

**EXHIBIT 2**  
**OAK PARK REGIONAL HOUSING CENTER**  
**SCOPE OF SERVICES**  
**PROGRAM GOALS AND MEASURES**

A. The Housing Center will complete a strategic plan for the organization by June 30, 2019. The current Scope of Services, Program Goals and Measures will control until a new Scope of Services, Program Goals and Measures can be prepared to submit to the Village Board for review and approval.

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

B. Conduct a comprehensive marketing program that is supportive and compatible with other marketing initiatives funded by the Village of Oak Park, including but not limited to the Oak Park Economic Development Corporation (Oak Park EDC) to attract racially diverse clients to the Village of Oak Park by advertising in accordance with the Marketing Plan:

1. Conduct outreach efforts to attract/counsel clients from all racial groups through marketing to area employers/institutions;
2. Provide counseling services to clients and listings of apartments to encourage affirmative moves to Oak Park;
3. Guide clients to available apartments;
4. Refer home seekers to area realtors;
5. Provide an evaluation of potential buildings/building owners to participate in the Multi-family Housing Incentives Program for review by the Village's Housing Programs Advisory Committee;
6. Work with the Village to promote and attract building owners into the Multi-family Housing Incentives Program; and
7. Include the official logo of the Village of Oak Park and the message "made possible with support from the Village of Oak Park" on all marketing materials, not including paid advertisements.

BC. Cooperate with the Village of Oak Park and participate in activities and reviews as requested in response to the implementation of any and all recommendations of the Fair Housing Task

Force to the extent those recommendations are accepted by the Village Board and assigned to the Village Manager or her designee for implementation.

D. Contractor will continue to reduce its reliance on Village funding as set forth in the attached June 30, 2015 letter. Specifically, Contractor will work on a State Legislative Campaign to allow it to receive compensation from local landlords to cover the costs of services provided by the Contractor.

E. Serve as a designated marketing agent for the Multi-Family Housing Incentives Program fostering racial diversity in the apartment buildings that are participants.

1. Each Marketing Services Agreement entered into between the Village and an owner participating in the Multi Family Incentive Program authorized by the Incentives Ordinance (Ordinance Number 1984-0-68) shall specify the Contractor as the Village's designated marketing agent and the Contractor will be promptly provided with a copy of that Agreement by the Village.
2. The Marketing Services Agreement shall specify the Contractor as the Village's designated marketing agent, such that whenever the owner has a unit which the owner knows is or will become vacant in any of his/her buildings included in the Marketing Services Agreement, the owner shall immediately notify the Contractor, which shall in turn notify the Village immediately of such a vacancy. Both the Village and the Contractor shall then inspect any unit eligible for rental reimbursement within five (5) working days of the owner's notification or within five (5) working days after a vacancy actually occurs, whichever is later, to determine if the unit is in proper condition to rent. Both the Village and the Contractor must concur that the unit is "available" in accordance with the Incentives Ordinance and the Marketing Services Agreement between the Village and the owner in order for the unit to be eligible for rental reimbursement.
3. Upon concurrence that the unit is available for rental, the Village shall execute a written authorization for the Contractor to begin marketing the unit for rental. The authorization shall state the date of execution and shall be delivered by the Village to the Contractor with a copy to the owner. The Contractor shall date the authorization when it is received and shall maintain a dated copy of the authorization on file. The authorization shall

clearly identify the unit and shall contain the date upon which the unit will be available, the rent for the unit, the maximum number of occupants, and any other restriction placed on the unit by the owner. The time period specified in the Incentives Ordinance shall begin to run either upon the execution of authorization by the Village or upon the date the unit becomes available, whichever is later.

