

City of Austin Fiscal Year 2018-19 Action Plan

Providing Opportunities, Changing Lives

Homeless &
Special Needs
Assistance

Renter
Assistance

Homebuyer
Assistance

Homeowner
Assistance

Housing
Development
Assistance

Neighborhood
& Commercial
Revitalization

Small
Business
Assistance

Financial
Empowerment

DRAFT



Neighborhood Housing and Community
Development Department



City of Austin, Texas

Fiscal Year 2018-19 DRAFT Annual Action Plan

For Consolidated Plan Years October 1, 2018 through September 30, 2019



Prepared by: City of Austin

Neighborhood Housing and Community Development Department

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City of Austin Fiscal Year 2018-19 Action Plan

Table of Contents

Executive Summary	1
PR-05 Lead & Responsible Agencies – 91.200(b)	7
AP-10 Consultation – 91.100, 91.200(b), 91.215(l)	9
AP-15 Expected Resources.....	27
AP-20 Annual Goals and Objectives - 91.420, 91.220(c)(3)&(e).....	35
AP-35 Projects – 91.220(d)	39
AP-38 Projects Summary.....	41
AP-50 Geographic Distribution – 91.220(f)	60
AP-55 Affordable Housing – 91.220(g)	61
AP-60 Public Housing – 91.220(h)	64
AP-65 Homeless and Other Special Needs Activities – 91.220(i).....	67
AP-70 HOPWA Goals – 91.220 (l)(3)	71
AP-75 Barriers to affordable housing – 91.220(j).....	72
AP-85 Other Actions – 91.220(k).....	75
AP-90 Program Specific Requirements – 91.220(l)(1,2,4).....	81

ATTACHMENTS

Attachment I: **Citizen Participation**

- A: Citizen Participation Plan
- B. Public Notices and Comments

Attachment II: **Grantee Unique Appendices**

- A: Resale and Recapture Policies
- B. ESG Program Standards
- C. Monitoring Plan
- D. Optional Relocation Plan
- E. Summary Funding & Production Table

Executive Summary

AP-05 Executive Summary - 24 CFR 91.200(c), AP-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)

1. Introduction

The City of Austin submits this Fiscal Year (FY) 2018-19 Action Plan as the fifth of five Action Plans within the Consolidated Plan for FY 2014-19. An Annual Action Plan is required by the U.S. Department of Housing and Urban Development (HUD) from all jurisdictions receiving annual formula grants. The Annual Action Plan is the city's application to HUD for formula grant funding for each fiscal year. The following section provides a concise summary of the FY 2018-19 Action Plan. The final document is due to HUD no later than August 16, 2018.

In addition to HUD funding, the City of Austin also appropriates local funds to the Neighborhood Housing and Community Development (NHCD) Department for affordable housing and community development activities. HUD's guidance regarding the inclusion of non-federal funding sources in an Annual Action Plan is that non-federal sources are to be included if they are reasonably expected to be made available to address the needs outlined in the plan. For this reason, NHCD has included the anticipated FY 2018-19 General Obligation (GO) Bond Fund allocation of \$2.0 million and the anticipated Housing Trust Fund (HTF) of \$1.9 million. The FY 2018-19 City of Austin budget is anticipated to be approved by the Austin City Council in September 2018. Once the city budget is approved, NHCD will notify HUD of any additional funding allocated by the city that will leverage the federal investment outlined in the FY 2018-19 Action Plan.

This Action Plan is not intended to confer any legal rights or entitlements on any persons, groups, or entities, including those named as intended recipients of funds or as program beneficiaries. The terms of this Annual Action Plan are subject to amendment and to the effect of applicable laws, regulations and ordinances. Statements of numerical goals or outcomes are for the purpose of measuring the success of programs and policies and do not impose a legal obligation on the city to achieve the intended results. Actual funding of particular programs and projects identified in this Plan are subject to completion of various further actions, some of which involve discretionary determinations by the city or others. These include HUD approval of this Plan; appropriations by the United States Congress and the City Council; reviews and determinations under environmental and related laws; and results of bidding and contracting processes.

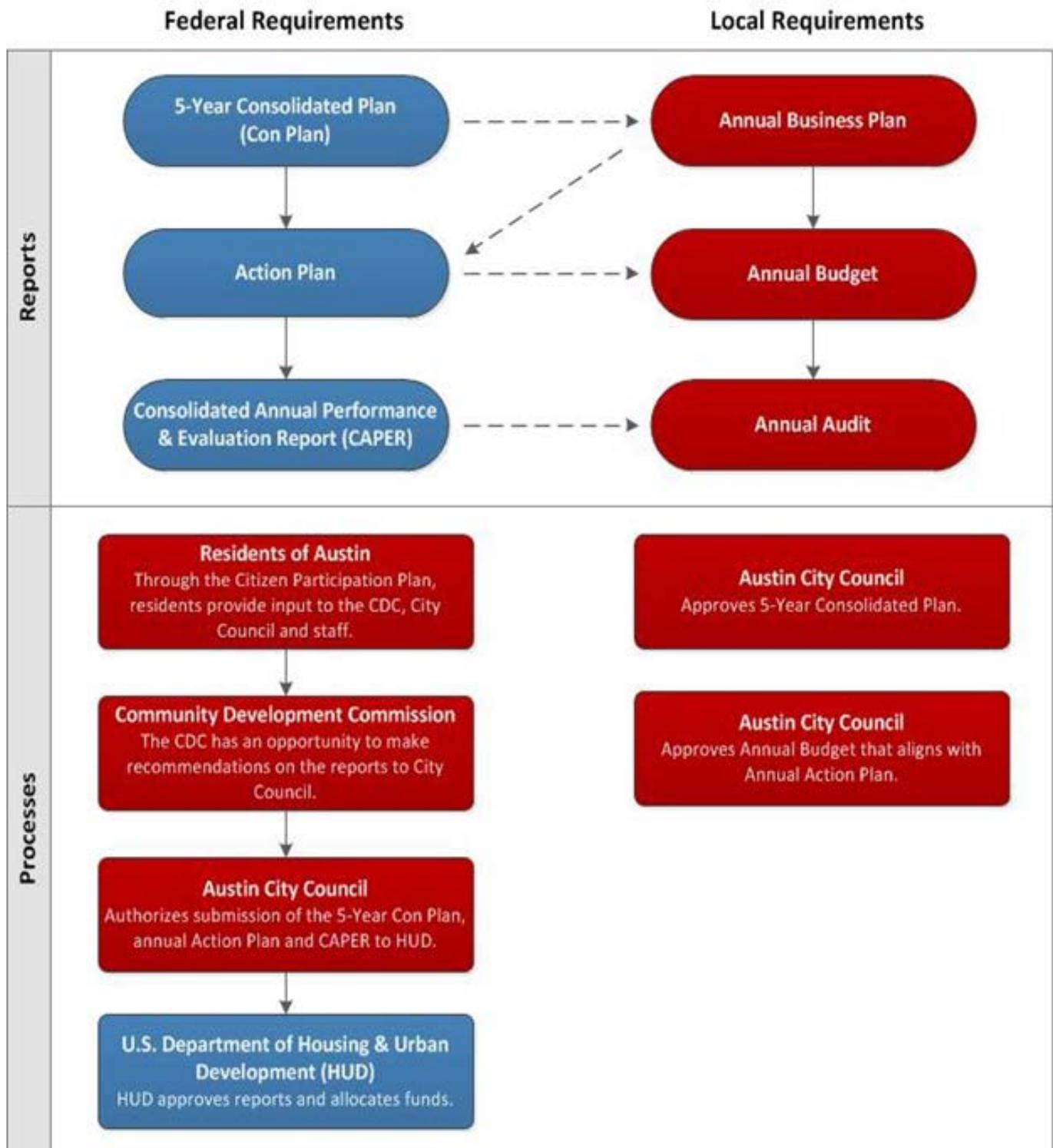


Exhibit 1- HUD and City Budget Process Comparison

2. Summarize the objectives and outcomes identified in the Plan

This could be a restatement of items or a table listed elsewhere in the plan or a reference to another location. It may also contain any essential items from the housing and homeless needs assessment, the housing market analysis or the strategic plan.

The city's FY 2014-19 Consolidated Plan establishes funding priorities for the FY 2018-19 Action Plan in the following high priority need areas: Homeless/Special Needs Assistance; Renter Assistance; Homebuyer Assistance; Homeowner Assistance; Housing Development Assistance; Small Business Assistance; Neighborhood and Commercial Revitalization and Financial Empowerment. These funding priorities were established based on the housing and community development needs identified through public and stakeholder input, the housing market analysis and the analysis of special populations. All of the proposed funding priorities will serve very low-, low- and moderate-income households in the City of Austin. In addition, the proposed activities will serve special needs populations including: seniors, persons with disabilities, persons experiencing homelessness and at risk of homelessness, persons living with HIV/AIDS, at risk children and youth, victims of domestic violence, housing authority residents, and persons returning to the community from correctional institutions and/or with criminal histories. Activities designated as high priority will be funded by the City of Austin in FY 2018-19. Medium priorities will be funded if funds are available. Low priority activities will not be funded.

City of Austin ordinance 820401-D ("The Austin Housing and Community Development Block Grant Ordinance") dated April 1, 1982, sets forth requirements and provisions for the administration of funds received by the City under the Housing and Community Development Act of 1974, as amended, including the assertion that "the primary objectives of community development activities in the City of Austin shall be the development of a viable urban community, including decent housing, a suitable living environment, elimination of slums and blight and expanding economic opportunities, principally for persons of low and moderate-income," and that in implementing the above, "the city's general obligation to provide capital improvements to the target areas is not diminished except in extraordinary circumstances. Capital improvements in the target areas are to be funded through the normal course of city-wide capital improvements." Responsive to this ordinance, infrastructure needs are designated a low priority for Consolidated Planning purposes and will not be funded with Community Development Block Grant (CDBG) funding unless the infrastructure exclusively supports the development of housing for low-income persons.

CONSOLIDATED PLAN PRIORITIES AND PROPOSED ACCOMPLISHMENTS				
Program	Program Description	Priority for Federal Funds	FY 2014-19 Con Plan Goal	Objectives and Outcomes
Homeless/ Special Needs	Homeless/Special Needs Assistance provides services to the City's most vulnerable populations, including persons experiencing homelessness, persons living with HIV/AIDS, seniors, youth, children, and families.	High	33,282	Suitable Living Environment Availability/ Accessibility
Renter Assistance	Renter Assistance provides assistance to renters so that rent is more affordable, provides tenants' rights services to equip renters with information that may allow them more stability and provides financial assistance for necessary rehabilitation to make homes accessible.	High	2,426	Decent Housing Availability/ Accessibility
Homebuyer Assistance	Homebuyer Assistance provides counseling to renters wishing to become homebuyers and to existing homebuyers to help them stay in their homes. This category includes the Down Payment Assistance Program, which offers loans to qualifying low- and moderate-income homebuyers to help them buy their first home.	High	50	Suitable Living Environment Sustainability
Homeowner Assistance	Homeowner Assistance provides services for low- and moderate-income individuals who own their homes, but need assistance to make it safe, functional, and/or accessible.	High	2,502	Decent Housing Availability/ Accessibility
Housing Development Assistance	Housing Development Assistance includes NHCD programs that offer assistance to non-profit and for-profit developers to build affordable housing for low- and moderate-income households.	High	155	Decent Housing Availability/ Accessibility
Neighborhood and Commercial Revitalization	Neighborhood and Commercial Revitalization includes programs related to the revitalization of neighborhoods and corridors. These programs include commercial acquisition, competitive and non-competitive grants.	High	4	Creating Economic Opportunity Sustainability
Small Business Assistance	Small business assistance will provide a range of services for small business, from technical assistance to gap financing, to ensure not only the success of growing small businesses in the community, but also to encourage the creation of jobs for low- and moderate-income households.	High	179	Creating Economic Opportunity Availability/ Accessibility
Financial Empowerment	The Individual Development Account Program (IDA) encourages households to save by providing a matched savings account for post-secondary education, to become a first-time homebuyer or to start a business	Medium	190	Creating Economic Opportunity
Total			38,784	

Exhibit 2 Consolidated Plan Priorities

3. Evaluation of past performance

This is an evaluation of past performance that helped lead the grantee to choose its goals or projects.

The City's FY 2014-19 Consolidated Plan establishes funding priorities for the FY 2018-19 Action Plan in the following priority need areas: Homeless/Special Needs Assistance; Renter Assistance; Homebuyer Assistance; Homeowner Assistance; Housing Development Assistance; Small Business Assistance, Neighborhood and Commercial Revitalization and Financial Empowerment. The City of Austin has been successful in meeting many of the plan goals to date in the FY 2014-19 Consolidated Plan period, and plans to continue funding projects in FY 2018-19 consistent with the funding priorities outlined in the 2014-19 Consolidated Plan.

Proposed activities are based on the evaluation of past performance, public and stakeholder input, and the analysis of needs for special populations for the upcoming fiscal year.

A copy of all public comments received during the community needs assessment period are included in Attachment I.

4. Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

Outreach

The Neighborhood Housing and Community Development Department began the community needs assessment period of the annual Action Plan on March 1, 2018. The assessment period was open to the general public. Austinites were encouraged to participate in the following ways:

- * Two Public Hearings were conducted on community needs, one before the Community Development Commission (CDC) and one before the Austin City Council.

- * Eleven boards, commissions, and committees were consulted and encouraged to provide input. The public hearing schedules were promoted online at www.austintexas.gov/housing and through emails distributed to stakeholders. Additionally, the general public was encouraged to provide comments via Austin Energy's PowerPlus Newsletter as well as submit comments through phone call, email, and postal mail.

Community Needs Assessment

The community needs assessment period ran from March 1, 2018 through May 1, 2018. The City of Austin's Citizen Participation Plan (CPP) requires that the city conduct two public hearings during the community needs assessment period. The public hearings were held before the CDC on April 10, 2018, and before the Austin City Council on April 26, 2018. Four speakers in total participated in both the public hearings.

Draft Comment Period

The 30 day public comment period on the draft Action Plan is open from May 22, 2018 through June 25, 2018. The draft report is available online at www.austintexas.gov/department/housing and hard copies were distributed at ten community centers on May 22, 2018. During the 30-day public comment period the public has an opportunity to provide specific feedback on the recommended priorities and activities outlined in the FY 2018-19 draft Action Plan. Additionally, two public hearings will be held: one before the CDC on June 12, 2018, and one before the Austin City Council on June 26, 2018, to obtain feedback on the draft Action Plan. Comments received during the draft Action Plan comment period will be added to the final Action Plan in Attachment I.

5. Summary of public comments

See Attachment I for a summary of public comments provided during public hearings and copies of all written comments received. Attachment I B features a log of written comments received and staff responses.

6. Summary of comments or views not accepted and the reasons for not accepting them

All comments or views received were accepted. Attachment I B features a log of written comments received and staff responses.

7. Summary

In FY 2018-19, the City of Austin anticipates receiving approximately \$13.4 million from HUD through four formula grants: Community Development Block Grant (CDBG); HOME Investment Partnerships Program (HOME); Emergency Solutions Grant Program (ESG); and Housing Opportunities for Persons with AIDS (HOPWA). Formula grants provided through HUD are determined by statutory formulas. Reasonably anticipated local resources include the 2013 General Obligation (GO) Bonds and resources from the City of Austin's Housing Trust Fund (HTF).

PR-05 Lead & Responsible Agencies – 91.200(b)

Agency/entity responsible for preparing/administering the Consolidated Plan

Describe the agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
Lead Agency	Austin	
CDBG Administrator	Austin	NHCD
HOME Administrator	Austin	NHCD
HOPWA Administrator	Austin	APH*
ESG Administrator	Austin	APH*

Table 1 – Responsible Agencies

LEAD AGENCY AND PARTICIPATING ORGANIZATIONS

Neighborhood Housing and Community Development Department (NHCD)

NHCD is designated by the Austin City Council as the single point of contact for HUD, and is the lead agency for the administration of the CDBG, HOME, HOPWA, and ESG grant programs. NHCD administers the CDBG and HOME programs. NHCD is directly responsible for developing the 5-Year Consolidated Plan, the Annual Action Plan, and the end-of-year Consolidated Annual Performance and Evaluation Report (CAPER).

Austin Housing Finance Corporation (AHFC)

AHFC was created in 1979 as a public, non-profit corporation organized pursuant to Chapter 394 of the Texas Local Government Code, and administers many of the city's housing programs. Employees of NHCD manage the funding and operations of AHFC through an annual service agreement executed by the city and AHFC.

*Austin Public Health (APH) formerly known as Austin/Travis County Health and Human Services Department (HHSD)

In 2017, the Austin/Travis County Health and Human Services Department changed its name to Austin Public Health (APH); therefore, the new name is used throughout this document. The City Council designates APH to administer the HOPWA and ESG programs. APH works in partnership with the community to prevent

disease, promote health, and protect the well-being of the community with the vision of making Austin/Travis County the healthiest community in the nation. APH is comprised of seven divisions: The Office of the Director, Administrative Services, Community Services, Disease Prevention and Health Promotion, Environmental Health Services, Epidemiology and Public Health Preparedness, and Healthy Equity and Community Engagement.

Economic Development Department (EDD)

EDD executes the City of Austin's economic development strategy, which consists of attracting corporate relocations and expansions, managing urban redevelopment, promoting international business, developing locally-owned small businesses, and developing the creative economy through arts and music. EDD administers the Family Business Loan Program (FBLP) identified under the Small Business Assistance priority and is funded with Section 108, a loan guarantee provision of the CDBG Program.

Community Development Commission (CDC)

The CDC advises the Austin City Council in the development and implementation of programs designed to serve low- and moderate-income residents and the community at large, with an emphasis on federally-funded programs. The CDC is a 15 member panel; eight members are elected through a neighborhood-based process and seven members are nominated by the Mayor. All members serve at the pleasure of the Austin City Council. The CDC also oversees the Community Services Block Grant (CSBG) program managed by APH. CSBG regulations require representatives from geographic target areas: Colony Park, Dove Springs, East Austin, Montopolis, North Austin, Rosewood-Zaragoza/Blackland, St. Johns, and South Austin.

Urban Renewal Board (URB)

The URB oversees the Urban Renewal Agency functions and is comprised of seven members appointed by the Mayor, with consent of the Austin City Council. The Urban Renewal Board also oversees the implementation and compliance with Urban Renewal Plans that are adopted by the Austin City Council. An Urban Renewal Plan's primary purpose is to eliminate slum and blighting influence within a designated area of the city.

Consolidated Plan Public Contact Information

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AP-10 Consultation – 91.100, 91.200(b), 91.215(I)

Introduction

To ensure priority needs are carried out in the most efficient manner, NHCD coordinates with other city departments in its administration of programs and activities including Planning and Zoning Department, Development Services Department, Economic Development Department, Austin Public Health, Austin Energy/AustinGreen Building, Austin Water, Austin Code, and the Austin Sustainability Office. NHCD consults with boards and commissions and external agencies with missions related to affordable housing and community development. These organizations are described later in this section.

Provide a concise summary of the jurisdiction’s activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I)).

