

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

A. Program Goals

1. The Oak Park Regional Housing Center (“Housing Center”) completed a strategic plan for the organization in 2019. By February 15, 2020, the Housing Center will contract with a pro bono firm to update the 2019 Strategic Plan. The Housing Center will report monthly on the progress of the Pro Bono Strategic Plan with goal to complete the Pro Bono Strategic Plan by May 15, 2020. The Housing Center will begin implementation of the Pro Bono Strategic Plan during the 2020 calendar year. Upon completion of the Pro Bono Strategic Plan, the Village and the Housing Center will meet to determine if further refinement to the Scope of Services, Program Goals and Measures is necessary and will submit such documents to the Village Board for review and approval as applicable.

2. The Housing Center will develop a comprehensive rental marketing program plan. All marketing materials for Village funded activities must be compatible with the marketing materials developed by the Oak Park Economic Development Corporation (Oak Park EDC) www.opwhereelse.com and funded by the Village. The marketing plan’s goal will be to attract racially diverse clients to the Village and shall at a minimum include the following:

- a. A plan for the Housing Center to conduct outreach efforts to attract/counsel clients from all racial groups through marketing to area employers/institutions;
- b. The provision of counseling services to clients and listings of apartments to encourage affirmative moves to Oak Park;
- c. The guidance of of clients to available apartments;
- d. A plan to refer home buyers to area realtors;
- e. The provision of 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; and

- f. A plan to work with the Village to promote and attract building owners to participate in the Multi-family Housing Incentives Program.

The Housing Center shall include the Village's official logo and the message "made possible with support from the Village of Oak Park" on all marketing materials, not including paid advertisements.

3. The Housing Center shall cooperate with the Village and participate in activities and reviews as requested in response to the implementation of any and all recommendations of the Village's Fair Housing Task Force as adopted by the Village Board and assigned to the Village Manager or her designee for implementation.

4. The Housing Center shall continue to reduce its reliance on Village funding. The Housing Center has been provided funding by the Village to hire a Development Coordinator. The Development Coordinator shall be hired no later than February 15, 2020. The Housing Center will provide the Village with a resume of the employment of the new Development Coordinator. The Development Coordinator will be responsible for working with the Housing Center's Executive Director on the Housing Center's fundraising activities. The Housing Center will report to the Village on its fundraising plan activities undertaken each quarter.

5. The Housing Center shall serve as a designated marketing agent for the Village's Multi-Family Housing Incentives Program and Small Rental Rehabilitation Program fostering racial diversity in the apartment buildings that are participants.

- a. Each Marketing Services Agreement entered into between the Village and an owner participating in the Multi Family Incentive Program ("Program") authorized by the Incentives Ordinance (Ordinance Number 1984-0-68) shall specify the Housing Center as the Village's designated marketing agent and the Housing Center will be promptly provided with a copy of that Agreement by the Village.

- b. The Marketing Services Agreement shall specify the Housing Center as the Village's designated marketing agent. Whenever a building 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 Housing Center, which shall in turn notify the Village immediately of such a vacancy.

c. The Housing Center will develop and implement a Marketing Plan to affirmatively promote all the units in the Program and shall at all times follow the provisions and purposes of the Incentives Ordinance in cooperation with the Village. The Housing Center will provide the Village with a copy of the Marketing Plan.

d. In connection with its marketing of units in the program, the Housing Center shall employ special outreach efforts for all buildings in the Program, including inspection and previewing units prior to showing them to prospective tenants, counseling clients, distributing the Village's Model Lease Addendum to all clients, using guide services where appropriate, recording showings, and performing other services to aid the affirmative marketing of units in the Program. The Housing Center shall advise clients as prospective tenants for units in the Program as to the reasonable qualifications set forth by the owner.

e. The Housing Center shall show units to counseled clients and shall refer all counseled clients who wish to apply to rent a 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 Village will refer to the Housing Center any inquiry from Program participants concerning the Marketing Services provided by the Housing Center. If the inquiry from a Program participant is not resolved to his/her satisfaction, then the Village and the Housing Center will address the matter jointly with the Program participant.

