

Project Sentinel, Dispute Resolution
Funding EVALUATION CRITERIA
FYs 2022-2023 and 2023-2024

CRITERION 1: NEED - 6 Points

The primary purpose of the proposed project is to help low to extremely low-income Gilroy residents resolve their housing problems.

Consolidated Plan, Goal #7: Fair housing complaint investigations and landlord/tenant counseling and dispute resolution.

Landlord/tenant cases of 1 to 1 counseling and problem resolution: return security deposits, maintain privacy, improve habitability, avoid eviction, assist with emergency rental assistance, eliminate poor management, repair broken TLL relationship.

We have many cases where we have convinced the landlord to give the tenant household the opportunity to remain in the rented unit allowing the children to remain in school, in a familiar environment with their friends and close to other support systems.

CRITERION 2: TARGETED INCOME – 2 Points

Population served is low to extremely low income

CRITERION 3: EXPERIENCE – 4 Points

Project Sentinel has over 40 years of experience providing fair housing and TLL Dispute Resolution services and is regarded as a high performing agency by HUD.

We average over 600 phone calls and walk-ins from Gilroy residents a year. In FY 2021 we helped 62 Gilroy households resolve their housing problem. Currently we are helping low-income households apply for emergency rental assistance.

CRITERION 4: LEVERAGED FUNDS – 4 Points

We are requesting \$36,000 with an additional \$14,000 of leveraged funding. This exceeds 25% of the proposed budget. Leveraged funding comes from the Superior Court fees and the balance from Santa Clara County CV3 funding.

CRITERION 5: WORKING WITH OTHER AGENCIES – 4 Points

Project Sentinel is an active participant in the South County Collaborative. We are a sub-recipient with The Law Foundation for County funding, and we are the lead agency with the Asian Law Alliance as a partner. In each of these grants we are sharing a budget and collaborating on services for low-income tenants. We have worked closely with St. Joseph, Carry The Vision, and the San Ysidro neighborhood at San Ysidro Park.

Bonus Points (2), We provide staff for ERAP outreach events in South County and other areas. We partner with SVILC to contribute funds to help with retrofits for low-income households. PS initiated and is currently active in the SC County Eviction, Tenant/Landlord Disputes & Rent Relief Collaborative.

CRITERION 6: MEASURABLE OUTCOMES AND SYSTEM – 4 Points

On a regular basis we surpass the goals and outcome measurements by servicing everyone who requests services. The staff are dedicated to community service and care about meeting the needs of each person and each household that requests help.

In **FY2021**, we took in 611 I&R calls (goal 600); handled 62 cases (goal 52) and served 226 unduplicated participants (goal 200). Contract compliance is important to Project Sentinel.

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So far in FY21/22 we have achieved 94% of the I&R calls and walk-ins and 78% of the case work at only 50% of the year. Our case resolution rate is 72%.

CRITERION 7: PROGRAM PERFORMANCE – 4 Points