Austin/Travis County stakeholders understand that housing is a determinant of health and are undertaking many efforts to enhance integration and collaboration between the housing and the health care system. Community leaders, including the new Dell University of Texas Medical School are investing significant time and resources to address physical and behavioral health and substance abuse needs across the community, including resources for persons living on the streets, in shelters and subsidized housing. Both the City of Austin and Travis County participate in numerous committees addressing access to healthcare, crisis response, psychiatric needs, substance abuse treatment and detoxification, and re-entry issues related to healthcare. A common thread that runs through this work is the need for supportive housing.

The City of Austin provides funding and works closely in partnership with the Ending Community Homelessness Coalition (ECHO) who serves as the lead planning entity on homeless issues in Austin/Travis County. ECHO is both the designated Continuum of Care (CoC) and Homeless Management Information System (HMIS) lead entity. Leadership staff from the city and ECHO participate in the HUD sponsored Healthcare-and-Housing (H2) Initiative, as well as the annual Texas Homeless Network conference, Supportive Housing = Healthcare. Two local housing authorities, hospitals, private housing providers, city and county Health and Human Services Departments, social service programs that serve the homeless, as well as criminal justice entities who serve on the ECHO Membership Council.

The City of Austin, ECHO, and Integral Care (the local mental health authority) are working to expand housing resources for homeless clients who also have mental illness. Fifty units of Housing First Permanent Supportive Housing (PSH) (to be built in part with \$3.9 million of City of Austin General Obligation bond funds) will be supported by a new neighborhood integrated clinic and \$600,000 annually in services funding from Austin Public Health. The facility is expected to open in 2019. Integral Care is staffing another community clinic, built in conjunction with a faith-based community village that offers housing for individuals experiencing chronic homelessness.

ECHO, the City of Austin, Travis County, and Central Health (the area's local healthcare district), are pursuing a Pay For Success funding model to scale permanent supportive housing for persons experiencing homelessness who are cycling in and out of emergency of healthcare, criminal justice and shelters. This work will bring together investors, philanthropists, housing providers, and social service providers to employ an evidence-based housing and service delivery intervention. This collaboration will create new open lines of dialogue between entities which can benefit by working together to improve their interdependent processes and create more efficient and economic service delivery systems. Ongoing program evaluation will be dependent on enhanced data sharing between housing/social services (HMIS), criminal justice and healthcare entities. This will strengthen the commitment to the service delivery model and build the capacity for future expanded collaborations between housing, healthcare and the criminal justice system. Austin is concerned both with providing access to healthcare while people are experiencing homelessness and maintaining it after they move and stabilize in permanent housing.

Encouraged by CoC policy, local housing providers have developed relationships with a variety of healthcare providers to promote care for clients and tenants. For physical health, they use Lone Star Circle of Care, El Buen Samaritano, the People's Community Clinic and the CommUnity Care Clinics (one of which is co-located at the Austin Resource Center for the Homeless). For behavioral health they use Integral Care (which is also a CoC recipient) and Lone Star Circle of Care. CoC recipients refer individuals to the Foundation Communities' Insure Central Texas program to apply for insurance through the Affordable Care Act and to the Central Health's Medical Assistance Program, which provides access to local health services designed for low-income individuals. Austin is utilizing mobile medical teams to visit shelters and housing complexes to improve access to care.

ECHO continues to partner with a managed care organization (MCO) to improve access to healthcare for homeless clients. This includes a process which identifies members of the MCO in HMIS and allows service providers to locate and re-connect the client to the MCO. This pilot is proving fruitful to all parties.

The City of Austin has two projects funded through the Medicaid 1115 Healthcare Transformation Waiver that merged in October 2016 which provides assertive community treatment (ACT) services for chronically homeless individuals with complex health conditions. Program participants are housed in permanent supportive housing units with strong dedication to Housing First practices as ACT staff members engage individuals who are extremely vulnerable and typically very high users of healthcare, behavioral health, criminal justice, and emergency shelter systems in the community. Partners and providers of direct service in these projects include Integral Care, nonprofit housing and homeless services providers, and Central Health. In addition, Front Steps has increased recuperative care beds for individuals who are medically fragile and are exiting a medical institution.

Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness.

APH and NHCD staff continue to provide leadership roles in the CoC. City staff serve on both the Independent Review Team (which evaluates projects for renewal and new funding), and the Membership Council (which is the governing body of the CoC). In these positions and with knowledge of other city funding opportunities, city staff shape the development of the annual CoC Notice of Funding Availability (NOFA) application, oversee development of coordinated assessment, review the needs and gaps analysis, and help set community funding priorities and CoC policies and procedures. This participation ensures that City of Austin resources are aligned with HUD CoC funds as well as other federally-funded programs.

The CoC has been following the Opening Doors Federal Strategic Plan goals to end veteran chronic homelessness as well as develop coordinated community systems to prevent and end homelessness for unaccompanied youth and families.

Since December of 2014, Austin has participated in the federally sponsored Mayor's Challenge to End Veterans' Homelessness. On August 8, 2016, Austin was recognized by the U.S. Interagency Council on Homelessness (USICH) as achieving the benchmarks and criteria of effectively ending veteran homelessness (locally called Housing our Heroes). The Housing our Heroes initiative has been effective in finding permanent housing for homeless veterans and could be the model for an expanded landlord outreach program to secure housing for additional homeless populations such as chronically homeless youth and families. Mayor Steve Adler led the initiative, brought together entities such as the Austin Apartment Association, the Real Estate Council of Austin (RECA), the Austin Board of Realtors (ABOR), the Veterans Administration, local social service agencies such as Caritas of Austin, Front Steps, Salvation Army, ECHO (which organized the effort) in order to pair landlords with residents that need low barrier housing options. The initiative created a risk mitigation fund to provide security to landlords willing to accept new tenants who have high barriers to housing. In Austin, barriers to housing can include: criminal history, chronic homelessness, poor or no credit, low income, prior evictions, behavioral health issues, and/or other issues that make it difficult to obtain and remain in stable housing. NHCD supports ECHO's landlord outreach work, including exploration of strategies to make more units available for people experiencing significant barriers to housing.

In September 2016, Austin was selected by A Way Home America to be amongst one of three first communities to participate in a 100 Day Challenge to address youth homelessness. The City of Austin participated in the 100 Day Challenge weekly and provided leadership support to the team. In addition to developing an improved continuum of intervention for youth and young adults, this successful initiative exceeded its goal of housing 50 youth in 100 days and ended up permanently housing 53 youth who were experiencing homelessness. The success of the 100 days has continued as the Austin/Travis County CoC (ECHO) was selected as one of 10 communities nationally to receive the highly competitive HUD Youth

Homelessness Demonstration Program (YHDP) award. This \$5.2 million award provides demonstration funding to develop and implement a coordinated community plan to prevent and end youth homelessness. The City of Austin participates in the YHDP Leadership Advisory Council and meetings semi-monthly to oversee the planning and implementation process.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS.

In its role as the CoC, ECHO participates in the City of Austin's ESG consultation meetings providing input as to how best allocate and track the performance of and evaluate ESG projects. In April 2017, partners from ECHO and governmental entities including Housing Authority of the City of Austin, Austin/Travis County Integral Care, and NHCD met with APH to review and make recommendations about the city's ESG allocations, and funded agencies' performance standards and outcomes. The group also discussed putting into place policies and procedures, aligning similar performance benchmarks and coordinating with ECHO COC to review each program's performance on a regular basis. Standardizing expectations and requirements for Rapid Rehousing programs will benefit clients by ensuring all are provided the same quality services, and the same types of services (financial assistance, housing location and housing stability case management) regardless of program. The City of Austin requires that all ESG subrecipients use HMIS and can now ensure that subrecipients adopt coordinated assessment as the referral source to ESG programs.

In FY 2017-18 ECHO and APH staff reviewed the ESG Written Standards and made edits to be in compliance with HMIS and the Continuum of Care goals for Housing First, referrals through Coordinated Assessment, and system coordination. APH and ECHO continue to work together to develop an ongoing process for monitoring and reviewing compliance. ECHO also required all ESG programs to submit a certification that the agency has written standards in compliance with HUD requirements for screening, assessing and referring ESG program participants and is consistent with the Continuum of Care coordinated entry process. In 2018-19 APH will require all ESG recipients to report on HUD benchmarks as a part of the contract, to be in further alignment with the Continuum of Care projects and goals.

In FY 2017-18, APH convened seven stakeholder meetings to discuss the Austin Resource Center for the Homeless (ARCH) shelter, which is partially supported by Emergency Solutions Grant funding. ECHO and representatives of the Continuum of Care were invited and participated in many of the stakeholder meetings to discuss the ARCH. At these forums many different types of stakeholders came together and answered four key questions about services the shelter should provide.

In addition to the extensive stakeholder input, APH also worked with the Bloomberg iTeam and consultants from the National Alliance to End Homelessness and OrgCode to get input from homeless and formerly homeless individuals as well as learn best practices for shelters. All entities provided recommendations for the ARCH shelter and its operation.

All ESG-funded programmatic data is entered into HMIS, and ECHO staff analyze HMIS data and report progress on ending homelessness to APH and other community entities.

The City of Austin has taken an active role in supporting a more effective HMIS so the data can help guide policy decisions and identify program effectiveness. The City of Austin allocates general fund dollars to support ECHO by partially funding operating expenses, an HMIS Director position and Coordinated Entry Assessment staff positions.

City staff have taken an active role with ECHO in developing coordinated assessment and improving other components of the continuum. The effective use of HMIS as the mechanism for coordinated assessment has allowed ECHO to produce a thorough Current Needs and Gaps report that can better inform the city as to what should be prioritized to receive ESG funding.

Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction’s consultations with housing, social service agencies and other entities.

Agency/Group/Organization	Ending Community Homelessness Coalition (ECHO)
Agency/Group/Organization Type	Services-homeless
What section of the Plan was addressed by Consultation?	Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The City of Austin provides funding and works closely in partnership with ECHO. Leadership from city and county Health Departments attend monthly ECHO Membership Council meetings, serve on the CoC Independent Review Team, and coordinate activities serving the homeless and low-income communities in the area. NHCD reviews the CoC application through the Certificate of Consistency process. ECHO is one of several partners represented on the Austin City Council appointed Leadership Committee on Permanent Supportive Housing Finance. ECHO is an active contributor to the information in the Consolidated Plan regarding homeless needs and strategies. NHCD staff made a presentation about the Action Plan before the ECHO Local Policy and Practice Committee workgroup. The community needs assessment process was discussed, and the members had an opportunity to ask questions or raise concerns about how city programs address the needs of people experiencing homelessness in Austin. Staff also promoted direct public outreach opportunities related to the Action Plan.
Agency/Group/Organization	Housing Authority of the City of Austin (HACA)
Agency/Group/Organization Type	PHA
What section of the Plan was addressed by Consultation?	Public Housing Needs
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	HACA was consulted to provide information on its activities and needs relating to public housing. As one of two Public Housing Authorities (PHAs) serving the City of Austin boundaries, input from and coordination with HACA is valuable to address community needs efficiently.

Agency/Group/Organization	Mayor's Committee for People with Disabilities and Commission on Seniors
Agency/Group/Organization Type	Board/Commission-Local
What section of the Plan was addressed by Consultation?	Housing Need Assessment Non-Homeless Special Needs Persons with Disabilities
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Mayor's Committee for People with Disabilities (MCPD) advises City Council and the City Manager regarding problems affecting persons with disabilities in the Austin area. The Commission on Seniors advises the City Council on issues related to the senior population in the Austin area; evaluates and recommends programs, policies, and practices that create a positive impact and reduce the burden on seniors; determines the needs of seniors in the Austin community, and advises City Council regarding these needs; and promotes the contributions of seniors to the cultural, economic, and historical value of Austin. NHCD staff made a presentation about the Action Plan before MCPD and the Commission on Seniors annual joint meeting. The community needs assessment process was discussed, and the members had an opportunity to ask questions or raise concerns about how city programs address the needs of seniors or those with disabilities in Austin. Staff also promoted direct public outreach opportunities related to the Action Plan.
Agency/Group/Organization	Community Development Commission
Agency/Group/Organization Type	Board/Commission-Local
What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs- Chronically homeless Homeless Needs - Families with children Non-Homeless- Special Needs Economic Development Household Affordability
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The CDC advises City Council on the development and implementation of programs designed to serve the poor and the community at large with emphasis on federally funded programs. The community needs assessment process was discussed, and members had an opportunity to ask questions or raise concerns about how city programs address the needs of low-income Austinites. Staff also promoted direct public outreach opportunities related to the Action Plan.

Agency/Group/Organization	Asian American Quality of Life Advisory Commission
Agency/Group/Organization Type	Board/Commission-Local
What section of the Plan was addressed by Consultation?	Housing Need Assessment
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Asian American Quality of Life Commission advises City Council on issues related to the Asian American Resource Center and provides ongoing guidance and support for the city's Asian American quality of life initiatives. NHCD staff briefed the Commission about the Action Plan. The community needs assessment process was discussed, and members had an opportunity to ask questions or raise concerns about how the city's programs address the needs of residents. Staff also promoted direct public outreach opportunities related to the Action Plan.
Agency/Group/Organization	Hispanic/Latino Quality of Life Resource Advisory Commission
Agency/Group/Organization Type	Board/Commission-Local
What section of the Plan was addressed by Consultation?	Housing Need Assessment
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Hispanic/Latino Quality of Life Resource Advisory Commission advises the City Council on issues relating to the quality of life for the City's Hispanic/Latino community and recommends programs and policies designed to alleviate any inequities that may confront Hispanics and Latinos in social, economic, and vocational pursuits including education, youth services, housing and community development, cultural arts, economic development, health, civic engagement, and transportation. NHCD staff made a presentation about the Action Plan before the Commission. The community needs assessment process was discussed and members had an opportunity to ask questions or raise concerns about how the city's programs address the needs of residents. Staff also promoted direct public outreach opportunities related to the Action Plan.
Agency/Group/Organization	Commission on Immigrant Affairs
Agency/Group/Organization Type	Board/Commission-Local

What section of the Plan was addressed by Consultation?	Housing Need Assessment
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Commission on Immigrant Affairs advises the City Council on issues of common concern to immigrants, particularly in the areas of health and human services, education, and the demographic makeup of the Austin immigrant community. NHCD staff made a presentation about the Action Plan before the Commission. The community needs assessment process was discussed, and the members had an opportunity to ask questions or raise concerns about how the city's programs address the needs of immigrants. Staff also briefed the board on additional opportunities to provide input on the Action Plan.
Agency/Group/Organization	Early Childhood Council
Agency/Group/Organization Type	Board/Commission-Local
What section of the Plan was addressed by Consultation?	Housing Need Assessment
Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Early Childhood Council makes recommendations to City Council for the creation, development, and implementation of programs that promote optimal development for young children. The council also develops recommendations on programs and activities that contribute to the continued development of a system of high-quality early care and education and after-school programs for Austin's children. NHCD staff made a presentation about the Action Plan before the council. The community needs assessment process was discussed, and members had an opportunity to ask questions or raise concerns about how the city's programs address the needs of residents. Staff also promoted direct public outreach opportunities related to the Action Plan.
Agency/Group/Organization	Austin Area Comprehensive HIV Planning Council
Agency/Group/Organization Type	Board/Commission-Local
What section of the Plan was addressed by Consultation?	Housing Need Assessment HOPWA Strategy

<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>The Austin Area Comprehensive HIV Planning Council (AACHPC) is a volunteer planning group of community members appointed by the Mayor of Austin. The Austin area receives about \$5 million annually from the federal Ryan White Program to help more than 5,000 people living with HIV/AIDS who live in the following five counties: Bastrop, Caldwell, Hays, Travis and Williamson. The Council's main charter is to plan and decide how to distribute the Ryan White grant funds in the community through various services. The goal is to efficiently fund services that meet the multiple care needs of HIV/AIDS clients with limited resources. NHCD staff made a presentation about the Action Plan before the council. The community needs assessment process was discussed, and members had an opportunity to ask questions or raise concerns about how the city's programs address the needs of residents. Staff also promoted direct public outreach opportunities related to the Action Plan.</p>
<p>Agency/Group/Organization</p> <p>Agency/Group/Organization Type</p> <p>What section of the Plan was addressed by Consultation?</p> <p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>Equity Office Equity Action Team working group</p> <p>Board/Commission-Local</p> <p>Housing Need Assessment</p> <p>The Equity Action Team (EAT) is a group of community stakeholders and partners that is tasked with providing guidance and recommendations to the Equity Office. EAT is the body responsible for the advocacy that created the Equity Office and the co-creative process that resulted in the City's first Equity Assessment Tool. In addition to providing guidance and feedback, the group takes on additional steering functions, such as evaluation and tool revisions/development, as necessary. NHCD staff made a presentation about the Action Plan before the work group. The community needs assessment process was discussed, and the members had an opportunity to ask questions or raise about how the city's programs address the needs of residents. Staff also promoted direct public outreach opportunities related to the Action Plan.</p>
<p>Agency/Group/Organization</p> <p>Agency/Group/Organization Type</p> <p>What section of the Plan was addressed by Consultation?</p>	<p>Lesbian, Gay, Bisexual, Transgender, and Queer Commission</p> <p>Board/Commission-Local</p> <p>Housing Need Assessment</p>

<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>The Lesbian, Gay, Bisexual, Transgender, and Queer Quality of Life Advisory Commission serves as an advisory board to the City Council concerning the needs of the LGBTQ population. The board of the commission is composed of 15 members that represent the diversity of Austin’s LGBTQ community. The commission is responsible for recommending policies and programs designed to enhance the health, safety, economic opportunity, affordability, mobility, cultural and learning opportunities, and government access and accountability for the LGBTQ community. NHCD staff made a presentation about the Action Plan to the commission. The community needs assessment process was discussed, and commissioners had an opportunity to ask questions or raise concerns about how the city's programs address the needs of LGBTQ residents. Staff also promoted direct public outreach opportunities related to the Action Plan.</p>
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Table 2 – Agencies, groups, organizations who participated

Identify any Agency Types not consulted and provide rationale for not consulting

The City of Austin contacted a variety of agency types and partnering organizations in preparing the FY 2018-19 Annual Action Plan. No agencies were intentionally excluded from consultation.