4. The Contractor will implement its Marketing Plan to affirmatively promote all the units in the program, following at all times the provisions and purposes of the Incentives Ordinance in cooperation with the Village Housing Programs Manager.
5. In connection with its marketing of units in the program, the Contractor shall employ special outreach efforts for all buildings in the program, including inspecting and previewing units prior to showing them to prospective tenants, counseling clients, distributing the Village of Oak Park Model Lease Addendum to all clients, using escort services where appropriate, recording showings, and performing other services to aid the affirmative marketing of units in the program. The Contractor shall advise clients as prospective tenants for units in the program as to the reasonable qualifications set forth by the owner in the Village's written authorization to the Contractor.
6. The Contractor shall show units to counseled clients and shall refer all counseled clients who wish to apply to rent any unit in the program to the owner or owner's agent and shall keep records on inspections and showings, but shall have no duties or obligations with regard to the actual rental process.

F. The Contractor shall provide the same services as listed in section B 4-6 above for the Village's Small Rental Rehab Program.

G. During the term of this Agreement between the Village and the Contractor, the Contractor shall cooperate with evaluation in regard to its services under the Agreement. The evaluation will be quantitative and descriptive and available to both parties. The Village will refer to the Contractor any inquiry from program participants concerning the Diversity Assurance Marketing Services provided by the Contractor. If the inquiry from a program participant is not resolved to his/her satisfaction, then the Village and the Contractor will address the matter jointly with the program participant.

H. During the term of this Agreement between the Village and Contractor, using the report forms attached hereto, the Contractor will report on its progress toward achieving the following program goals on a quarterly basis:

1. The Contractor will register 3,000 individuals for its services and will provide the Village with information on those individuals based on race and community of origin.
2. The Contractor will effectuate 900 moves within the Village of Oak Park. For each move, the Contractor will report on the race of the individual, community of origin and if the move involved a unit enrolled in the Multi-family Housing Incentives Program.
3. The Contractor will effectuate 600 affirmative moves within the Village of Oak Park. An affirmative move will be defined as a move of any African-American household in any building west of Ridgeland Avenue or north of Garfield (counseling location #1) and any other move east of Ridgeland or south of Garfield (counseling location #2). By January 30<sup>th</sup> of each year, the Development Customer Services shall prepare a map at the block level showing which blocks within each counseling location in which the Housing Center should focus its affirmative marketing efforts. The map shall be prepared using occupancy data obtained from multi-family owners as part of the owner's annual licensing requirements. For each affirmative move, the Contractor will report on the race of the individual, community of origin and if the move involved a unit enrolled in the Multi-family Housing Incentives Program.

I. The Contractor shall also provide the Village during the term of this Agreement with the Housing Center's customary monthly reports covering Village funded activities. These reports and any other service delivery program items pertinent to our mutual working relationship will be discussed in monthly coordination meetings between the Village and the Contractor. The requested CDBG program quarterly reports are due within 30 days of the end of each quarter ending on March 31, June 30, September 30, and December 31, in accordance with HUD requirements.

Specific content and formats for these reports will be agreed upon by the Contractor and the Village and will be provided as indicated:

1. Monthly and/or quarterly reporting forms for CDBG and Multi-family Housing Incentives Program.
2. Weekly activity reports that demonstrate the activity for each building in the Multi-Family Housing Incentives Program including the date of listing; date inspected and approved; and the number of showings.
3. Monthly draw requests that include actual expenditures including detailed staff employment summary, as well as applicable receipts and invoices of expenses for the draw-down of all Village funds.
4. On a semi-annual basis, the Contractor shall provide the Village with year-to-date financial statements including statement of income and expenses and a balance sheet. The Contractor shall also submit any amended budgets approved by its Board of Directors. The year-to-date financial statements shall breakdown expenses by administration, program and capital expenditures.
5. List of all funded positions of the agency with appropriate job descriptions.
6. On a semi-annual basis, the Contractor shall submit documentation of its operating hours.
7. On an annual basis, the Contractor shall submit its Marketing Plan.
8. On an annual basis, the Contractor shall submit a statement setting forth the parameters and rates for escort fees and rental bonuses.

J. The Contractor shall not become involved in landlord-tenant disputes and shall refer any dispute to the Village's Community Relations Department.

K. During the term of this Agreement between the Village and the Contractor, Contractor and the Village shall cooperate with evaluation in regard to its services under the Agreement. Any evaluation may be quantitative and descriptive and available to both parties.