law, local eviction court procedures, and client-centered service approaches. All staff engage in ongoing continuing education to stay current on changes in law, court findings, and housing policy. As is the case with legal services,

learning never ends due to the ever-changing legal landscape. We continue to build staff knowledge through ongoing training partnerships with organizations across the housing landscape. For example, staff regularly attend Fair Housing trainings to stay current on housing trends and tenant protections. We also partner with organizations such as Domestic Abuse Intervention Services, JustDane, Disability Rights of Wisconsin, the Department of Agriculture, Trade, and Consumer Protection, and many more to provide training to staff.

7) Describe how your agency uses data to evaluate and improve outcomes. Include key data points and reports reviewed, who reviews them, and how the data is used to inform program design and outcomes:

TRC maintains robust data systems that allow us to evaluate the effectiveness of our services and inform ongoing program design. We collect and analyze extensive data related to eviction cases in Dane County, including:

- Reasons for eviction filings
- Types of notices served
- Amounts owed at the time of filing
- Barriers to access such as language or technology
- Court appearance outcomes for tenants and landlords

In addition, TRC tracks every client interaction—regardless of program enrollment—including:

- Types and amounts of services and financial assistance provided
- Rental rights issues discussed
- Referrals made to other providers
- How clients learned about our services
- Demographic information such as income, race/ethnicity, household composition

By combining this administrative and court data, TRC can assess service effectiveness from multiple angles, including equity in access and outcomes. This data directly informs decisions about outreach, community education, and program development to address systemic housing challenges in Dane County.

We routinely review and analyze this data internally to assess progress toward program goals, identify service gaps, and determine where and how to expand access. These reviews are led by program leadership and evaluation staff, with findings regularly incorporated into staff trainings and service adjustments. TRC also publishes quarterly reports on program activity and local eviction trends, which are made publicly available on our website to ensure transparency and community accountability.

Evaluation:

TRC maintains a longitudinal dataset of Dane County eviction filings, collected and organized for over 20 years. This includes address-level detail, reason for filing, and rent amounts owed. To fill gaps in this data—such as information about children in the household—we supplement it with detailed demographic and service data gathered through the EDDP. This includes tracking:

- Spanish-speaking households

- Households with a tenant who has a criminal record
- Single-parent households
- Service outcomes, including connection to legal aid and prevention of displacement

To assess client experiences and program impact, we distribute surveys to households served by the EDDP. These surveys include both quantitative questions and opportunities for qualitative feedback. Respondents are asked whether TRC helped reduce barriers to long-term housing stability and are invited to share additional insights.

Together, these data collection and evaluation efforts ensure that TRC can both demonstrate impact and make informed, responsive changes to our programming.

8) Staffing structure

Identify and describe the role of key staff positions and affiliate partners who would become directly responsible for the various aspects of the contract, if awarded.

Staff Position Title	Hiring Plan (Current/ New/ Expanded)	Total Program FTE	City-Funded FTE	Proposed Hourly Wage	Responsibilities
EDDP Program Manager	Current	1.0	0.18	\$ 40.06	Making referrals to partner attorneys, overseeing EDDP staff.
Eviction Court Specialist	Current	1.0	0.29	\$ 24.50	Attending all eviction court hearings and trials to provide housing counseling and resources, providing information and training on evictions with community members (in office, phone, email), leading trainings, participating in outreach, reviewing and documenting information about tenants in eviction hearings and outcomes of cases.
Bilingual Eviction Court Specialist	Current	1.0	0.32	\$ 25.50	Attending all eviction court hearings and trials to provide housing counseling and resources, providing information and training on evictions with community members (in office, phone, email), leading trainings, participating in outreach, reviewing and documenting information about tenants in eviction hearings and outcomes of cases in English and Spanish.
Case Management Program Manager	Current	1.0	0.29	\$ 34.72	Case management duties. Preparing and overseeing development and implementation of policies and procedures for case management and training for case managers.