Other local/regional/state/federal planning efforts considered when preparing the Plan

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Ending Community Homelessness Coalition (ECHO)	The Community Plan to End Homelessness guides Continuum of Care prioritization and has four goals to prevent homelessness: 1) Develop community-wide strategies for affordable housing; 2) Identify and provide services for those most at risk of becoming homeless in our community utilizing a triage model; 3) Increase employment and income opportunities for people at-risk of losing their homes; 4) Educate the community about homelessness and advocate for evidence-based practices and solutions. These are in alignment with the City of Austin Consolidated Plan which includes two prevention objectives: 1) Assist persons experiencing homelessness or who are at risk of becoming homeless; 2) Assist persons living with HIV/AIDS to achieve stable housing and increase access to medical care and supportive services.
Imagine Austin	City of Austin Planning and Zoning Department	Adopted by the City Council on June 15, 2012, Imagine Austin is the City's 30-year comprehensive plan. Informed by the ideas and contributions of the community, the plan is based on Austin's greatest asset- its people. It includes implementation guidelines and the following priority programs: 1) A compact, connected Austin with improved transportation options; 2) Sustainably managed water resources; 3) Invest in Austin's workforce, education systems, and entrepreneurs; 4) Protect environmentally sensitive areas and integrate nature into the City; 5) Invest in Austin's creative economy; 6) Develop and maintain household affordability throughout Austin (NHCD is lead in implementing the Household Affordability priority program and will continue to partner with other city departments and community entities to guide implementation of Imagine Austin through its strategic plan); 7) Create a 'Healthy Austin' program; 8) Revise Austin's land development regulations and processes.
CodeNEXT	City of Austin Planning and Zoning Department	A priority program of the Imagine Austin comprehensive plan, CodeNEXT is the City of Austin's initiative to revise the Land Development Code, which determines how land can be used throughout the city. The process is a collaboration between Austin's residents, business community, and civic institutions to align land use standards and regulations with what is important to the community.
Long-Range Capital Improvement Program Strategic Plan	City of Austin Capital Planning Office	The City of Austin's Capital Planning Office, in conjunction with city departments, developed the Long-Range Capital Improvement Program Strategic Plan to further align capital investments with the city's Comprehensive Plan and related city priorities. The Long-Range CIP Strategic Plan has a 10-year or longer planning horizon and provides the basis for identifying both ongoing capital needs and strategic opportunities for capital investment, including affordable housing.

Housing Opportunity in Central Texas	Capital Area Council of Governments	Housing Opportunity in Central Texas is a summary report of the regional effort to promote equitable growth through the Sustainable Places Project, an ambitious regional planning initiative. The report summarizes key findings of data analysis, deliberation, and the many related products built by the project that will impact future policy decisions.
Sustainable Places Project	Capital Area Council of Governments	The Capital Area Texas Sustainability (CATS) Consortium, through a grant from HUD and regional partnership of local governments, regional organizations, and other stakeholder groups, is developing a new approach to planning in Central Texas by introducing an analytics tool to provide a better understanding of the impacts of various development patterns. CAPCOG serves as the grant administrator for the regional collaboration. CAPCOG contracted with the city and the University of Texas Sustainable Development Center to assist in developing and testing the tool.
Colony Park Master Plan	City of Austin Economic Development Department (EDD)	The city received \$3 million in grant funds from HUD to create a master plan for the Colony Park tract, a proposed 208-acre development in Northeast Austin. On December 11, 2014, City Council voted unanimously to approve an amendment to the Imagine Austin Comprehensive Plan by adopting the Colony Park Master Plan and Design Guidelines that incorporate best practice strategies for energy-efficient building design; water conservation and zero-waste technology; and standards to create a model sustainable and livable mixed-use, mixed-income community. EDD is exploring funding opportunities for the implementation of the master plan.

Table 3 – Other local / regional / federal planning effort

AP-12 Participation – 91.105, 91.200(c)

Summary of citizen participation process/Efforts made to broaden citizen participation. Summarize citizen participation process and how it impacted goal-setting.

The City of Austin's Citizen Participation Plan requires that the city conduct two public hearings during the community needs assessment period. Additionally, there is a 30-day public comment period on the draft Action Plan. The public comment period began on May 22, 2018 and will end June 25, 2018. During the public comment period, the city will provide the draft report electronically online and will distribute hard copies at ten community centers and libraries throughout the city. All city facilities are compliant with the Americans with Disabilities Act to ensure that persons with disabilities are able to review and comment on the draft Action Plan. The ten community centers and libraries were deliberately selected in order to reach the widest audience, including non-English speaking persons and persons with disabilities. The notice of the review locations and comment period was published in Spanish as well as English to ensure non-English speaking persons could comment on the draft Action Plan.

During the 30-day public comment period, there are two additional public hearings on the draft Action Plan. The public hearings will be held before the Community Development Commission and before the Austin City Council.

The city's FY 2018-19 goals are consistent with the priority goals listed in the 2014-19 Consolidated Plan (see FY 2014-19 Consolidated Plan Priorities and Proposed Accomplishments table for a list of programs). These goals were developed, in part, with input received from citizens and stakeholders during the citizen participation process.

A copy of all public comments received during the community needs assessment period will be included in the final Action Plan.

Citizen Participation Outreach

Outreach	Target of Outreach	Summary of response/ attendance	Summary of comments received	Summary of comments not accepted	URL
Public Meeting	Minorities	The meeting was attended by members of the African American Resource Advisory Commission and was open to the public.	A presentation and community needs discussion was held during the March 6, 2018 meeting of the African American Resource Advisory Commission. Staff answered questions from commissioners.	All comments or views received were accepted.	https://www.austintexas.gov/aarac
Public Meeting	Minorities	The meeting was attended by members of the Commission on Immigrant Affairs and was open to the public.	A presentation and community needs discussion was held during the March 12, 2018 meeting of the Commission on Immigrant Affairs. Commissioners were interested in renter assistance. Staff answered questions from commissioners and provided information.	All comments or views received were accepted.	https://www.austintexas.gov/coia
Public Meeting	Minorities	The meeting was attended by members of the Asian American Quality of Life Commission and was open to the public.	A presentation and community needs discussion was held during the March 20, 2018 meeting of the Asian American Quality of Life Commission. Commissioners were interested in outreach strategies and renter assistance. Staff answered questions from commissioners and provided information.	All comments or views received were accepted.	http://www.austintexas.gov/content/asian-american-quality-life-advisory-commission

Public Meeting	Minorities	The meeting was attended by members of the Hispanic/Latino Quality of Life Resource Advisory Commission and was open to the public.	A presentation and community needs discussion was held during the March 20, 2018 meeting of the Hispanic/Latino Quality of Life Resource Advisory Commission. Staff answered questions from commission members.	All comments or views received were accepted.	https://www.austintexas.gov/content/hispaniclatino-quality-life-resource-advisory-commission
Public Meeting	Youth	The meeting was attended by members of the Early Childhood Council and was open to the public.	A presentation and community needs discussion was held during the March 21, 2018 meeting of the Early Childhood Council. Staff answered questions from council members.	All comments or views received were accepted.	https://www.austintexas.gov/ecc
Public Meeting		The meeting was attended by members of the Austin Area Comprehensive HIV Planning Council and was open to the public.	A presentation and community needs discussion was held during the March 27, 2018 meeting of the Austin Area Comprehensive HIV Planning Council. Staff answered questions from members.	All comments or views received were accepted.	http://austintexas.gov/aachpc
Public Hearing	Non targeted/ broad community	3 citizens provided public testimony.	Public Hearing conducted before the Community Development Commission on April 10, 2018. Staff answered questions from commission members and the public. Public testimony addressed the need for the continuation of funding for public service activities and affordable housing initiatives.	All comments or views received were accepted.	http://austintx.s wagit.com/play/04112018-1297/

Public Meeting	Persons with disabilities Seniors	The meeting was attended by members of the Austin Mayor's Committee for People with Disabilities and the Commission on Seniors and was open to the public.	A presentation and community needs discussion was held during the April 13, 2018 joint meeting of the Mayor's Committee for People with Disabilities and Commission on Seniors. Staff answered questions from committee members.	All comments or views received were accepted.	http://austintx.s wagit.com/play/04132018-634
Public Meeting		The meeting was attended by members of the Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) Commission and was open to the public.	A presentation and community needs discussion was held during the April 16, 2018 meeting of the LGBTQ commission. The commission was interested in data collection and tracking. Staff answered questions from members.	All comments or views received were accepted.	http://austintexas.gov/content/lesbian-gay-bisexual-transgender-and-queer-quality-life-advisory-commission
Public Meeting	Homeless Community	The meeting was attended by members of the Ending Community Homelessness Coalition (ECHO) Local Policy and Practice Committee and was open to the public.	A presentation and community needs discussion was held during the April 18, 2018 meeting of the ECHO Policy and Practice Committee. Staff answered questions from members.	All comments or views received were accepted.	http://www.austinecho.org/
Public Meeting	Non targeted/ broad community	The meeting was attended by members of the Equity Action Team (EAT) working group and was open to the public.	A presentation and community needs discussion was held during the April 20, 2018 meeting of EAT working group. Staff answered questions from working group members.	All comments or views received were accepted.	http://www.austintexas.gov/department/about-equity-office

Public Hearing	Non targeted/ broad community	1 citizen provided public testimony.	Public Hearing conducted before the Austin City Council on April 26, 2018. Public testimony addressed the need for the home repair funding for low income residents.	All comments or views received were accepted.	<a href="http://austintx.s
wagit.com/play/0
4262018-715">http://austintx.s wagit.com/play/0 4262018-715
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Table 4-Citizen Participation Outreach

Expected Resources

AP-15 Expected Resources – 91.220(c) (1, 2)

Introduction

In addition to HUD funding, the City of Austin allocates revenue to NHCD for affordable housing and community development activities. HUD's guidance regarding the inclusion of non-federal funding sources in an Annual Action Plan is that non-federal sources are to be included if they are reasonably expected to be made available to address the needs outlined in the plan. The FY 2018-19 City of Austin budget is expected to be approved by the City Council in September 2018. Once the budget is approved, NHCD will notify HUD of any additional funding allocated by the city that will leverage the federal investment outlined in the FY 2018-19 Action Plan.

This Action Plan is not intended to confer any legal rights or entitlements on any persons, groups, or entities, including those named as intended recipients of funds or as program beneficiaries. The terms of this Annual Action Plan are subject to amendment and to the effect of applicable laws, regulations and ordinances. Statements of numerical goals or outcomes are for the purpose of measuring the success of programs and policies and do not impose a legal obligation on the city to achieve the intended results.

Actual funding of particular programs and projects identified in this Plan are subject to completion of various further actions, some of which involve discretionary determinations by the city or others. These include HUD approval of this Plan; appropriations by the United States Congress and the City Council; reviews and determinations under environmental and related laws; and results of bidding and contracting processes.

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 5				Expected Amount Available Remainder of ConPlan	Funding Description
			Annual Allocation	Program Income	Prior Year Resources	Total \$		
CDBG	public-federal	Acquisition Admin and Planning Economic Development Housing Public Improvement Public Services	\$7,895,853	\$229,000		\$8,124,853	\$0	The CDBG Program is authorized under Title I of the Housing and Community Development Act of 1974 as amended. The primary objective of CDBG is the development of viable communities by: Providing decent housing; Providing a suitable living environment; Expanding economic opportunities. Any activity funded with CDBG must meet one of three national objectives: Benefit low- and moderate-income persons; Aid in the prevention of slums or blight; Meet a particular urgent need.
HOME	public-federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction ownership	\$3,428,034	\$347,000		\$3,775,034	\$0	The HOME Program was created by the National Affordable Housing Act of 1990 (NAHA), and has been amended several times by subsequent legislation. The three objectives of the HOME Program are: 1) Expand the supply of decent, safe, sanitary, and affordable housing to very low and low-income individuals; 2) Mobilize and strengthen the ability of state and local governments to provide decent, safe, sanitary,

		TBRA						and affordable housing to very low- and low-income individuals; 3) Leverage private sector participation and expand the capacity of non-profit housing providers.
HOPWA	public-federal	Permanent housing in facilities Permanent housing placement Short-term/transitional housing facilities STRMU Supportive services TBRA	\$1,469,160	\$0	\$0	\$1,469,160	\$0	The HOPWA Program was established by HUD to address the specific needs of low-income persons living with HIV/AIDS and their families. HOPWA makes grants to local communities, states, and non-profit organizations. HOPWA funds provide housing assistance and related supportive services in partnership with communities and neighborhoods.
ESG	public-federal	Conversion and rehab for transitional housing Financial Assistance Overnight shelter Rapid Re-housing (rental assistance) Rental Assistance Services	\$647,777			\$647,777	\$0	The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) became law on May 20, 2009, and consolidated several homeless assistance programs administered by HUD. It also renamed the Emergency Shelter Grants program the Emergency Solutions Grants (ESG) program. ESG is designed to be the first step in a continuum of assistance to help clients quickly regain stability in permanent housing after

		Transitional housing						experiencing a housing crisis and/or homelessness. ESG-funded programs leverage other federal and local funds including HOPWA, City of Austin General Fund, State Housing and Homeless Services Program funding. Transitional housing is no longer an eligible activity under ESG (24 CFR 576 Subpart B).
Housing Trust Fund	public-federal	Homeowner rehab Housing TBRA Other	\$1,996,978					The Austin City Council dedicates 40 percent of all city property tax revenues from developments built on city-owned lands to affordable housing. This policy is anticipated to generate revenues in perpetuity to the HTF.
Other	public-federal	Economic Development	\$2,500,000	\$95,000	\$1,573,990		\$4,168,990	Funds are administered by the City of Austin Economic Development Department, and used for the Family Business Loan Program (FBLP). Section AP-85 <i>Other Actions (Discussion)</i> , offers a comprehensive description of the program.
Other	public-federal	Acquisition Homeowner rehab Housing New construction	\$2,000,000					In 2013 voters approved the City of Austin proposition for \$65 million in general obligation bonds for affordable housing. These funds will be utilized for constructing, renovating,

		for ownership Other						improving and equipping housing for low-income persons and families; acquiring land and interests in land and property necessary to do so; and funding affordable housing programs.
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Table 5 - Expected Resources – Priority Table

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied.

HOME Investment Partnership Program: The City of Austin will satisfy its matching requirement through Housing Trust Fund and General Obligation Bond proceeds. The U.S. Department of Housing and Urban Development (HUD) requires that the Participating Jurisdictions (PJs) that receive HOME funds match 25 cents of every dollar. The matching requirement mobilizes community resources in support of affordable housing. The table below calculates the total required contribution of matching funds from the City of Austin for FY 2018-19 funding.

Calculation	FY 2018-19
Grant Allocation	\$3,428,034
Administrative (10%)	\$342,803
Amount of Incurring Repayment	
Total Match Obligation	\$3,085,231
25% Match Percentage	
Match Requirement	\$771,308
Sources	
Non-Federal Funds	\$578,481
Bond Proceeds (25% Maximum)	\$192,827
Total Sources of Match	\$771,308

Emergency Solutions Grant: City of Austin subcontractors at Downtown Austin Community Court and APH Communicable Disease Unit match ESG dollar for dollar with city general funds for salaries for the Rapid Rehousing program. The third sub-contractor, Front Steps, matches the ESG Shelter program with city general funds provided through another contract for the maintenance of the shelter. State Housing and Homeless Services funds from the Texas Department of Housing and Community Affairs are used to match the ESG Rapid Rehousing program and HMIS program. APH matches administration funding with city general funds for salaries.

If appropriate, describe publicly owned land or property located within the jurisdiction that may be used to address the needs identified in the plan.

There are several publicly owned parcels that may be utilized to address the needs identified in the FY 2018-19 Action Plan:

- 208.16 Acres on Loyola Lane (Colony Park) – On December 11, 2014, City Council voted unanimously to approve an amendment to the Imagine Austin Comprehensive Plan by adopting the Colony Park Master Plan and Design Guidelines, which incorporate best practice strategies for energy-efficient building design; water conservation and zero-waste technology; and standards to create a model sustainable and livable mixed-use, mixed-income community. The Economic Development Department has taken the lead in implementing the adopted Master Plan and is continuing to explore funding and partnership opportunities. Solicitation for a Master Developer began at the end of FY 2017. One master developer is moving forward in the second step of the bidding process and will submit a proposal in May 2018. An evaluation panel will make a recommendation to City Council possibly in October 2018. With the approval of the 2016 mobility bond, voters approved the expenditure of \$500,000 toward developing preliminary engineering and design of improvements for Colony Loop Drive. The mobility bond funds allocated toward Colony Loop Drive will facilitate the advancement of the Colony Park Master Plan Implementation and prepare for the construction of the “backbone infrastructure” and provide a catalyst for the Colony Park Development.
- 5.15 Acres on Tillery Street and Henninger Street - Pecan Grove development to be determined. Parcels of land were acquired over a period of years and assembled into the 5-acre tract, part of which contains a grove of mature pecan trees and a vacant stone house. The house was built circa 1935, and is rare for the area, which is surrounded mostly by 1960's-era wood frame single-family homes. The age of the trees and their placement on the property will provide a unique setting for the type of development that is ultimately chosen and a new use for the stone house could be incorporated into the development plan.
- 6.0 acres located on Gardner Road- Austin Housing Finance Corporation (AHFC) has acquired 6.0 acres out of the 44.45 acres of the Austin Public Health Levander Loop campus, which includes the Austin Animal Center. AHFC is exploring future development of the site and proposes to solicit for a design team that will include public outreach to inform the community of the process and plans to develop the property.
- 1.234 acres located on Doris Drive - Austin Housing Finance Corporation (AHFC) has acquired 1.234 acres of vacant land from the Austin Independent School District (AISD). AHFC is exploring future development of this site and proposes to solicit for a design team.
- 7.96 acres located on Tannehill Lane – Austin Housing Finance Corporation (AHFC) has acquired 7.96 acres of vacant land from the Austin Independent School District (AISD). AHFC is exploring future development of this site and proposes to release a Request for Proposal.

NOTICE OF REPROGRAMMING OF FUNDS

NHCD proposes to reprogram the following CDBG and HOME funds through the FY18-19 Action Plan process according to the guidelines established in the City of Austin Citizen Participation Plan. Exhibits 1 and 2 outline the reprogramming of these funds.

