

EVICTON PREVENTION & HOUSING STABILIZATION

TENANT COUNSELING & EDUCATION

Strategy Description

This service strategy will support tenant counseling and education provided by non-attorneys, as well as the coordination of tenant-serving organizations citywide.

Eligible activities include:

- Tenant counseling services and more intensive advocacy around a variety of tenant-landlord issues, including but not limited to:
 - Threats of eviction;
 - Rent increases;
 - Habitability matters;
 - Reasonable accommodations;
 - Fair housing matters;
 - Rent Board proceedings;
 - San Francisco Housing Authority proceedings;
 - General tenant-landlord issues;
- Know-your-rights education to tenants and community-based stakeholders in group and one-on-one settings, which may include workshops and door-to-door outreach;
- Referring tenants facing eviction to the Tenant Right to Counsel (TRC) Program;
- Tenant-focused leadership development and civic engagement programming; and
- Convening tenant counselors and other tenant advocates to improve service coordination, promote best practices, and advance a public information campaign around tenants' rights citywide.

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Key Metrics

Here are suggested outcomes to include in your proposal:

Outcome Metric
of residents with a better understanding of their rights
of residents who avoided eviction or preserved rent control status
of eviction cases referred to an attorney
of residents with matter resolved in their favor

Feel free to expand on these, or offer other measures of success in your proposal.

Applicant Qualifications

- Applicants (and their proposed subcontractors, if applicable) must have demonstrated experience providing tenant counseling services and a demonstrated commitment to coordinating efforts with local legal services and tenant counseling organizations.