Case Manager	Current	1.0	0.29	\$ 28.00	Conducting client intakes with tenants, preparing housing stability plans, assisting with housing search to identify safe and affordable housing, engaging with landlords to support clients' housing stability, and providing clients with education and guidance on rental rights and responsibilities, resources, referrals to organizations with which we have relationships, and support for housing stability. Assisting clients with filling out applications for rental assistance within our programs and completing CE screenings.
Bilingual Case Manager	Current	1.0	0.28	\$ 29.00	Conducting client intakes with tenants, preparing housing stability plans, assisting with housing search to identify safe and affordable housing, engaging with landlords to support clients' housing stability, and providing clients with education and guidance on rental rights and responsibilities, resources, referrals to organizations with which we have relationships, and support for housing stability. Assisting clients with filling out applications for rental assistance within our programs and completing CE screenings. Carrying out all responsibilities in English and Spanish.
Legal Partner – Legal Action of Wisconsin; Community Justice, Inc.; H.R. Watson Law	Current			\$ 120	Legal professionals represent tenants referred by Tenant Resource Center to the law firm.

9) **Implementation timeline** *(for new or expanded programs only)*

Milestone	Target Date
Program staff hired	01/01/2026
Program staff onboarding training completed	01/01/2026
First client served	01/01/2026
Full service operation capacity reached	01/01/2026

2. OUTCOME AND PERFORMANCE (20

POINTS)

1) **Proposed number of households to serve**

Household Type	# of households expected to serve annually
Persons	1,900
Households	650

2) Past performance and proposed outcomes of the program

CDD does not have established performance measures for this program type. Check one of the boxes and complete the chart below. In the chart, list at least one performance measure your agency proposes to track, past performance data (if available), and proposed performance target.

☒ Existing program: Use agency reports used to evaluate program performance for the past outcome column in the table below. Please note that you must submit the reports you used as a part of the application packet.

☐ New program without past outcome data: Enter estimates into table below for proposed outcomes, and answer Question 4 below.

Proposed Performance Measure	Past Outcome (1/1/24-12/31/24)	Proposed Outcome
Percent of households who had their eviction cases dismissed due to efforts of the EDDP	83%	60%
Number of households who completed an EDDP intake and received housing stability services	653	650
Number of households that received legal representation	464	500
Number of eviction court hearings and trials attended by TRC staff	4,444	4,000

Additional outcomes measured and to propose to measure, if any:

Number of households prioritized through CE screening who will receive ARP-funded rental assistance – 40

Number of households prioritized through CE screening who will receive ARP-funded legal representation – 40

- 3) **If the past outcomes were low, explain the reasons and describe plans to improve the outcomes.**

N/A

- 4) **(New programs without past outcome data only) Describe any challenges you anticipate in implementing the proposed program and delivering the proposed outcomes and how you would address those challenges.**

N/A

3. PROGRAM BUDGET (20 POINTS)

- 1) **Complete and submit the Program Budget Form (Excel) for a full program year.** Only expenses listed as eligible in Appendix B and D of the RFP may be included in the funding request to the City of Madison.

2) **Budget Narrative and Clarifications**

Use this section to explain any assumptions, nuances or clarifications needed to fully understand your budget proposal as presented in the Program Budget Form (Excel).

Because this funding spans more than one year, the proposed budget includes salaries for 2026, 2027, and 2028. Our request would provide legal services and financial assistance for 2027 and 2028.

3) **(New Programs Only) Minimum Viable Funding**

It may not be possible for the City to provide the requested amount of funding. What is the smallest amount of City support that would allow your program to proceed? How would a reduced level of City funding affect operations (e.g., reduced capacity, scope of services, staffing). Be as specific as possible, that is, to what extent would program capacity or staffing levels be affected by lower funding.

We need the full \$900,000 to maintain the current level of service. Anything less would significantly reduce the effectiveness of the program.

If we receive less than \$900,000:

- We would be forced to reduce staffing, including bilingual staffing which would directly impact our ability to provide in-person intake, court navigation, case management, and follow-up support for eviction prevention. A reduced level of City funding would significantly impact our ability to deliver services at the scale and quality described, and in English and Spanish.
- Fewer tenants would receive rental assistance, which would reduce their leverage in court and increase the likelihood of displacement.
- The program would likely need to limit hours, reduce service locations, or triage support only to the most urgent cases, leaving many tenants without timely help.
- Our capacity to coordinate with legal service providers and issue same-day payments would be compromised, undercutting the impact of the EDDP Program.

The requested funding is already less than is necessary to address the extent of housing insecurity experienced by low-income tenants in our community, and is just adequate to provide meaningful intervention at a critical moment in the eviction process. Reduced funding would weaken core components of the program and result in fewer tenants staying housed.

CITY OF MADISON
COMMUNITY RESOURCES PROGRAM
APPENDIX II

6/27/2025-Program Budget Form - Final.xlsx:Program B Page 1