Exhibit 1 CDBG

Amount	From	To
\$8,000	Homeless/Special Needs	Housing
\$272	Renters Assistance	Housing
\$178,228	Homeowners Assistance	Housing
\$397,640	Small Business Assistance	Housing
\$222,792	Administration	Housing

Exhibit 2 HOME

Amount	From	To
\$94,557	Administration	Housing

Annual Goals and Objectives

AP-20 Annual Goals and Objectives - 91.420, 91.220(c)(3)&(e)

Goals Summary Information

Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
Homeless Special Needs	2014	2019	Homeless Non-Homeless Special Needs	Throughout the City of Austin	Homeless Special Needs	CDBG: \$1,148,426 HOPWA: \$1,469,160 ESG: \$647,777	Public service activities other than Low/Moderate Income Housing Benefit: 657 Persons Assisted; Tenant-based rental assistance/Rapid Rehousing: 193 Households Assisted; Homeless Person Overnight Shelter: 2000 Persons Assisted; Homelessness Prevention: 145 Persons Assisted; HIV/AIDS Housing Operations: 60 Household Housing Unit
Renter Assistance	2014	2019	Affordable Housing	Throughout the City of Austin	Renter Assistance	CDBG: \$563,295 HOME: \$579,689	Public service activities other than Low/Moderate Income Housing Benefit: 539 Persons Assisted; Rental units rehabilitated: Housing Units; 7 Tenant-based rental assistance/Rapid Rehousing: 75 Households Assisted
Homebuyer Assistance	2014	2019	Affordable Housing	Throughout the City of Austin	Homebuyer Assistance	HOME: \$948,548	Direct Financial Assistance to Homebuyers: 20 households assisted

Homeowner Assistance	2014	2019	Affordable Housing	Throughout the City of Austin	Homeowner Assistance	CDBG: \$3,881,566 HOME: \$54,219 General Obligation Bonds: \$2,000,000	Homeowner Housing Rehabilitated: 521 Housing Units
Housing Development Assistance	2014	2019	Affordable Housing Homeless	Throughout the City of Austin	Housing Development Assistance	CDBG: \$2,301,461 HOME: \$2,192,577 Housing Trust Fund: \$1,996,978 General Obligation Bonds: \$0	Rental units constructed: 74 Housing Units Homeowner Housing Added: 21 Housing Units Other: 2
Small Business Assistance	2014	2019	Non-Housing Community Development	Throughout the City of Austin	Small Business Assistance	CDBG: \$230,105 Section 108: 2,500,000	Jobs created/retained: 77 Businesses assisted: 6
Neighborhood and Commercial Revitalization	2014	2019	Non-Housing Community Development	Throughout the City of Austin	Neighborhood and Commercial Revitalization	CDBG: \$0	Other: 0 Other
Financial Empowerment	2014	2019	Financial Empowerment	Throughout the City of Austin	Financial Empowerment	CDBG: \$0	Other: 0 Other

Table 6-Goals Summary

Goal Descriptions

1	Goal Name	Homeless/Special Needs
	Goal Description	Persons experiencing homelessness or with special needs are Austin's most vulnerable populations and therefore are a high priority for the FY 2014-19 Consolidated Plan. This decision was made based on feedback from the public process, including stakeholder meetings that included homeless and special needs providers, public hearings, and a Consolidated Plan survey.
2	Goal Name	Renter Assistance
	Goal Description	The City of Austin's 2014 Comprehensive Housing Market Study identifies the high need for affordable rental housing in Austin. This analysis was echoed in every aspect of the public input process from service providers, government partners, policy makers, and community members. Renter assistance is a high priority in the FY 2014-19 Consolidated Plan.
3	Goal Name	Homebuyer Assistance
	Goal Description	The city identified assistance to homebuyers as a high priority in the FY 2014-19 Consolidated Plan. The housing market analysis illustrates the difficulty for low- to moderate-income households to transition from renting to buying a home with the rising real estate market in Austin. The public process also highlighted the need for financial literacy for new and current homebuyers to have the necessary tools to stay in their homes.
4	Goal Name	Homeowner Assistance
	Goal Description	Preserving the safety and livability of the housing of low-income homeowners, allowing owners to stay in their homes, and improving the city's aging housing stock were highlighted as high priority needs by stakeholders and community members. Homeowner assistance is a high priority in the FY 2014-19 Consolidated Plan.
5	Goal Name	Housing Development Assistance

	Goal Description	The need for affordable housing for low- to moderate-income renters, including special needs populations and homebuyers, was reflected in the housing market analysis and public input received from the community. The city's main tool to create affordable housing is through financing to non-profit and for-profit developers. In addition, the city encourages the development of affordable housing through developer incentives. The city, therefore, makes Housing Development Assistance a high priority for the FY 2014-19 Consolidated Plan.
6	Goal Name	Small Business Assistance
	Goal Description	Recognizing that small businesses are important drivers of the Austin economy, assistance to small businesses is a high priority for the City of Austin. Feedback from the FY 2014-19 Consolidated Plan survey identified job creation as the highest community development need.
7	Goal Name	Neighborhood and Commercial Revitalization
	Goal Description	Neighborhood and Commercial Revitalization includes programs related to the revitalization of the East 11th and 12th Street Corridors, and the Colony Park Master Plan. East 11th and 12th Street programs include commercial acquisition and development, historic preservation efforts related to public facilities, and parking facilities within the corridors.
8	Goal Name	Financial Empowerment
	Goal Description	Individual Development Accounts (IDA) was promoted and funded through an IDA Grant. The grant ended in March 2018.

Table 7 – Goal Descriptions

Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.215(b):

Extremely low-income households: 74 (TBRA, RHDA, and HRLP)

Low-income households: 16 (RHDA, A&D, HRLP, and DPA)

Moderate-income households: 32 (A&D, DPA, HRLP)

Totals include the number of households for HOME-financed programs: Down Payment Assistance (DPA), Tenant Based Rental Assistance (TBRA), Homeowner Rehabilitation Loan Program (HRLP), Rental Housing Development Assistance (RHDA), and Acquisition and Development (A&D).

Estimates are based on data reflecting the percent of households served by FY 2017-18 Median Family Income categories

AP-35 Projects – 91.220(d)

Introduction

In accordance with the Federal Register Notice dated March 7, 2006, outcome measures are established for each activity as follows:

Objectives

1. Create Suitable Living Environment
2. Provide Decent Affordable Housing
3. Create Economic Opportunities

Outcomes

1. Availability/Accessibility
2. Affordability
3. Sustainability

#	Project Name
1	Child Care Services
2	Senior Services
3	Youth Support Services
4	Emergency Solutions Grant: Shelter, Rapid Re-housing, HMIS and Administration
5	FY 2018-19 AIDS Services Austin (HOPWA)
6	FY 2018-19 Project Transitions (HOPWA)
7	HOPWA Administration
8	HOME Tenant-Based Rental Assistance
9	Tenants' Rights Assistance
10	Architectural Barrier Removal (ABR) Program - Renter

11	Down Payment Assistance (DPA)
12	Architectural Barrier Removal (ABR) Program - Owner
13	Homeowner Rehabilitation Loan Program (HRLP)
14	Emergency Home Repair (EHR) Program
15	Rental Housing Development Assistance (RHDA)
16	Acquisition and Development (A&D)
17	CHDO Operating Expense Grants
18	Microenterprise Technical Assistance
19	Community Development Bank
20	Family Business Loan Program (FBLP)
21	Neighborhood Commercial Management
22	Debt Service
23	HOME Administration
24	CDBG Administration
25	GO Repair! Program

Table 8 – Project Information

Describe the reasons for allocation priorities and any obstacles to addressing underserved needs.

Allocation priorities are based on the FY 2014-2019 Consolidated Plan, and are informed by public comments received during the community needs assessment period.

In FY 2018-19, the City of Austin reformatted HOPWA funded projects in order to be consistent with HUD guidance on HOPWA project set-up. A more detailed description of all projects can be found in AP-38, *Projects Summary*.

Projects

AP-38 Projects Summary

Project Summary Information

1	Project Name	Child Care Services
	Target Area	Throughout the City of Austin
	Goals Supported	Homeless/Special Needs
	Needs Addressed	Homeless/Special Needs
	Funding	CDBG: \$604,618
	Description	The City of Austin NHCD contracts with child care providers for services that increase the supply of quality childcare, and with a social service agency that provides a child care voucher service for families in crisis such as homelessness. The programs provide services to children (ages: 0-13 years) from low-income families with gross incomes less than 200 percent of Federal Poverty Guidelines who reside within the Austin city limits.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Public service activities other than Low/Moderate Income Housing Benefit: 224 Persons Assisted
	Location Description	Throughout the City of Austin
Planned Activities	Child Care Services will increase the supply of childcare for low-income families. Social service contracts through APH will provide: 1) child care vouchers for families in crisis, including homeless and near homeless families, and parents enrolled in self-sufficiency programs; 2) direct child care services for teen parents who are attending school; and 3) direct child care services through the Early Head Start child development program.	
2	Project Name	Senior Services
	Target Area	Throughout the City of Austin
	Goals Supported	Homeless/Special Needs

	Needs Addressed	Homeless/Special Needs
	Funding	CDBG: \$124,645
	Description	NHCD contracts with a sub-recipient to provide guardianship and bill payer services that help prevent and protect seniors from becoming victims of abuse, neglect, or financial exploitation. Persons must meet income, age, and residential eligibility requirements.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Public service activities other than Low/Moderate Income Housing Benefit: 255 Persons Assisted
	Location Description	Throughout the City of Austin
	Planned Activities	Senior Services will provide legal protection for low-income seniors who are at risk of abusive, neglectful, or financially exploitative situations.
3	Project Name	Youth Support Services
	Target Area	Throughout the City of Austin
	Goals Supported	Homeless/Special Needs
	Needs Addressed	Homeless/Special Needs
	Funding	CDBG: \$189,478
	Description	The Youth Support Services program provides access to holistic, wraparound services and support to youth designated as at-risk and their families. The program's three components provide different levels of intervention: school-based intensive wraparound services, community-based wraparound services, and summer camps. The program, in partnership with the youths and their families, addresses the needs and challenges of the youth's situation to improve his or her functioning in school, the community, at and home.
	Target Date	9/30/2019

	Estimate the number and type of families that will benefit from the proposed activities	Public service activities other than Low/Moderate Income Housing Benefit: 148 Persons Assisted
	Location Description	Throughout the City of Austin
	Planned Activities	Youth Support Services will serve youth designated at-risk and their families. The services and support will be customized to the youth and family and will be delivered utilizing the wraparound model. The interventions will focus on the areas of basic needs, mental health services, educational support and social enrichment. Services will continue to be accessed through designated schools and community centers.
4	Project Name	Emergency Solutions Grant: Shelter, Rapid Re-housing, HMIS and Administration
	Target Area	Throughout the City of Austin
	Goals Supported	Homeless/Special Needs
	Needs Addressed	Homeless/Special Needs
	Funding	ESG: \$647,777
	Description	<p>ARCH Shelter Operating and Maintenance: APH contracts with a private nonprofit organization to operate the Austin Resource Center for the Homeless (ARCH.) All clients served in the ARCH have low- to moderate-incomes and are at or below 50 percent of MFI. Emergency Solutions Grant (ESG) funds are used to provide maintenance and operations for this program. The ARCH provides emergency shelter to homeless adult males through its Overnight Shelter program, and provides Day Sleeping to homeless adult males and females. The ARCH provides basic services such as showers, laundry facilities, mailing addresses, telephone use, and lockers through its Day Resource Center program. The Day Resource Center program also includes a number of services such as mental health care, legal assistance, and employment assistance provided by co-located agencies. In addition, ARCH also houses a Health Clinic through CommUnity Care.</p> <p>Rapid Rehousing programs: There are three ESG-funded programs connecting clients with safe and stable housing. 1) Communicable Disease Unit of Austin Public Health will provide Rapid Rehousing to homeless persons with HIV/AIDS who are not utilizing shelter services. 2) Downtown Austin Community Court provides homeless community court clients with Rapid Rehousing services. 3) Front Steps provides homeless clients at the</p>

		ARCH and clients referred from other programs with Rapid Rehousing services. HMIS funding will support 42 HMIS licenses at all three ESG-funded programs: Communicable Disease Unit, Downtown Austin Community Court and Front Steps ARCH. This project also includes funding for administration.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Homeless Person Overnight Shelter: 2000 Persons Assisted Tenant-based rental assistance/Rapid Re-housing: 128 Households Assisted
	Location Description	Throughout the City of Austin
	Planned Activities	ARCH Shelter Operating and Maintenance: The ARCH will serve individuals with its Night Sleeping, Day Sleeping and Day Resource Program. All clients will be entered into the Homeless Management Information Systems database. The Rapid Re-Housing program provides housing location, housing stability case management and direct financial assistance to rapidly rehouse homeless persons who are receiving services from ESG-funded programs at the Communicable Disease Unit, Austin Resource Center for the Homeless and Downtown Austin Community Court. HMIS funding will support 42 HMIS licenses at all three ESG-funded programs: Communicable Disease Unit, Downtown Austin Community Court and Front Steps ARCH. Administration all of the above.
5	Project Name	FY 2018-2019 AIDS Services Austin (HOPWA)
	Target Area	Throughout the City of Austin
	Goals Supported	Homeless/Special Needs
	Needs Addressed	Homeless/Special Needs
	Funding	HOWPA: \$1,024,069
	Description	The City of Austin contracts with AIDS Services of Austin to deliver services for the HOPWA program. The goal of the HOPWA program is to prevent homelessness and to support independent living of persons living with HIV/AIDS. AIDS Services of Austin works with a collaborative of housing and HIV/AIDS service providers to achieve this goal.
	Target Date	9/30/2019

	Estimate the number and type of families that will benefit from the proposed activities	Homeless/Special Needs: 235 Persons served
	Location Description	Throughout the City of Austin
	Planned Activities	AIDS Services of Austin will provide Housing Case Management, Tenant Based Rental Assistance, Permanent Housing Placement Services, Short-Term Supported Housing, and Short-Term Rent, Mortgage, and Utility Assistance.
6	Project Name	FY 2018-19 Project Transitions (HOPWA)
	Target Area	Throughout the City of Austin
	Goals Supported	Homeless/Special Needs
	Needs Addressed	Homeless/Special Needs
	Funding	HOPWA: \$401,016
	Description	The City of Austin contracts with Project Transitions to deliver services for the HOPWA program. The goal of the HOPWA program is to prevent homelessness and to support independent living of persons living with HIV/AIDS. Project Transitions has 30 apartments located in two agency-owned facilities and other apartments are leased throughout the community.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	65
	Location Description	Throughout the City of Austin
	Planned Activities	Project Transitions will provide, Tenant Based Rental Assistance, Facility-Based Transitional Housing, and Supportive Services.
7	Project Name	HOPWA Administration
	Target Area	Throughout the City of Austin
	Goals Supported	Homeless/Special Needs

	Needs Addressed	Homeless/Special Needs
	Funding	HOPWA: \$44,074
	Description	Funds provide administrative costs for programs.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	NA - Administration
	Location Description	Throughout the City of Austin
	Planned Activities	Administration of Federal Programs
8	Project Name	HOME Tenant-Based Rental Assistance
	Target Area	Throughout the City of Austin
	Goals Supported	Renter Assistance
	Needs Addressed	Renter Assistance
	Funding	HOME: \$510,300
	Description	The Tenant-Based Rental Assistance (TBRA) program provides rental-housing subsidies and security deposits to eligible case-managed families working toward self-sufficiency.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Tenant-based rental assistance/Rapid Rehousing: 75 Households Assisted
	Location Description	Throughout the City of Austin
	Planned Activities	AHFC will oversee the TBRA program and contracts with The Housing Authority of the City of Austin and the Salvation Army to administer program services.

9	Project Name	Tenants' Rights Assistance
	Target Area	Throughout the City of Austin
	Goals Supported	Renter Assistance
	Needs Addressed	Renter Assistance
	Funding	CDBG: \$265,636
	Description	Tenants' Rights Assistance provides services to tenants residing in Austin city limits. Objectives of this program include: 1) facilitate mediation services between landlords and low- to moderate-income tenants to complete health and safety related repairs in rental units, which will help maintain reasonable habitability standards; 2) provide direct counseling and technical assistance to low-income renters regarding tenant/landlord issues; 3) provide public education and information through workshops and public forums on landlord/tenant relationships and educate renters on their rights as well as their responsibilities under the law; and 4) identify fair housing complaints that can be investigated and may assist in resolving, reducing or minimizing discriminatory housing practices.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Public service activities other than Low/Moderate Income Housing Benefit: 539 Persons Assisted
	Location Description	Throughout the City of Austin
	Planned Activities	This program will provide mediation, counseling, public information, and assistance to help the community identify fair housing complaints. The program will also further fair housing in the elimination of discrimination, including the present effects of past discrimination, and the elimination of de facto residential segregation.
10	Project Name	Architectural Barrier Removal (ABR) Program - Renter
	Target Area	Throughout the City of Austin
	Goals Supported	Renter Assistance
	Needs Addressed	Renter Assistance

	Funding	CDBG: \$185,000
	Description	The program modifies or retrofits the living quarters of eligible, low- and moderate-income elderly and disabled renters with incomes at or below 80% of the Median Family Income (MFI) for the Austin area. The program seeks to remove architectural barriers in the homes of elderly and severely disabled renters, increasing mobility and self-sufficiency and allowing clients to remain in their homes.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Rental units rehabilitated: 7 Household Housing Unit
	Location Description	Throughout the City of Austin
	Planned Activities	The program will provide improvements and modifications related to the removal of architectural barriers that restrict mobility and accessibility, and are limited to those considered to be part of the structure and permanently affixed. Eligible program services include wheelchair ramps, handrails and reconfiguring of areas of the home to the extent that the disabled resident will be able to use them. Program assistance will be provided in the form of a grant, up to \$15,000 per household for the year.
11	Project Name	Down Payment Assistance (DPA)
	Target Area	Throughout the City of Austin
	Goals Supported	Homebuyer Assistance
	Needs Addressed	Homebuyer Assistance
	Funding	HOME: \$845,000
	Description	The Down Payment Assistance (DPA) Program assists low-and moderate-income first-time homebuyers with incomes at or below 80% of the Median Family Income (MFI) for the Austin area, by providing the necessary financial gap assistance for down payment and closing costs to purchase a home. The program increases housing opportunities and promotes financial stability for eligible households.
	Target Date	9/30/2019

	Estimate the number and type of families that will benefit from the proposed activities	Direct Financial Assistance to Homebuyers: 20 Households Assisted
	Location Description	Throughout the City of Austin
	Planned Activities	The DPA program will provide financial gap assistance for down payment and closing costs to purchase a home through two options: Standard DPA and Shared Equity DPA. Standard DPA will provide no less than \$1,000 and up to \$14,999 in the form of a 0% interest, forgivable loan, with a 5-year loan term. Shared Equity DPA will provide no less than \$15,000 and up to \$40,000 in the form of a 0% interest, forgivable loan, with a 10-year loan term, and 30-year shared equity term. The loan will be forgiven at a monthly prorated amount until the loan term is met. Shared equity will be forgiven after 30 years. Shared Equity DPA is subject to Purchase Option and Right of First Refusal.
12	Project Name	Architectural Barrier Removal (ABR) Program - Owner
	Target Area	Throughout the City of Austin
	Goals Supported	Homeowner Assistance
	Needs Addressed	Homeowner Assistance
	Funding	CDBG: \$1,325,000
	Description	The program modifies or retrofits the living quarters of eligible, low- and moderate-income elderly and disabled homeowners with incomes at or below 80% of the MFI for the Austin area. The program seeks to remove architectural barriers in the homes of elderly and severely disabled homeowners, increasing mobility and self-sufficiency and allowing clients to remain in their homes.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Homeowner Housing Rehabilitated: 81 Household Housing Unit
	Location Description	Throughout the City of Austin

	Planned Activities	The program will provide improvements and modifications related to the removal of architectural barriers that restrict mobility and accessibility, and are limited to those considered to be part of the structure and permanently affixed. Eligible program services include wheelchair ramps, handrails and reconfiguring of areas of the home to the extent that the disabled resident will be able to use them. Program assistance will be provided in the form of a grant, up to \$15,000 per household for the year.
13	Project Name	Homeowner Rehabilitation Loan Program (HRLP)
	Target Area	Throughout the City of Austin
	Goals Supported	Homeowner Assistance
	Needs Addressed	Homeowner Assistance
	Funding	CDBG: \$791,346 HOME: \$50,000
	Description	The Homeowner Rehabilitation Loan Program (HRLP) assists low- income homeowners with incomes at or below 80% of the MFI for the Austin area, assistance and addressing substandard housing conditions. The result of the housing is decent, safe, sanitary, and in good repair.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Homeowner Housing Rehabilitated: 9 Household Housing Unit
	Location Description	Throughout the City of Austin
Planned Activities	HRLP will provide financial assistance for rehabilitation or reconstruction costs in order to bring the home up to code compliance. Rehabilitation will provide no less than \$15,000 and up to \$75,000 (\$100,000 for Historical) in the form of a 0% interest, forgivable loan, with a maximum loan term of 15 years. If it is determined that it is economically infeasible to rehabilitate a property, reconstruction is necessary. Reconstruction will provide up to \$130,000 in the form of a 0% interest, forgivable loan, with a 20-year loan term, and 30-year shared equity term. The loan will be forgiven at a monthly prorated amount until the loan term is met. Shared equity will be forgiven after 30 years. Shared Equity HRLP is subject to a Purchase Option and Right of First Refusal Agreement. Eligible repairs include the foundation, roof, plumbing, HVAC system, electrical work and other major interior and exterior repairs.	