2. During the term of this Funding Grant Agreement ("Agreement") between the Village and Housing Center, the Housing Center shall perform the following affirmative marketing goals:

- a. The Housing Center will register a combined total of 2000 individuals for the services stated in this Agreement and will provide the Village with information on those individuals based on race and community of origin.
 - b. The Housing Center will register and or record an additional 1500 inquiries for services provided by OPRHC through online or phone call inquiries, reception walk-in, community engagement, community referral to partner and or other Oak Park Community agencies.
 - c. The Housing Center will provide quarterly community fair housing education events and/or sessions on integrated living patterns. The Housing Center will provide the Village with a copy of the agenda for such events and a list of attendees.
 - d. The Housing Center will effectuate 500 moves within the Village during the term of this Agreement. For each move, the Housing Center will use commercially reasonable best and agreed upon efforts to 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.
 - e. The Housing Center will effectuate 250 affirmative moves within the Village during the term of this Agreement. An affirmative move is 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, 2020, the Village's Development Customer Services Department 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 Housing Center will use commercially reasonable best and agreed upon efforts to 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. By June 30, 2020, the Housing Center will establish an online computer system that allows building owners to list units within their buildings for rent and will allow

registrants to search active listings. By the end of the third quarter during the term of this Agreement by September 30, 2020, the Housing Center will also create a method for renters to access affirmative listings via websites such as Zillow via a new online portal "Move Smart." Move Smart will allow a prospective tenant to search for housing opportunities that will increase integration within the Village.

B. Timing and content of Reports:

1. The Housing Center shall cooperate with any evaluation conducted by the Village with regard to its services under this Agreement. The evaluation will be quantitative and descriptive and available to the Village and the Housing Center.

2. The Housing Center shall provide the Village during the term of this Agreement with the Housing Center's quarterly reports covering Village funded activities. The reports and any other service delivery program items pertinent to our mutual working relationship will be discussed in monthly coordination meetings between the Village's Director of Development Customer Services and the Housing Center. The Quarterly reports will be due on the same schedule as the CDBG program quarterly reports, within 30 days of the end of each quarter ending on March 31, June 30, September 30, and December 31.

If the Housing Center is delinquent in the quarterly reporting requirements under this Agreement, Village funding under this Agreement shall be reduced as follows for the next quarterly period:

- a. 10% for days 1-10
- b. 20% for days 11-20
- c. 30% for days 21-30
- d. 40% for days 31-40
- e. 50% for days 41-50
- f. 60% for days 51-60
- g. 70% for days 61-70
- h. 80% for days 71-80
- i. 90% for days 81-90
- j. 100% for days in excess 90

3. The Housing Center will use the attached Agency Update Report form as a cover sheet for delivering quarterly updates, audits, annual financials, and any other required deliverables to the Village. Specific content and formats for these reports will be agreed upon by the Housing Center and the Village.
4. Quarterly reports for the Multi-family Housing Incentive Program shall at a minimum include the following:
 - a. Monthly 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.
 - i. Quarterly draw requests will 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;
 - ii. Quarterly reports showing number and location of rental buildings with listings by unit with Housing Center, number of individuals who have registered services, the number of inquiries for services and the method of inquiry, number of affirmative moves including community of origin;
 - b. Reports on quarterly fair housing events; and
 - c. Reports on fundraising activities as outlined in the Fundraising Plan.
5. No later than July 31, 2020, the Housing Center shall provide the Village with a year-do-date financial statement, including a statement of income and expenses and a balance sheet. The Housing Center 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.
6. By February 15, 2020, the Housing Center shall provide the Village with a detailed fundraising plan.
7. By February 15, 2020, the Housing Center shall provide the Village with a list of all Village funded positions of the agency with appropriate job descriptions.

8. By February 15, 2020, the Housing Center shall provide the Village with documentation of its operating hours.

9. By February 15, 2020, the Housing Center shall provide the Village with its Marketing Plan.

10. By February 15, 2020, the Housing Center shall provide the Village with a statement setting forth the parameters and rates for guide fees and rental bonuses if being used.

C. The Housing Center shall not become involved in landlord-tenant disputes and shall refer any such dispute to the Village's Community Relations Department.