14	Project Name	Emergency Home Repair (EHR) Program
	Target Area	Throughout the City of Austin
	Goals Supported	Homeowner Assistance
	Needs Addressed	Homeowner Assistance
	Funding	CDBG: \$1,000,000
	Description	The Emergency Home Repair (EHR) Program makes repairs to alleviate life-threatening living conditions and health and safety hazards for low- and moderate-income homeowners. Households residing in Austin city limits and earning incomes at or below 80 percent of MFI are eligible. Eligible households can receive up to \$5,000 for home repairs per year.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Homeowner Housing Rehabilitated: 320 Household Housing Unit
	Location Description	Throughout the City of Austin
15	Project Name	Rental Housing Development Assistance (RHDA)
	Target Area	Throughout the City of Austin
	Goals Supported	Housing Development Assistance
	Needs Addressed	Housing Development Assistance
	Funding	CDBG: \$1,041,827 HOME: \$790,238 CHDO: \$257,102 Housing Trust Fund: \$1,710,445
	Description	The Rental Housing Development Assistance (RHDA) program provides opportunities to build and preserve affordable rental units for low- and moderate-income households and low-income persons with special needs (e.g. permanent supportive housing). RHDA provides below- market-rate financing to nonprofit and for-profit developers for the acquisition, new construction, or rehabilitation of affordable rental housing. RHDA serves households with incomes at or below 50 percent of MFI with a target of serving households with incomes at or below 30 percent of MFI. If the funding

		source allows, an exception can be made to serve households between 51 percent and 80 percent of MFI under certain circumstances. One of Austin's certified CHDOs, Guadalupe Neighborhood Development Corporation (GNDC) has been awarded funding for development of four single-family homes that will be sold to qualified homebuyers with incomes between 50 and 80 percent of MFI. The homes will be part of a Community Land Trust, a housing model that helps to ensure long-term affordability. Another CHDO, AHA!, is utilizing CHDO funds to develop a 27-unit multi-family rental development that will primarily serve extremely low-income persons with disabilities.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Rental units constructed: 74 Household Housing Units Units created will be restricted to households with incomes at or below 50% MFI. Depending on the project, the units may be for one or more of several underserved populations: seniors, children, persons with disabilities, chronically homeless, including chronically homeless veterans.
	Location Description	Throughout the City of Austin
	Planned Activities	RHDA will increase the supply of affordable rental units for income- eligible
16	Project Name	Acquisition and Development (A&D)
	Target Area	Throughout the City of Austin
	Goals Supported	Housing Development Assistance
	Needs Addressed	Housing Development Assistance
	Funding	CDBG: \$814,132 HOME: \$645,488 CHDO: \$257,103
	Description	The Acquisition and Development (A&D) program works with lenders, nonprofit and for-profit developers to leverage city and federal funds to increase homeownership opportunities for low- to moderate-income buyers. Activities of the A&D program include: 1) the acquisition and development of land; 2) the acquisition and rehabilitation of existing residential structures for homeownership; 3) the acquisition of newly constructed ownership units; and 4) the construction of new housing, all for sale to income-eligible households with incomes at or below 80 percent of MFI. Currently, there are no certified CHDOs that are developing homeownership units. However, funding for a CHDO will be available in the event an eligible non-profit is certified and has a project eligible to be funded with CHDO set-aside.

	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Homeowner Housing Added: Household Housing Units. The families to be assisted will be households whose incomes are at or below 80% of the Median Family Income. It is anticipated that due to market conditions and in order to make the homes affordable, each of them will be placed in a community land trust where the land is held in trust and only the improvements are sold to the buyer. A 99-year ground lease is executed with the buyer, and the buyer is responsible for all upkeep and taxes on the home. In order to keep a CLT house affordable for its next owner, the amount of equity increase the owner may realize is limited to a certain percentage each year. Another long- term affordability ownership model involves a shared equity and right of first refusal model. In this case, the seller (usually a mission-based non-profit organization) will purchase the home from the buyer based on a predetermined formula which allows the buyer to realize equity increase, but also shares the increase with the non-profit. The non-profit's share of the equity is used to help make the home affordable for the next buyer.
	Location Description	Throughout the City of Austin
	Planned Activities	A&D will increase the supply of affordable homeownership units for income-eligible households. A&D activities utilize HOME funds that provide direct financial assistance to homebuyers will use the "recapture" method combined with a shared equity model. This ensures that HOME funds are returned for other HOME-eligible activities. For A&D activities utilizing HOME funds that provide funding to a developer, the "resale" method will be used to ensure affordability throughout the affordability period.
17	Project Name	CHDO Operating Expense Grants
	Target Area	Throughout the City of Austin
	Goals Supported	Housing Development Assistance
	Needs Addressed	Housing Development Assistance
	Funding	HOME: \$50,000
	Description	The Community Housing Development Organizations (CHDO) Operating Expenses Grant program provides financial support to eligible, city- certified CHDOs actively involved in housing production or expected to begin production within 24 months. Under the terms of the grant, CHDOs must access CHDO set-aside funds to produce affordable housing for the community. Funding can only be used for the organization's operating expenses and cannot be used on project- related expenses.

	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Other: 2 CHDO Operating Expenses Grants are used to supplement a CHDO's operating funds. HOME regulations prohibit the use of these funds on project-related costs, and therefore, no families will directly benefit from this activity.
	Location Description	Throughout the City of Austin
	Planned Activities	Eligible CHDOs will receive financial assistance to support their operations as affordable housing providers. Financial support to CHDOs allows them to maintain or increase their capacity to create affordable rental and homeownership units.
18	Project Name	Microenterprise Technical Assistance
	Target Area	Throughout the City of Austin
	Goals Supported	Small Business Assistance
	Needs Addressed	Small Business Assistance
	Funding	CDBG: \$0
	Description	The program will provide training and technical assistance to current and aspiring Microenterprises.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Businesses assisted: 0 Businesses Assisted
	Location Description	Throughout the City of Austin
	Planned Activities	
19	Project Name	Community Development Bank
	Target Area	Throughout the City of Austin
	Goals Supported	Small Business Assistance
	Needs Addressed	Small Business Assistance

	Funding	CDBG: \$150,000
	Description	The Community Development Bank (CDB) provides funds to a Community Development Financial Institution (CDFI) to administer loan programs offering flexible capital and technical assistance to small and minority businesses that are expanding or relocating to low-income areas. The performance goal for this program is job creation or retention for low to moderate-income individuals.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	Jobs created/retained: 6 Jobs
	Location Description	Throughout the City of Austin
	Planned Activities	The program will create or retain jobs for low- to moderate-income individuals.
20	Project Name	Family Business Loan Program (FBLP)
	Target Area	Throughout the City of Austin
	Goals Supported	Small Business Assistance
	Needs Addressed	Small Business Assistance
	Funding	CDBG Section 108: *No new funding
	Description	FBLP makes low-interest loans to small businesses for expansion projects that will create jobs. FBLP provides funds for a portion of the borrowers' expansion projects and partners with private banks and 504-certified community lenders to fund the remainder of the projects. FBLP guidelines require borrowers to create one new job for every \$35,000 borrowed, and per HUD regulations, at least 51% of the jobs created must be made available to low- and moderate-income individuals. FBLP was originally funded in 2012 by a \$3.0 million Section 108 Loan Guaranty, from which 11 loans were made that have created 73 jobs for low- and moderate-income residents. The original \$3.0 million allocation was exhausted in FY15 and an additional \$8.0 million Section 108 allocation was received to re-capitalize the FBLP in FY16. FBLP made 6 loans utilizing these funds. This created 24 additional jobs for low- and moderate-income individuals.
	Target Date	9/30/2019

	Estimate the number and type of families that will benefit from the proposed activities	Jobs created/retained: 71 (Source: Austin Economic Development Department) Businesses assisted: 6 (Source: Austin Economic Development Department)
	Location Description	Throughout the City of Austin
	Planned Activities	FBLP will make low-interest loans for small business expansions that will create jobs for low- and moderate-income residents of Austin over the next 3 to 5 years.
21	Project Name	Neighborhood Commercial Management
	Target Area	Throughout the City of Austin
	Goals Supported	Small Business Assistance
	Needs Addressed	Small Business Assistance
	Funding	CDBG: \$40,000
	Description	Provides gap financing to eligible borrowing businesses.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	N/A – Funding reflects estimated revolving loan income.
	Location Description	Throughout the City of Austin
	Planned Activities	These loans can be used for acquisition of land, improvements, various fixed costs, new construction, and leasehold improvements.
22	Project Name	Debt Service
	Target Area	Throughout the City of Austin
	Goals Supported	Neighborhood and Commercial Revitalization
	Needs Addressed	Neighborhood and Commercial Revitalization

	Funding	Section 108 Program Income: \$163,357
	Description	East 11th and 12th Street Debt Service: The city secured a \$9,035,000 HUD Section 108 Loan Guarantee to implement the East 11th and 12th Streets revitalization project. A portion of these funds were used by the City of Austin for acquisition, relocation, demolition and other revitalization expenses on East 11th and 12th Street. Funds were also loaned to the Austin Revitalization Authority (ARA) for the construction of the Street-Jones and Snell Buildings on E 11th Street. ARA paid off its loan in full in 2017. The debt service will be paid from small business loan repayments through 2026.
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Throughout the City of Austin
	Planned Activities	Debt Servicing for Revitalization
23	Project Name	HOME Administration
	Target Area	Throughout the City of Austin
	Goals Supported	Renter Assistance Homebuyer Assistance Homeowner Assistance Housing Development Assistance
	Needs Addressed	Renter Assistance Homebuyer Assistance Homeowner Assistance Housing Development Assistance
	Funding	HOME: \$369,803
	Description	Funds provide administrative costs for programs
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Throughout the City of Austin

	Planned Activities	Funds provide administrative costs for programs
24	Project Name	CDBG Administration
	Target Area	Throughout the City of Austin
	Goals Supported	Homeless/Special Needs Renter Assistance Homebuyer Assistance Homeowner Assistance Housing Development Assistance Small Business Assistance Neighborhood and Commercial Revitalization
	Needs Addressed	Homeless/Special Needs Renter Assistance Homebuyer Assistance Homeowner Assistance Housing Development Assistance Neighborhood and Commercial Revitalization Assistance
	Funding	CDBG: \$1,593,171
	Description	Funds provide administrative costs for programs
	Target Date	9/30/2019
	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Throughout the City of Austin
	Planned Activities	Funds provide administrative costs for programs
25	Project Name	GO Repair! Program
	Target Area	Throughout the City of Austin
	Goals Supported	Homeowner Assistance
	Needs Addressed	Homeowner Assistance
	Funding	General Obligation Bonds: \$2,000,000
	Description	The GO Repair! program addresses substandard housing conditions for low- and moderate-income homeowners residing in Austin city limits. The program provides financial assistance to make repairs that will eliminate health and safety hazards and/or provide improved accessibility.

Target Date	9/30/2019
Estimate the number and type of families that will benefit from the proposed activities	N/A – fund source is local.
Location Description	Throughout the City of Austin
Planned Activities	The program will provide up to \$15,000 per home for repairs.

Table 9-Projects Summary

AP-50 Geographic Distribution – 91.220(f)

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed.

The City of Austin does not currently direct its investments in specific target areas.

Geographic Distribution

Target Area	Percentage of Funds
Throughout the City of Austin	100

Table 10 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

The City of Austin does not currently direct its investments in specific target areas.

Discussion

While the City of Austin does not currently target investments to specific geographic areas, it considers the geographic dispersion of affordable housing to be a key core value in the investment of affordable housing-related activities with federal and local funds. The city supports providing affordable housing in areas outside of low-income neighborhoods, thereby reducing racial and ethnic segregation, deconcentrating poverty, and providing for more economic opportunities for low-income households.

NHCD currently provides funding preference through a scoring matrix system to projects that assist in the dispersion of affordable housing stock throughout the community, to focus on areas in Austin where there is a shortage of affordable housing.

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

Affordable housing is a critical priority for the City of Austin. The need for affordable housing for extremely low-, low- and moderate-income renters, special needs populations and homebuyers was reflected in the 2014 Comprehensive Housing Market Study. The report reveals that affordable housing opportunities for renters earning below \$25,000 has grown by nearly 7,000 units since 2012, estimating the 2014 gap at approximately 48,000 units.

The study identified top housing needs as:

- Deeply affordable rental units
- Geographically dispersed opportunities
- Preservation of affordable housing in neighborhoods where long-time residents are being displaced due to redevelopment
- Affordable housing near transit and other services

For more information on Austin housing market conditions, the 2014 Comprehensive Housing Market Study is available online: www.austintexas.gov/housing

One Year Goals for the Number of Households to be Supported:	
Homeless	75
Non-Homeless	60
Special-Needs	88
Total	223

Table 11 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through:	
Rental Assistance	75
The Production of New Units	31
Rehab of Existing Units	108
Acquisition of Existing Units	20
Total	234

Table 12 - One Year Goals for Affordable Housing by Support Type

The following is a breakdown of the values featured in Table 11 - One Year Goals for Affordable Housing by Support Requirement*

- Homeless = 75 (HOME=75)
- Non-Homeless = 60 (CDBG=8, HOME=52)
- Special-Needs = 88 (CDBG=88)

The following is a breakdown of the values featured in Table 12 - One Year Goals for Affordable Housing by Support Type*

- Rental Assistance = 75 (HOME=75)
- The Production of New Units =31 (HOME=31)
- Rehab of Existing Units = 108 (HOME=100, CDBG=8)
- Acquisition of Existing Units =20 (HOME=20)

*Figures in tables 11 and 12 above are informed by the FY 18-19 funding table in attachment II-E. The combination of programs and activities that comprise these values was corrected in the FY 16-17 CAPER. To see the breakdown of the above values, refer to [FY 16-17 CAPER](#), CR 20-Affordable Housing 91.520(b); tables 10 and 11 respectively.

Austin Strategic Housing Blueprint

The Austin City Council adopted the Austin Strategic Housing Blueprint in April 2017, which outlines strategies to build and preserve affordable housing for a range of incomes throughout the city, as envisioned in the Imagine Austin Comprehensive Plan.

The Strategic Housing Blueprint aligns resources, ensures a unified strategic direction, and helps to facilitate community partnerships to achieve this shared vision. It recommends new funding mechanisms, regulatory changes, and other creative approaches to achieve housing goals. These goals can be realized through a range of strategies addressing the following issues:

Prevent Households from Being Priced out of Austin. Preserve communities and combat gentrification through legislative changes, local policies, programs and targeted investments.

Foster Equitable, Integrated and Diverse Communities. Promote strategic investments and create protections for low-income households and people of color to address racial integration in housing.

Invest In Housing for Those Most in Need. Adopt a balanced approach to provide affordable housing resources for low-income workers, seniors, people with disabilities and the thousands of people experiencing homelessness.

Create New and Affordable Housing Choices for All Austinites in All Parts of Austin. Harness new development to create affordable homes and diversify housing choices for current and future residents.

Help Austinites Reduce their Household Costs. Encourage development in a compact and connected manner so households of all incomes have access to a range of affordable housing and transportation options, and can easily access jobs, basic needs, health care, educational opportunities, and public services. Other household expenses such as healthcare costs, utilities, food and telecommunications must also be considered.

AP-60 Public Housing – 91.220(h)

Introduction

The City of Austin's boundaries are served by two Public Housing Authorities (PHAs): the Housing Authority of the City of Austin (HACA) and the Housing Authority of Travis County (HATC). The agencies are not departments of the city or county, respectively, but work independently of the City of Austin and Travis County. Both HACA and HATC share updates on agency progress through regular contact and meetings with city staff. HACA's PHA Annual and Five-Year Plans provide comprehensive information on actions that HACA has planned or will be considering for implementation in the next year to address the need for public housing. The plans can be found at: <http://www.hacanet.org/forms/index.php>. The City of Austin works closely with HACA on a number of initiatives that assist very-low to low-income residents in achieving self-sufficiency.

Actions planned during the next year to address the needs to public housing

Rental Assistance Demonstration Program

In response to the continued decrease in federal dollars for public housing sustainability, HACA is participating in the U.S. Department of Housing and Urban Development's (HUD) Rental Assistance Demonstration (RAD). HACA's RAD participation provides an innovative way for the organization to finance critically needed improvements to its properties. RAD allows HACA to convert its public housing properties to the Project Based Rental Assistance (PBRA) program. Additionally, the RAD program is designed so that HACA will receive the same amount of funding from the federal government as it has for traditional public housing subsidies. HACA will continue to have control of its properties and can use this funding to finance property improvements and allow residents more choices.

Tenant Based Rental Assistance Program

The City of Austin partners with HACA to assist very low-income households to move from homelessness to self-sufficiency by providing monthly rental and utilities assistance through the Tenant Based Rental Assistance Program (TBRA) administered through HACA's voucher program. The TBRA program provides rental housing subsidies and security deposits to eligible families that would otherwise be homeless. To be eligible for the program, households must work with a case manager to move toward self-sufficiency and have a total household income at or below 50 percent MFI.

Voucher Programs

The Housing Choice Voucher (HCV) program is HACA's largest housing assistance program with over 5,900 rental vouchers supporting more than 14,200 individuals. HACA administers several special purpose voucher programs, including Veteran Affairs Supportive Housing, Homeless Program Grant, Family Unification, Mainstream, Non-Elderly with Disabilities, and Hurricane Ike-Conversion vouchers. There are currently 1,092 families on the Housing Choice Voucher waiting list.

Grant for Technology Opportunities Program

HACA has been awarded grant funds from the City of Austin Grant for Technology Opportunities Program (GTOPS) for three consecutive years to support a first-in-the-nation approach to help low-income residents access basic broadband, digital literacy training devices, and other essential internet programs and services. Since the launch of the program, about 80% of the residents at seven of HACA's 18 public and subsidized housing properties have registered for free high-speed internet from Google Fiber. More information about the program can be found at:

<http://austintexas.gov/department/grant-technology-opportunities-program>

Additional Collaboration

The City of Austin and HACA collaborate on a number of strategies to maximize opportunities for residents of public housing. CDBG funds have been set aside previously for the support for the potential redevelopment of a HACA property to significantly improve quality of life and increase density to serve a greater number of households. The City of Austin would consider similar support as other opportunities arise. The City of Austin's S.M.A.R.T. Housing program provides fee waivers for the Austin Affordable Housing Corporation (AAHC) - a subsidiary of HACA – to support the creation of units that serve voucher-holders. Additionally, the city assists with expediting permits and plan reviews. As part of the Strategic Housing Blueprint, HACA and the city will be working closely to expand affordable housing and fair housing choice within Austin through its AAHC portfolio.

HACA has also maintained a close partnership with the Austin Police Department to provide extra security enhancements for crime prevention and to create a relationship between housing residents and police. This initiative has proved successful at reducing drug related and other crimes at all HACA properties.

The City of Austin is committed to continuing the support of partnerships and efforts that will improve public housing and resident initiatives, and will continue coordinating with both HACA and HATC in FY 2018-19 to inform public housing residents of affordable housing programs and opportunities.

Actions to encourage public housing residents to become more involved in management and participate in homeownership

The City of Austin collaborates closely with local PHA officials to ensure that city housing programs are linked to the needs of public housing residents. As HACA converts its public housing to RAD, the conversion can be stressful for the residents and may require temporary relocation of the residents during property improvements. The Resident Protection Team (RPT) was created to advocate for HACA families (clienteles) during the complex RAD process. The RPT members consist of HACA residents, Austin Energy, AISD and numerous service providers that work to ensure that no impacted HACA family "falls through the cracks" throughout the RAD conversion.

Additionally, the City of Austin has contracted with several HACA residents to serve as Vision Zero ambassadors to provide peer education and help eliminate pedestrian fatalities.

Homeownership continues to be a successful program for HACA families to become self-sufficient. HACA through its subsidiary, Austin Affordable Housing Corporation (AAHC), has assisted over 100 families to become homeowners through its down payment assistance program. The program provides qualified families participating in the Public Housing or HCV programs with a \$10,000 forgivable loan to be applied towards the down payment on a new or existing home. If the applicant meets all program criteria for the first five years, then the loan is forgiven.

HACA's Six Star program provides another alternative for those who are ready to move out of public housing, but have not met all the criteria to purchase a home. The Six Star program allows residents to reside at one of AAHC's apartment homes at a rate lower than the fair market rental rate. The rent amount increases slightly over the course of the three-year program, until the fair market rent is reached. The Six Star program allows participants to continue to learn financial management and work toward goals that will support sustainable economic and housing self-sufficiency and ultimately homeownership. In 2011, AAHC implemented another alternative to homeownership through the creation of a Community Land Trust (CLT). This program provides HACA's Public Housing residents the ability to purchase a home at an extremely affordable price while the land is held by the CLT. HACA currently has two homeowners in this program.

If the PHA is designated as troubled, describe the manner in which financial assistance will be provided or other assistance

Neither the Travis County Housing Authority nor the Housing Authority of the City of Austin is designated as troubled. For over 15 consecutive years, HACA has been designated as a high performing agency by the U.S. Department of Housing and Urban Development.

AP-65 Homeless and Other Special Needs Activities – 91.220(i)

Introduction

The City of Austin coordinates the administration of the Emergency Solutions Grant (ESG) funding with local and state funding of homeless services. ESG funds serve primarily the downtown single adult homeless population, many of whom are chronically homeless. ESG funds provide Emergency Shelter, Rapid Rehousing, Housing Location, and Housing Stabilization Case Management.

The Ending Community Homelessness Coalition (ECHO) serves as the lead planning entity on homeless issues in Austin/Travis County. As part of this responsibility, ECHO coordinates and completes Austin's Continuum of Care (CoC) application and Community Plan to End Homelessness. ECHO also administers the Homelessness Management Information System (HMIS) and the Point in Time Count survey for Austin/Travis County. The City of Austin allocates general fund dollars to support ECHO operations, including Coordinated Entry positions, HMIS staff and other ECHO Staff.

A Roof Over Austin is an initiative of the City of Austin and ECHO to provide Permanent Supportive Housing (PSH) and other deeply affordable housing options to the lowest-income residents of the city, including the chronically homeless. In 2010, Austin City Council passed a resolution to create 350 new PSH units in the city by 2014. The target populations of this initiative were chronically homeless individuals and families, including youth aging out of foster care, veterans and those with mental, behavioral, or physical disabilities. PSH units are defined as subsidized rental units linked to a range of support services that enable tenants to live independently and participate in community life. The 350 unit goal was met and on October 2, 2014, and City Council. That approval directed the creation of 400 units of PSH with a minimum of 200 dedicated to 'Housing First' PSH by the end of 2018.

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including: Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs.

In February 2017, Mayor Steve Adler and Mayor Pro Tem Kathie Tovo partnered with the Ending Community Homelessness Coalition (ECHO) to convene a diverse group of representatives from local organizations to urgently address the crisis of homelessness in Austin, Texas. ECHO convened meetings with key stakeholders across the community and drafted Austin's Action Plan to End Homelessness, an evolving blueprint with specific strategies to reduce and end homelessness. The plan calls for enhancing efforts, services and funding related to 1) outreach services and shelters; 2) addressing disparities; 3) providing housing and support services; 4) strengthening our response system and 5) building community commitment from both the private and public sector. The plan outlines specific goals (desired outcomes) and actions to achieve those goals.

The City of Austin, in conjunction with community partners like ECHO, is in the process of creating a unified strategy to align key partners and funding, raise awareness around homelessness needs and solutions and enhance all the efforts currently underway at the City and in the community. As part of this effort, the city is specifically redesigning the city's funded shelters to better meet community needs.

In the fall of 2017, the City of Austin's Office of Innovation, in coordination with the Austin Public Health Department and ECHO, created the Homelessness Advisory Committee of Austin (HACA), a board made up of members who have previously or are currently experiencing homelessness. This committee is helping design solutions to address unsheltered homelessness.

Our community uses a Coordinated Entry System (CES), a system-wide coordinated entry process that better connects persons experiencing homelessness to critically needed housing resources, while prioritizing resources for the most vulnerable. This system assesses a person's vulnerability and matches them to programs to meet their level of need. Our CoC partners with eight different Street Outreach teams that are directly connected to the Coordinated Entry System to bring services to underserved clients.

These teams conduct outreach daily and follow different strategies including:

1. Conducting mobile outreach
2. Working with outreach staff that speak Spanish & can access a language service line for other languages;
3. Working with teams that specialize in engaging specific populations including persons with cognitive, physical & behavioral disabilities, youth, medical needs, HIV/AIDS, & veterans;
4. Using mobile technology (tablets and phones) to bring CES services directly to clients; &
5. Marketing CES & outreach services with basic needs community partners (e.g. schools, faith centers, medical care, law enforcement, immigrant advocacy, & disability rights organizations).

The City of Austin funds case managers at the Downtown Austin Community Court (DACC) to provide case management to mostly unsheltered frequent offenders of the court and other frequent users of the shelter system. The city also allocates Emergency Solutions Grant funds to support an employee at DACC who provides Rapid Rehousing Housing Search and Placement and Housing Stability Case Management. DACC staff participate on the city's Homeless Outreach Street Team (HOST) which works to engage people living on the streets into services and bring them into Coordinated Entry. In addition to DACC, the team has members from coordinating agencies such as: Austin Police Department, Integral Care, and Emergency Medical Services.

Addressing the emergency shelter and transitional housing needs of homeless persons

Austin Public Health (APH) funds a private non-profit organization to operate the Austin Resource Center for the Homeless (ARCH). ARCH provides emergency shelter to homeless adult males through its overnight shelter program and provides day sleeping to homeless adult males and females. ARCH provides basic services such as showers, laundry facilities, mailing addresses, telephone use, and lockers through its Day Resource

Center program. The Day Resource Center program also includes a number of services such as physical and mental healthcare, legal assistance, and employment assistance provided by agencies co-located in the same facility. In addition, ARCH houses the Healthcare for the Homeless clinic operated by CommunityCare/Central Health. ARCH serves around 2,000 individuals per year with the Night Sleeping Program. All clients are entered into the HMIS database. While the city also funds other shelters, transitional housing and homeless services (including a shelter for women and children), it does not utilize ESG funds to do so. All clients served in ARCH have low- to moderate- incomes and are at or below 50 percent MFI. ESG funds are used to provide maintenance and operations for this program.

Our community currently has access to 833 emergency shelter beds provided by seven different agencies, but during the 2017 Point-in-time count there were 834 persons experiencing unsheltered homelessness. This highlights the need for enhanced shelter services and more shelter beds in our community.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again.

Front Steps, Inc., DACC, and APH's Communicable Disease Unit will administer ESG Rapid Rehousing funds to move homeless, and particularly chronically homeless, from the streets and shelters, and into permanent housing. The Rapid Rehousing program serves frequent users of the shelter, frequent offenders at the Community Court and HIV positive homeless individuals. This program brings together case management and housing location, and coordinates with other funding sources such as the City of Austin general fund, to bring housing resources to this hard-to-serve population.

Our community is in the process of implementing different strategies that address the referenced populations:

- **Veterans:** In August 2016, Austin became the 29th community nationwide to meet federal benchmarks for ending veteran homelessness. This means that there is sufficient housing so that veterans who fall into homelessness can return to stable housing within 90 days.
- **Families:** Austin partners are in the process of developing a coordinated plan to end family homelessness by 2020. We are in the beginning stages of planning.
- **Chronically Homeless:** Austin is in the process of implementing a Pay For Success initiative that will provide Permanent Supportive Housing to persons experiencing chronic homelessness who are cycling in and out of emergency healthcare, criminal justice and shelters.
- **Youth:** Austin is in the process of implementing a Coordinated Plan to Prevent and End Youth Homelessness with the assistance of HUD's Youth Homelessness Demonstration Program.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs.

ECHO coordinates CoC funded projects and submits the annual application to HUD. ECHO works with the Reentry Roundtable, Travis County Criminal Justice Department, Central Health Psychiatric Stakeholders, Integral Care leadership and other community planning organizations. ECHO coordinates Discharge Planning from hospitals, treatment facilities and jails to assist persons leaving mental/physical health facilities to locate support services and housing, and persons with mental/physical health challenges leaving other institutions to do the same. Central Health (the local healthcare taxing district), has identified Permanent Supportive Housing as a top 10 strategy for improving mental health in Travis County.

ESG funds are not allocated to Homelessness Prevention. However, the ESG Rapid Re-housing program and Emergency Shelter do serve persons exiting an institution where they have resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

The AIDS Services of Austin HOPWA program operates as a collaborative with housing case managers from housing and AIDS service organizations making referrals for HOPWA eligible individuals. The collaborative meets monthly to review case files and work together to find the best housing options for clients. These include non-HOPWA options like the Best Single Source Plus program that provides rent, mortgage, and utility assistance to City of Austin residents with income at or below 200% of the federal poverty guideline. The HOPWA collaborative also has a contract with the Austin Housing Authority called Shelter Plus. Its purpose is to serve clients considered homeless as defined by HUD. HOPWA is allowed a limited number of housing slots that allow homeless clients to bypass the Section 8 wait list. The HOPWA collaborative also participates in the Customer Assistance Program through Austin Energy for utility payment allocations to avoid cutoff of utilities.

The Project Transitions HOPWA program operates a recuperative care facility, Doug's House, in addition to its HOPWA transitional housing facility. Often clients entering the recuperative care facility are medication non-adherent and literally homeless. When these clients are healthy enough to leave recuperative care, they are housed at the transitional housing facility and provided HOPWA supportive services to help them regain stability and avoid homelessness.

AP-70 HOPWA Goals – 91.220 (I)(3)

One year goals for the number of households to be provided housing through the use of HOPWA for:	
Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family	85
Tenant-based rental assistance	65
Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds	0
Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds	120
Total	270

AP-75 Barriers to affordable housing – 91.220(j)

Introduction

The city conducts initiatives that aim to remove barriers to affordable housing, including regularly reviewing the City's Analysis of Impediments to Fair Housing Choice (AI), which was last updated in 2015 and will be updated again in 2019. Below is the list of impediments to fair housing choice that were identified in the 2015 AI. The complete analysis is available online: www.austintexas.gov/housing.

Impediments to Fair Housing Choice

1. Lack of affordable housing in Austin disproportionately impacts protected classes with lower incomes and higher poverty rates.
2. Lack of affordable housing citywide exacerbates segregation created through historical policies and practices.
3. Information on housing choice is not widely available in languages other than English and/or in accessible formats. No information is available to people who are members of protected classes about possibilities to live in housing that was created in higher opportunity areas through city incentive and developer agreement programs.
4. Complaint data and lawsuits signal non-compliance of property owners and builders with reasonable accommodations and accessibility requirements.
5. Overly complex land use regulations limit housing choice and create impediments to housing affordability. These include: minimum site area requirements for multifamily housing, limits on accessory dwelling units, compatibility standards, overly restrictive neighborhood plans and excessive parking requirements.
6. Private market barriers exist in the forms of "steering" (the practice of real estate agents showing certain homebuyers only certain neighborhoods because of their race or ethnicity), high loan denials for African Americans, and overly complex and rigorous standards for rental agreements.
7. Incentives to create affordable housing may not be equitably distributed throughout the city and may not serve the protected classes with the greatest needs.
8. The city's historical lack of enforcement of city codes governing the maintenance of housing stock in different neighborhoods disproportionately impacts protected classes, influences housing preferences and restricts access to opportunities.
9. The city is limited in its ability by state law to use inclusionary zoning as a tool to broaden housing choice.
10. The city's historical lack of funding for public infrastructure and amenities, including parks, in different neighborhoods may disproportionately impact protected classes, influence housing preferences, and restrict access to opportunities.
11. Lack of knowledge about fair housing requirements creates barriers to affirmatively furthering fair housing.
12. "Crime in neighborhood" is a frequently cited reason for dissatisfaction with current housing.

Actions it planned to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment.

Many of the identified impediments to fair housing choice relate to a lack of affordable housing and barriers in the land development code that limit affordable options. The city's AI identified the complex land use regulations as one factor limiting housing choice and creating impediments to housing affordability. The draft code includes a range of affordable housing options at a range of incomes with a range of family sizes.

High priority actions in the 2015 AI to be addressed through land development code revisions:

- Maintain and strengthen policies through the code revision process that provide incentives for the development of affordable housing for households with incomes at or below 50%, 60% and 80% MFI.
- Strengthen and align density bonus programs in terms of formula for calculating the number of units, accessibility requirements, the affordability period, and on-site requirements.
- Revise vertical mixed use (VMU) and planned unit development regulations to require renting units to households with incomes at or below 60% MFI and for ownership units, households with incomes at or below 80% MFI.
- Develop programs to incentivize family-oriented units in high opportunity areas.
- Secure longer affordability periods for VMU and other programs that are successful in providing affordable housing.
- Require units with incentives or subsidies to accept vouchers to be consistent with the addition of source of income protection in the city's Fair Housing ordinance.

The 2017 council-adopted Austin Strategic Housing Blueprint is a 10-year plan that includes goals, timelines, and strategies to maintain and create affordable housing for a range of incomes throughout the city. The Blueprint is currently being implemented and these high priority actions from the 2015 AI will be addressed:

- Recommendations related to the land development code revisions (see above).
- Enact policies, including a land bank, to acquire and preserve apartments on and near transit corridors, where affordable programs can be applied to increase housing for people who are members of protected classes.
- Work with governmental entities to require inclusion of affordable housing opportunities for families with children on government-owned land that is undergoing redevelopment.
- Sets a goal for a minimum percentage of affordable housing in all city council districts. The 2014 Housing Market Study recommends setting a goal of 10% of rental housing units to be affordable to households earning \$25,000 or less per year.
- Recommend adoption of a requirement that at least 25 units be affordable on developments proposed on city-owned land.
- Sets a goal for at least 25% of the affordable units funded by the department be accessible.

Impediment #3 regarding the availability of information on housing choice to protected classes will be addressed this year through the City of Austin Language Access Plan initiative. Impediment #11 regarding promoting the City's obligation to affirmatively further fair housing will be reflected in an internal "Equity Assessment" the Neighborhood Housing and Community Development Department will complete this year.

The city will continue to track activities to remove or ameliorate barriers to fair housing choice. Additionally, the city will strive to increase community knowledge on the importance of providing low and moderate-income housing in high opportunity areas through education initiatives, and facilitate local partnerships and align resources to reduce impediments to fair housing choice.

Discussion

The complete plan is available online:

http://austintexas.gov/sites/default/files/files/NHCD/Reports_Publications/4FHAP.pdf

AP-85 Other Actions – 91.220(k)

Introduction

Federal regulations require that Participating Jurisdictions (PJs) include in their Annual Action Plans how they will use HUD grant funds in conjunction with other HUD funding and local resources in order to improve the lives of low- and moderate-income households. Federally mandated guidelines are outlined below, along with a brief description of a best practice or an initiative underway or planned to begin in FY 2018-19 to meet the specific directive.

Actions planned to address obstacles to meeting underserved needs

Affordable housing remains an underserved need in the City of Austin. The Comprehensive Housing Market Study (2014) shows a gap of approximately 48,000 units of affordable housing units for renter households making less than \$25,000 annually. Recognizing this need, the city adopted a Strategic Housing Blueprint in April 2017. The Blueprint outlines strategies to build and preserve affordable housing for a range of incomes throughout the city, as envisioned in the Imagine Austin Comprehensive Plan. The Strategic Housing Blueprint aligns resources, ensures a unified strategic direction, and helps to facilitate community partnerships to achieve this shared vision. It is intended to complement federal planning documents such as the annual Action Plan.

Concurrently, the city will continue to prioritize resources to build and preserve affordable housing. Through the City of Austin's Acquisition and Development (A&D) and Rental Housing Development Assistance (RHDA) programs, NHCD has partnered with various lenders and non-profit and for-profit developers to increase and preserve the supply of affordable rental and homeownership opportunities that will benefit low- and moderate-income households.

Actions planned to foster and maintain affordable housing

Create and Retain Affordable Housing: Through the City of Austin's Acquisition and Development and Rental Housing Development Assistance programs, NHCD has partnered with various lenders and non-profit and for-profit developers to increase and preserve the supply of affordable rental and homeownership opportunities that will benefit low- and moderate-income households.

Community Housing Development Organizations (CHDOs) are non-profit housing providers whose organizational mission includes the development of affordable housing for low- and moderate-income households. The city is able to work closely with CHDOs to help them meet their housing development goals by coordinating with the Austin Housing Coalition, an organization comprised of local, non-profit affordable housing providers. The city meets with the Austin Housing Coalition to discuss policy matters and provides CHDO Operating Expenses Grants to help increase organizational capacity. NHCD will continue to work closely

and support CHDOs in FY 2018-19 to increase opportunities that will foster and maintain affordable housing. NHCD administers the following home repair programs: Architectural Barrier Removal - Rental and Owner, Emergency Home Repair, Homeowner Rehabilitation Loan Program, and the GO Repair! Program, which is leveraged by members of the Home Repair Coalition membership. In addition, NHCD collaborates with Austin Energy, Austin Water, and Austin Code to offer comprehensive services promoting healthier homes.

Additionally, in early 2016, NHCD implemented a universal application and a streamlined referral system to improve client service delivery and outcomes in both the Holly Good Neighbor and GoRepair programs. These programs were contracted out to local non-profit organizations, who administered the funds and repairs, thus leveraging their non-profit capacity. The Holly program is expected to expend all of the remainder of its funds by December 31, 2018.

NHCD worked with stakeholders to investigate new financing tools, including creating a strike fund that can be used to preserve affordable housing in Austin. The strike fund, called the Austin Housing Conservancy, was created in 2016 and will invest in multifamily communities and preserve them as affordable for Austin's workforce.

Actions planned to reduce lead-based paint hazards

The city addresses lead abatement through multiple programs and fund sources, including NHCD's home repair programs. Eligible Austinites that reside in a home that was built prior to 1978 will have their homes tested for the presence of lead-based paint and remediated, if necessary, as part of the scope of work for each program.

In 2016, the City of Austin received a \$820,000 Brownfields Program grant from the Environmental Protection Agency to assist with the removal of hazardous materials throughout Austin. The grant provides assistance with identifying contaminated sites and provides funding to eligible recipients for removal of any hazardous substance (i.e. petroleum products, asbestos, lead-based paint and any other substance determined to be hazardous). The grant provides favorable loans for the removal of lead based paint and asbestos for multi-family homes that are in the process of renovation. The Brownfields Program also has grant funds of \$200,000 for providing free lead based paint and asbestos surveys for multifamily homes. More information about the program can be found at: <https://www.austintexas.gov/brownfieldscleanup>.

Actions planned to reduce the number of poverty-level families

All programs administered by the City of Austin aim to address critical needs through housing, community development, and public services to benefit eligible residents, including persons in poverty, so they can increase their opportunities for self-sufficiency. HOPWA, ESG, and CDBG activities in particular assist households that fall under the special populations category outlined in the FY 2014-19 Consolidated Plan.

Housing Opportunities for People with AIDS (HOPWA) Activities

APH administers all HOPWA activities for the City of Austin. These programs provide housing assistance for income eligible persons living with HIV/AIDS and their families. The goals of these programs are to prevent homelessness and to support independent, self-sufficient living among persons living with HIV/AIDS. The services ensure clients have improved access to primary medical care and other supportive services.

Emergency Solutions Grant (ESG) Activities

APH administers all ESG activities for the City of Austin. These programs are designed to help clients quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness. ESG can also assist with the operational costs of the shelter facility, and for the administration of the grant.

Public Service Activities

NHCD administers public service contracts funding utilizing CDBG. APH provides program expertise for the development of the work statements and performance measures upon request from NHCD. Public service activities offer supportive services to households with gross incomes less than 200 percent of Federal Poverty Guidelines. Childcare Services provides childcare vouchers for homeless and near-homeless families and direct child care services for teen parents who are attending school. Youth Services provides access to holistic, wraparound services and support to youth designated as at-risk and their families. Senior Services offers services that prevent and protect seniors in becoming victims of abuse, neglect, and/or financial exploitation. Austin's Tenants' Council is another community partner that provides public services that focus on housing discrimination, tenant-landlord education and information, and housing repair and rehabilitation.

Actions planned to develop institutional structure

City of Austin - Interdepartmental Coordination

NHCD administers housing, community, and economic development programs, which require interdepartmental coordination. Many city departments coordinate efforts to provide program services and projects outlined in the Annual Action Plan.

The City of Austin contracts with the Austin Housing Finance Corporation (AHFC) to develop affordable rental and homeownership opportunities and housing rehabilitation of owner-occupied homes. APH provides support to Austin residents living with HIV/AIDS and their families through the use of HOPWA grant funds. APH also provides assistance to help clients quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness utilizing ESG funds.

NHCD and APH collaborate on several public service programs. The Economic Development Department fosters small business expansions in low- and moderate-income neighborhoods to stimulate job creation through the Family Business Loan Program (FBLP). Numerous non-federally funded housing programs and activities offered by NHCD rely on the coordination with other city departments including: Austin Energy,

Austin Water, Budget Office, City Manager's Office, Austin Code, Office of Real Estate Services, Government Relations, APH, Law Department, Office of Sustainability, Parks and Recreation Department, Planning and Zoning Department, Development Services Department, Public Works, Austin Resource Recovery and Watershed Protection.

Below are initiatives and programs that require interdepartmental coordination and will be underway in FY 2018-19:

Developer Incentives and Community Development

- East 11th and 12th Streets Revitalization
- Imagine Austin Comprehensive Plan, Household Affordability Priority Program and implementation
- Fair Housing Action Plan – Coordination and implementation of actions to remove barriers to fair housing choice that were identified in the city's 2015 Analysis of Impediments to Fair Housing Choice
- S.M.A.R.T. Housing Program
- Development Density Bonuses

Redevelopment of Publicly-Owned Land

- Colony Park Sustainable Communities Initiative
- Agreements between the City of Austin and developers including affordable housing as a community benefit

Home Repair and Other Initiatives

- Austin Code Department utilizing a referral system to identify and address homes needing substantial and costly repairs
- APH, ECHO, and other key agencies for activities supporting the Community Plan to End Homelessness

City of Austin Interdepartmental Partnership: Austin Water

The Private Lateral Program (P-Lat) assists in replacing aging water infrastructure for eligible homeowners. NHCD administers the program through a partnership with Austin Water. This collaboration leverages home repair services offered by the department by supporting the department's outreach and construction expertise through cross promotion. Additionally, this program furthers the city's commitment to HUD's Healthy Homes Initiative, which takes a comprehensive approach to reducing housing-related hazards in a coordinated fashion, rather than addressing a single hazard at a time. The program provides the opportunity for homeowners to maintain a safe environment for themselves and their families, free of health hazards and safety concerns. For more information visit:

<http://www.austintexas.gov/departments/private-lateral-program>.

Actions planned to enhance coordination between public and private housing and social service agencies

NHCD will continue to work closely with the following organizations to overcome gaps and enhance coordination efforts: Austin Tenants' Council, Community Development Commission, Community Advancement Network (CAN), Community Housing Development Organizations (CHDOs), and community development corporations, Austin Housing Coalition, ECHO, Housing Authority of the City of Austin (HACA), Housing Authority of Travis County (HATC), HousingWorks, and the Urban Renewal Agency, as well as other key stakeholders and organizations. NHCD will also remain engaged with housing finance agencies, the National Association of Local Housing Finance Agencies (NALHFA), and the Texas Association of Local Housing Finance Agencies (TALHFA) to connect with other agencies whose missions address critical housing needs. NHCD will also continue to attend COC work group meetings of housing providers, convene stakeholder groups of local affordable housing providers, and coordinate with Travis County and Austin Independent School District on housing needs.

In FY 2018-19, NHCD will continue to utilize Opportunity Mapping, which is a research tool used to understand the dynamics of opportunity within geographic areas. The purpose of opportunity mapping is to illustrate where opportunity-rich communities exist (and assess who has access to these communities) and to focus on areas of need in underserved or opportunity-poor communities. Key indicators include: sustainable employment, high-performing schools, access to high-quality healthcare, adequate transportation, quality child care, safe neighborhoods, and institutions that facilitate civic and political engagement. Staff will use Opportunity360 to measure opportunity using five foundational criteria to further the city's housing and community development goals and help ensure that there is affordable housing in all parts of Austin.

Discussion

Section 108 Loan Guarantee/Family Business Loan Program (FBLP)

The Family Business Loan Program (FBLP) was launched in FY 2012 utilizing a \$3.0 million HUD Section 108 loan guaranty. As of April 1, 2017, FBLP, which is managed by the City of Austin Economic Development Department (EDD), has originated 17 loans totaling approximately \$4.1 million to local business owners who have committed to creating 162 new jobs benefiting low-to moderate income persons.

Since program inception, the FBLP has provided a vital source of capital to small businesses that may be unable to secure or access capital through traditional lenders. Overall program approvals reflect 71% of loans have gone to minority businesses owners, of which 47% were women. Additionally, private and non-profit local lenders have originated over \$11.8 million in financing in coordination with FBLP loans, leveraging FBLP funding approximately 3:1. Finally, while FBLP has achieved success, there are still many census tracts with high levels of poverty. When possible, FBLP has targeted these areas, which includes 64% of all FBLP loans being deployed to areas of Austin experiencing 20% poverty or greater. There is still great need and opportunity to utilize FBLP through the Austin areas as outlined in the planning section.

FBLP has originated two new loans since April 2017 totaling \$235,000, which leveraged an additional \$500,000 in local lender financing. Projects include a locally owned family restaurant specializing in Japanese cuisine named Kome Sushi Kitchen. The business has experienced tremendous growth over the past few years, growing from a food truck to brick and mortar restaurant employing low-to-moderate income persons. In addition, Velofix received a micro loan for \$35,000 to purchase additional inventory and equipment to allow the business owner to better meet client needs on Austin's bike trails.

Following successful outreach efforts to Chambers of Commerce, other local community groups and prior applicant word of mouth, FBLP has developed an active pipeline of potential loans. As of April 1, 2018 FBLP is working with 8 applicants with a total estimated loan pipeline of \$4.5 million and approximately \$1.4 million in approved loans pending closing by May 2018. FBLP will continue, when possible and appropriate, to target underserved women and minority communities and to offer micro loans for early stage businesses.

Program Specific Requirements

AP-90 Program Specific Requirements – 91.220(I)(1,2,4)

Introduction

The following information is being included in response to the Annual Action Plan Review Checklist, and recommendations that have been provided by HUD. Additional program related information can be found in Attachment II.

20% CDBG Administrative Cap

- CDBG Entitlement: \$7,895,853
- Administrative Expense: \$1,579,171 =20.00%

15% CDBG Public Service Cap

- CDBG Entitlement: \$7,895,853
- Public Service Expense: \$1,184,378 =15.00%

10% HOME Administrative Cap

- HOME Entitlement: \$3,428,034
- HOME Administrative Expense: \$342,803 =10.00%

15% CHDO Set Aside

- HOME Entitlement: \$3,428,034
 - CHDO Set Aside: \$514,205 =15.00%

7.5% ESG Administrative Cap

- ESG Entitlement: \$647,777
- ESG Administrative Expense: \$48,580 =7.500%

3% HOPWA Administrative Cap

- HOPWA Entitlement: \$1,469,160
- HOPWA Administrative Expense: \$44,074 =3.00%

HOPWA - Selection of Project Sponsors

Austin Public Health has contracted with two agencies, AIDS Services of Austin (ASA) and Project Transitions (PT) since 1995. These two agencies have been the sole respondents to Notifications of Funding Availability (NOFA) for HOPWA services. They also were selected to provide these services via a Request for Applications (RFA) process in August of 2002 and have been the designated subrecipients for these services. These agencies carry out activities independently or collaboratively with other housing case management providers in the area and have a history of satisfactory service performance and delivery.

Monitoring

The goal of the City of Austin's monitoring process is to assess subrecipient/contractor performance in the areas of program, financial and administrative compliance with applicable federal, state and municipal regulations and current program guidelines. The City of Austin's monitoring plan consists of active contract monitoring and long-term monitoring for closed projects. For more information including a copy of the City of Austin's Monitoring Plan, please see Attachment II-C.

Homeowner Assistance

Under the Home Rehabilitation Loan Program, optional relocation assistance is made available pursuant to 24 CFR 92.353 (d). The city has developed a written policy available to the public which describes the optional relocation assistance that it has elected to furnish and provide for equal relocation assistance within each class of displaced persons for projects assisted with HOME or CDBG funds. Relocation payments and other relocation assistance to individuals and families displaced by the Program will be reimbursed. For more information including a copy of the City of Austin's Optional Relocation Plan, see Attachment II D.

Community Development Block Grant Program (CDBG) Reference 24 CFR 91.220(I)(1)

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.
3. The amount of surplus funds from urban renewal settlements
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan
5. The amount of income from float-funded activities

Total Program Income:

Other CDBG Requirements

1. The amount of urgent need activities
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan. 70.00%

HOME Investment Partnership Program (HOME) Reference 24 CFR 91.220(I)(2)

1. A description of other forms of investment being used beyond those identified in Section 92.205 is as follows:

The City does not anticipate utilizing any other forms of investment beyond those identified in Section 92.205.

2. A description of the guidelines that will be used for resale or recapture of HOME funds when used for homebuyer activities as required in 92.254, is as follows:

To view the city's Resale and Recapture Policy, please see Attachment II-A.

3. A description of the guidelines for resale or recapture that ensures the affordability of units acquired with HOME funds? See 24 CFR 92.254(a)(4) are as follows:

Cities receiving HOME Investment Partnership Funds are required to comply with a designated affordability period. The affordability period of any project is contingent upon the amount per unit subsidy received and may be five, ten, or fifteen years long. In addition, new construction of rental housing requires an affordability period of 20 years irrespective of the dollar amount per unit. Participating jurisdictions are required to utilize the recapture or resale provisions to ensure continued affordability and the wise stewardship of federal funds. The following NHCD programs use HOME funds to assist homebuyers, developers, or homeowners; thus, recapture and resale provisions are incorporated in their program guidelines: Down Payment Assistance (DPA), Homeowner Rehabilitation Loan Program (HRLP), and the Acquisition and Development (A&D).

Resale

In cases where HOME funding was provided to the developer, but not directly to the homebuyer, the resale method is used. The affordability period is enforced through a Restrictive Covenant signed by the homebuyer at closing and is recorded in the Travis County Clerk's Official Public Records. The Restrictive Covenant details the length of the affordability period and the specific resale requirements that must be satisfied should the owner wish to sell the property prior to the end of the affordability period. Both recapture and resale options have distinct advantages; the decision of which option to use is a matter of weighing factors such as trends in the marketplace, the availability of homeownership opportunities for lower-income households in the community, and the homebuyer program local objectives.

Recapture

Under a recapture provision, the HOME financial assistance generally must be repaid. This option allows the seller to sell to any willing buyer at any price; PJs can decide what proportion of net proceeds from sale, if any, will go to the homebuyer and what proceeds will go to the PJ. Once the HOME funds are repaid, the property is no longer subject to any HOME restrictions. The funds may then be used for any other HOME eligible activity. The Resale/Recapture Policy is in Attachment II-A.

4. Plans for using HOME funds to refinance existing debt secured by multifamily housing that is rehabilitated with HOME funds along with a description of the refinancing guidelines required that will be used under 24 CFR 92.206(b), are as follows:

The city has no plans to utilize HOME funds to refinance existing debt secured by multifamily housing rehabilitated with HOME funds.

Emergency Solutions Grant (ESG) Reference 91.220(l)(4)

1. Include written standards for providing ESG assistance (may include as attachment).

Please see ESG Program Standards featured in Attachment II-B.

2. If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.

The City of Austin/Travis County established a Coordinated Entry system back in October 2014, and since then has assessed the needs of over 8,000 households. The Coordinated Entry System uses a shared community-wide intake process that matches all persons experiencing homelessness with the community resources that are best able to help them enter permanent housing. The Ending Community Homelessness Coalition (ECHO), the Lead CoC Agency for the Austin/Travis County CoC (TX-503) leads the efforts in implementing the Coordinated Entry System.

In the Austin/Travis County Coordinated Entry system, all households experiencing homelessness complete a standard vulnerability assessment survey (the VI-SPDAT) that considers the household's situation and identifies the best type of housing intervention to address their situation. Permanent housing programs, including permanent supportive housing and rapid rehousing, fill spaces in their programs from a prioritized community queue of eligible households generated from the standard assessment and consideration of community priority populations. This coordinated process reduces the need for people to seek assistance at every provider separately. Persons experiencing homelessness can complete a coordinated assessment in a number of community places advertised through ECHO's website, and through mobile outreach events where outreach staff meet persons where they are at in the community.

As required by the CoC and the ESG rules, the City of Austin ESG programs participate in the local Coordinated Entry System. Our community is also actively working to align all homelessness related programs (e.g. HOME TBRA) so they can also participate in the coordinated entry system.

3. Identify the process for making sub-awards and describe how the ESG allocation available to private nonprofit organizations (including community and faith-based organizations).

In 2012, APH competed the funding for the Rapid Re-housing program. Front Steps was the only applicant and they received the award. Since then, there has been no new competition due to the reduction in award. The grant subaward process, as well as details on all programs, are featured in Attachment II-B, ESG Program Standards.

4. If the jurisdiction is unable to meet the homeless participation requirement in 24 CFR 576.405(a), the jurisdiction must specify its plan for reaching out to and consulting with homeless or formerly homeless individuals in considering policies and funding decisions regarding facilities and services funded under ESG.

APH works with ECHO to develop the ESG program and ECHO has persons who are homeless or formerly homeless as members.

Describe performance standards for evaluating ESG

In 2018-19, all City of Austin Emergency Solutions Grant contracts will have the following performance measures:

- Number of unduplicated clients served.
- Average number of days between program entry and transition into housing. (New)
- Percent of case-managed households that transition from homelessness into housing.
- Percent of clients who transition from homelessness into permanent housing who remain in housing for twelve months. (New)
- In addition, all ESG recipients must provide demographic information to reflect the IDIS report screens.

For additional information, please see the ESG Program Standards featured in Attachment II-B.

Discussion

Please see above.

Attachment I A: Citizen Participation Plan



**CITY OF AUSTIN
NEIGHBORHOOD HOUSING AND COMMUNITY DEVELOPMENT (NHCD) DEPARTMENT**

CITIZEN PARTICIPATION PLAN

A. PURPOSE

Participating Jurisdictions (PJs) that receive U.S. Department of Housing and Urban Development (HUD) entitlement grant funds must develop a Citizen Participation Plan (CPP). The CPP describes efforts that will be undertaken to encourage community members to participate in the development of the City's federal reports: Assessment of Fair Housing (AFH), Consolidated Plan, annual Action Plan, and the Consolidated Annual Performance and Evaluation Report (CAPER).

The CPP is designed to encourage the participation of city residents in the development of the federal reports listed above, particularly those residents who are predominantly low- and moderate-income. The CPP also encourages local and regional institutions and other organizations (including businesses, developers, and community and faith-based organizations) in the process of developing and implementing the Consolidated Plan and related reports. The City takes appropriate actions to encourage the participation of persons of minority backgrounds, persons with limited-English proficiency, and persons with disabilities.

The City of Austin is committed to compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as amended. Reasonable modifications and equal access to communications will be provided upon request. The City of Austin does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs and activities.

The City of Austin considers it the right of all Austin's residents to have the opportunity to provide input and comment on the use of public funds and the community's needs related to affordable housing and community and economic development.

The CPP applies to six areas of planning for the use of affordable housing, community and economic development made possible through HUD funding:

- 1) Assessment of Fair Housing (AFH);
- 2) The Consolidated Plan;
- 3) The annual Action Plan;
- 4) The Consolidated Annual Performance and Evaluation Report (CAPER);
- 5) Substantial amendments to a Consolidated Plan and/or annual Action Plan; and
- 6) Amendments to the CPP, itself.

The City of Austin's program/fiscal year begins October 1 and ends September 30. In order to receive entitlement grant funding, the U. S. Department of Housing and Urban Development (HUD) requires jurisdictions to submit a Consolidated Plan every five years. This plan is a comprehensive strategic plan for community planning and development activities. The annual Action Plan serves as the City's

application for these HUD grant programs. Federal law also requires community members have opportunities to review and comment on the local jurisdiction's plans to allocate these funds.

The purpose of programs covered by this CPP is to improve the Austin community by providing: decent housing, a suitable living environment, and growing economic opportunities – all principally for low- and moderate- income households.

This document outlines how members of the Austin community may participate in the six planning areas listed above. General requirements for all or most activities are described in detail in Section E of the Citizen Participation Plan (CPP).

B. HUD PROGRAMS

The City of Austin receives four entitlement grants from the U.S. Department of Housing and Urban Development (HUD), to help address the City's affordable housing, community and economic development needs. The four grant programs are described below:

1. **Community Development Block Grant Program (CDBG):** Title I of the Housing and Community Development Act of 1974 (PL 93-383) created the CDBG program. It was re-authorized in 1990 as part of the Cranston-Gonzalez National Affordable Housing Act. The primary objective of the CDBG program is to develop viable urban communities by providing decent housing and a suitable living environment and by expanding economic development opportunities for persons of low and moderate income. The City develops locally defined programs and funding priorities for CDBG, but activities must address one or more of the national objectives of the CDBG program. The three national objectives are: (1) to benefit low- and moderate- income persons; (2) to aid in the prevention or elimination of slums or blight; and/or (3) to meet other urgent community development needs. The City of Austin's CDBG program emphasizes activities that directly benefit low and moderate-income persons.
2. **HOME Investment Partnerships Program (HOME):** HOME was introduced in the Cranston-Gonzalez National Affordable Housing Act of 1990 and provides funding for housing rehabilitation, new housing construction, acquisition of affordable housing, and tenant-based rental assistance. A portion of the funds (15 percent) must be set aside for community housing development organizations (CHDOs) certified by the City of Austin.
3. **Emergency Shelter/Solutions Grant (ESG):** The ESG Program is authorized by the Steward B. McKinney Homeless Assistance Act of 1987 and was amended by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009. ESG has four primary objectives: (1) to improve the quality of existing emergency shelters for the homeless; (2) to provide additional emergency shelters; (3) to help meet the cost of operating emergency shelters; and (4) to provide certain essential social services to homeless individuals. The program is also intended to help reduce the number of people at risk of becoming homeless.
4. **Housing Opportunities for Persons with AIDS (HOPWA):** HOPWA funds may be used to assist housing designed to meet the needs of persons with HIV/AIDS, including the prevention of homelessness. Supportive services may also be included. HOPWA grants are allocated to Eligible Metropolitan Statistical Areas (EMSAs) with a high incidence of HIV/AIDS. The City of Austin receives a HOPWA grant on behalf of a five-county EMSA (Bastrop, Hays, Travis, Williamson, and Caldwell Counties).

C. LEAD AGENCY

The Neighborhood Housing and Community Development (NHCD) Office is designated by the Austin City Council as the lead agency for the administration of the CDBG, HOME, HOPWA, and ESG grant programs. Through the U.S. Department of Housing and Urban Development (HUD) NHCD directly administers the CDBG

and HOME programs. The City Council designates the Austin Public Health (APH) to administer the HOPWA and ESG programs.

As the lead agency for HUD, NHCD is responsible for developing the Consolidated, annual Action Plans, and the Consolidated Annual Performance and Evaluation Report (CAPER). NHCD coordinates with APH, boards and commissions and other community agencies to develop these documents. Needs and priorities for funding for the ESG and HOPWA grants are developed by APH in consultation with community agencies.

D. PLANNING ACTIVITIES SUBJECT TO CITIZEN PARTICIPATION PLAN

ACTIVITY 1 – ASSESSMENT OF FAIR HOUSING. The Assessment of Fair Housing (AFH) is a planning document prepared in accordance with HUD regulations at 24 CFR 91.105 and 24 CFR 5.150 through 5.166, which became effective June 30, 2015. This AFH includes an analysis of fair housing data, assesses fair housing issues and contributing factors, and identifies the City’s fair housing priorities and goals for affirmatively furthering fair housing.

1. **Stakeholder Consultation and Outreach.** In the development of the AFH, the City will consult with other public and private agencies including, but not limited to, the following:
 - Local public housing authorities
 - Other assisted housing providers
 - Social service providers including those focusing on services to minorities, families with children, the elderly, persons with disabilities, persons with HIV/AIDS and their families, homeless persons, and other protected classes
 - Community-based and regionally-based organizations that represent protected class members and organizations that enforce fair housing laws
 - Regional government agencies involved in metropolitan-wide planning and transportation responsibilities
 - Financial and lending sector partners

A variety of mechanisms may be utilized to solicit input from these entities. These could include telephone or personal interviews, mail surveys, internet-based feedback and surveys, focus groups, and/or consultation workshops.

2. **Publishing Data.** City staff shall make any proposed analysis and the relevant documents, including the HUD-provided data and any other data to be included in the AFH, available to the public in a manner that affords diverse residents and others the opportunity to examine the content.
3. **Public Hearing.** To obtain the views of the general public on AFH-related data and affirmatively furthering fair housing in the City’s housing and community development programs, the City will conduct at least one public hearing before the Community Development Commission (CDC) during the development of the AFH.
4. **Public Display and Comment Period.** The draft AFH will be placed on display in physical and online form for a period of no less than 30 calendar days to encourage public review and comment. The public notice shall include a brief summary of the content and purpose of the draft AFH, the dates of the public display and comment period, the locations where copies of the proposed document can be examined, how comments will be accepted, and

the anticipated submission date to HUD. The Draft AFH will be made available at public libraries, public housing authorities, neighborhood centers, at NHCD's Office, and on the NHCD's web site (www.austintexas.gov/housing). In addition, upon request, federal reports will be provided in a form accessible to persons with disabilities.

5. **Comments Received on the Draft Assessment of Fair Housing.** Comments will be accepted by the City Contact Person, or a designee, during the 30-day public display and comment period. The City will consider any comments or views received in writing, or orally at the public hearing, in preparing the final AFH. A summary of these comments or views, and a summary of any comments or views not accepted and the reasons why, will be attached to the final AFH for submission to HUD.
6. **Submission to HUD.** All written or oral testimony provided will be considered in preparing the final AFH. The AFH will be submitted to HUD 270 days before the Consolidated Plan is due.
7. **Revisions to AFH.** A HUD accepted AFH must be revised and submitted to HUD for review when either of the following situations occurs:
 - a. A material change occurs. A material change is one that both;
 - i) impacts the circumstances in the City which may include natural disasters, significant demographic changes, new significant contributing factors, and civil rights findings and
 - ii) causes alterations to the AFH's analyses, contributing factors, priorities, and/or goals.
 - b. The City receives a written notification from HUD specifying a material change.

Whenever a Revision to the Assessment of Fair Housing is proposed, it will be available for public comment for a period of thirty (30) days before submission to HUD. A Revision to the Assessment of Fair Housing will not be implemented until the conclusion of the 30-day public comment period. A summary of all comments or views received in writing, or orally, during the comment period, will be attached to the Revision upon submission to HUD.

ACTIVITY 2 –CONSOLIDATED PLAN. The City of Austin's Consolidated Plan is developed through a collaborative process whereby the community establishes a unified vision for Austin's affordable housing, and community and economic development initiatives.

Community members' participation is an essential component in developing the Consolidated Plan, including amending the plan as well as reporting on program performance. Consultations, public hearings, community meetings, surveys and opportunities to provide written comment are all a part of the strategy to obtain community members' input. The City will make special efforts to solicit the views of community members who reside in the designated CDBG-priority neighborhoods of Austin, and to encourage the participation of all community members including minorities, the non-English speaking population, and persons with disabilities. Actions for public participation in the Consolidated Plan follow:

1. **Consultations with Other Community Institutions.** In developing the Consolidated Plan, the City will consult with other public and private agencies, both for-profit and non-profits that either provide or have direct impact on the broad range of housing, health, and social services needed by Austin residents. Consultations may take place through meetings, task forces or committees, or other means with which to coordinate information and facilitate communication. The purpose of these meetings is to gather information and data on the community and economic development needs of the community. The City will seek specific input to identify the needs of persons experiencing homelessness, persons living with HIV/AIDS and their families, persons with disabilities and other special populations.

2. **Utilize Quantitative and Qualitative Data on Community Needs.** City staff shall review relevant data and conduct necessary evaluation and analysis to provide an accurate assessment of community needs and priorities on which to base strategic recommendations.
3. **Initial Public Hearings.** There will be a minimum of two public hearings at the beginning stages of the development of the Consolidated Plan before the Community Development Commission (CDC), policy advisers to NHCD appointed by the City Council, to gather information on community needs from community members. There will be two more hearings sponsored by organizations working with low- and moderate-income populations. An additional hearing will be held before City Council. Based on public testimony received, the CDC will make recommendations to City Council on the community needs.
4. **Written Comments.** Based on public input and quantitative analysis, NHCD staff will prepare a draft Consolidated Plan, which also includes proposed allocation of first-year funding. A period of 30 calendar days will be provided to receive written comments on the draft Consolidated Plan. The draft plan will be made available at public libraries, public housing authorities, neighborhood centers, at NHCD's Office, and on the NHCD's web site (www.austintexas.gov/housing/publications.) In addition, upon request, federal reports will be provided in a form accessible to persons with disabilities.
5. **Draft Consolidated Plan Public Hearings.** There will be a public hearing held before the City Council to receive oral public comments on the draft. An additional hearing will be held before the Community Development Commission (CDC). These hearings will be scheduled during the 30-day written comment period on the draft plan. The CDC will be given the opportunity to make recommendations to Council on the draft Consolidated Plan/ Action Plan.
6. **Final Action on the Consolidated Plan.** All written or oral testimony provided will be considered in preparing the final Consolidated Plan. A summary of testimony received and the City's reasons for accepting or not accepting the comments must be included in the final document. The City Council will consider these comments, CDC recommendations, and the recommendations of the City Manager before taking final action on the Consolidated Plan. Final action by the City Council will occur no sooner than fifteen calendar days next following the second City Council public hearing on the draft plan. When approved by City Council, the Consolidated Plan will be submitted to HUD, no later than August 15 each year.

ACTIVITY 3 – ONE-YEAR ACTION PLAN. Each year the City must submit an annual Action Plan to HUD, reporting on how that year's funding allocation for the four HUD entitlement grants will be used to achieve the goals outlined in the Consolidated Plan.

1. NHCD staff will gather input from community members and consultations to prepare the draft Action Plan and report progress on Fair Housing Action Plan. There shall be two public hearings: one before the Community Development Commission (CDC) and one before the City Council to receive community member input on the community needs, including funding allocations.
2. NHCD staff will gather public input and statistical data to prepare the draft Action Plan. A draft Action Plan will be available for 30 days for public comment after reasonable notice to the public is given.
3. During this comment period, the CDC and the City Council shall conduct two additional public hearings to receive public comments on the draft Action Plan and Consolidated Plan, if it is during a Consolidated Planning year.
4. The CDC will be given the opportunity to make recommendations to the City Council prior to its final action.
5. Final action by the City Council will occur no sooner than fifteen calendar days following the second Council public hearing on the draft Action Plan.
6. When approved by City Council, the Action Plan will be submitted to HUD.

ACTIVITY 4 – SUBSTANTIAL AMENDMENTS TO CONSOLIDATED/ACTION PLAN. Recognizing that changes during the year may be necessary to the Consolidated Plan and annual Action Plan after approval, the Citizen Participation Plan allows for “substantial amendments” to plans. These “substantial amendments” apply only to changes in CDBG funding allocations. Changes in funding allocation for other HUD grant programs received by the City of Austin -- HOME, ESG, and HOPWA - are not required to secure public review and comment. The CPP defines a substantial amendment as:

- a) A proposed use of CDBG funds that does not address a need identified in the governing Consolidated Plan or annual Action Plan; or
- b) A change in the use of CDBG funds from one eligible program to another. The eligible programs defined in the City of Austin’s Business Plan are “Housing” or “Community Development.”
- c) A cumulative change in the use of CDBG funds from an eligible activity to another eligible activity that decreases an activity’s funding by 10% or more OR increases an activity’s funding by 10% or more during fiscal year. An activity is defined as a high priority need identified in the Consolidated Plan that is eligible for funding in the Action Plan (see Attachment #1 – NHCD’s Investment Plan).

In the event that there are substantial amendments to the governing the Consolidated Plan or annual Action Plan,

1. The City will draft the amendment and publish a brief summary of the proposed substantial amendment(s) and identify where the amendment(s) may be viewed
2. After reasonable notice, there will be a 30-day written public comment period
3. During the 30-day comment period, the City Council shall receive oral comments in public hearings.
4. The CDC will be given the opportunity to make recommendations to City Council prior to its final action.
5. Upon approval by Council, the substantial amendment will be posted in the official City Council minutes and available online and in the City Clerk’s office. Final action by the City Council will occur no sooner than fifteen calendar days next following the second Council public hearing on the draft plan.

ACTIVITY 5 – CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER).

The City is required to submit annually by December 30 a CAPER to HUD that describes the City’s progress in meeting the goals in the Consolidated Plan.

1. NHCD staff prepares the draft CAPER.
2. After reasonable notice is provided, the CAPER is available for 15 days for written public comment.
3. The final CAPER and public comments will then be submitted to HUD.
4. The CAPER and public comments will be presented at a CDC meeting.

ACTIVITY 6 – AMENDMENTS TO CITIZEN PARTICIPATION PLAN. In the event that changes to this Citizen Participation Plan (CPP) are necessary, the NHCD staff shall draft them.

1. After reasonable notice, these will be available to the public for 15 days for written comment.
2. The CDC and City Council shall each hold a public hearing to receive oral public comments on the proposed change.
3. The CDC will be given the opportunity to make recommendations to City Council prior to its final action.
4. Upon approval by City Council, the substantial amendment will be posted in the official City Council minutes and available online and in the City Clerk’s office.

The City will review the CPP at a minimum of every 5 years for potential enhancement or modification; this review will occur as a component of the Consolidated Planning process.

E. GENERAL REQUIREMENTS

The City of Austin is committed to compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as amended. Reasonable modifications and equal access to communications will be provided upon request. The City of Austin does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs and activities.

1. **Public Hearings.** Public hearings before the Austin City Council, the Community Development Commission (CDC), and other appropriate community organizations will be advertised in accordance with the guidelines outlined in the notification section below. The purpose of public hearings is to provide an opportunity for community members, public agencies, and other interested parties to provide input on the City of Austin's affordable housing, community and economic development needs. Public hearings will be held in locations accessible to low- and moderate- income residents and persons with disabilities. Spanish translation and translation for individuals with hearing impairments will be provided upon request.
2. **Public Meetings.** Public meetings of the Austin City Council, Community Development Commission (CDC), and other boards and commissions overseeing HUD programs provide opportunities for community members' participation and comment on a continuous basis. Public meeting notices are posted at the Office of the City Clerk at least three days (72 hours), prior to the meeting date, in accordance with the Texas Open Meetings Act. Public meetings are held in locations accessible to persons with disabilities. Spanish translation and translation for individuals with hearing impairments will be provided upon request.

Notification. The Neighborhood Housing and Community Development (NHCD) Office will provide the community advance notice of public hearings and/or public comment periods. The notice will be provided at least two weeks prior to the public hearing date and the start date of comment periods.

Related to the CPP specified federal documents, NHCD will provide public notifications by utilizing City of Austin publications and media (television, print, electronic) that will maximize use of City resources and reach an increased number of Austin residents by direct mail. Related to federal publications referenced above, NHCD will notify the public about public hearings, comment periods, public meetings, and additional opportunities for public feedback through communications outlets that are designed to increase public participation and generate quantifiable feedback/results. NHCD will utilize the following notifications mechanisms as available: City of Austin utility bill inserts (distribution to approximately 410,000 households, 2011); City of Austin web site; and Channel 6, the municipally-owned cable channel. In addition, NHCD will use other available media (print, electronic, television) to promote public feedback opportunities. Notifications will be published in English and Spanish.

NHCD will coordinate with the Community Development Commission, Urban Renewal Agency, other governmental agencies, public housing authorities, key stakeholders, and the general public during the development of the Assessment of Fair Housing, Consolidated Plan and annual Action Plan.

3. **Document Access.** Copies of all planning documents, including the following federal reports: City's Citizen Participation Plan (CPP), Assessment of Fair Housing, Consolidated Plan, annual Action Plan, and the Consolidated Annual Performance and Evaluation Report (CAPER), will be available to the public upon request. Community members will have the opportunity to review and comment on applicable federal reports in draft form prior to final adoption by the Austin City Council. These documents will be made available at public libraries, public housing authorities, certain

neighborhood centers, at NHCD's Office, and on the NHCD's web site (www.austintexas.gov/housing/publications.) In addition, upon request, federal reports will be provided in a form accessible to persons with disabilities.

4. **Access to Records.** The City will provide community members, public agencies, and other interested parties reasonable and timely access to information and records relating to the Citizen Participation Plan (CPP), Assessment of Fair Housing, Consolidated Plan, annual Action Plan, and CAPER, and the City's use of assistance under the four entitlement grant programs, as stated in the Texas Public Information Act and the Freedom of Information Act.
5. **Technical Assistance.** The City will provide technical assistance upon request and to the extent resources are available to groups or individuals that need assistance in preparing funding proposals, provided that the level of technical assistance does not constitute a violation of federal or local rules or regulations. The provision of technical assistance does not involve re-assignment of City staff to the proposed project or group, or the use of City equipment, nor does technical assistance guarantee an award of funds.

F. COMMUNITY MEMBERS' COMPLAINTS

Written complaints related to NHCD's programs and activities funded through entitlement grant funding may be directed to the Neighborhood Housing and Community Development (NHCD) Office. A timely, written, and substantive response to the complainant will be prepared with 15 working days of receipt of the complaint by NHCD. If a response cannot be prepared within the 15-day period, the complainant will be notified of the approximate date a response will be provided. Written complaints must include complainant's name, address, and zip code. A daytime telephone number should also be included in the event further information or clarification is needed. Complaints should be addressed as follows:

Neighborhood Housing and Community Development Department
Attn: Director
City of Austin
P.O. Box 1088
Austin, Texas 78767

If the response is not sufficient, an appeal may be directed to the City Manager, and a written response will be provided within 30 days. An appeal should be addressed as follows:

City Manager's Office
Attn: City Manager
P.O. Box 1088
Austin, Texas 78767

G. CITY OF AUSTIN'S RESIDENTIAL ANTI-DISPLACEMENT AND RELOCATION ASSISTANCE PLAN

The City of Austin does not anticipate any displacement to occur as a result of any HUD funded activities. All programs will be carried out in such a manner as to safeguard that no displacement occurs. However, in the event that a project involving displacement is mandated in order to address a concern for the general public's health and welfare, the City of Austin will take the following steps:

1. A public hearing will be held to allow interested community members an opportunity to comment on the proposed project and voice any concerns regarding possible relocation. Notice of the public hearing/meeting will be made as per the procedure noted in Section E - General Requirements section of the Citizen Participation Plan.
2. In the event that a project involving displacement is pursued, the City of Austin will contact each person/household/business in the project area and/or hold public meetings, depending on the project size; inform persons of the project and their rights under the Uniform Relocation

Assistance and Real Property Acquisition Policies Act of 1970, as amended, and respond to any questions or concerns.

3. Relocation assistance will be provided in adherence with the City's Project Relocation Plan and the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended.

The City's Anti-Displacement and Relocation Assistance Plan may be viewed in NHCD's Action Plan submitted annually to HUD. The document is available online at www.austintexas.gov/housing; NHCD, 1000 E. 11th Street, Austin, Texas 78702.

The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance please call 974-2210 OR 974-2445 TDD.

Attachment I B: Public Notices and Comments



CITY OF AUSTIN

FOR IMMEDIATE RELEASE

Release Date: Mar. 02, 2018

Contact: Jeff Patterson 5129743172 [Email](#)

NOTICE OF PUBLIC HEARINGS AND COMMENT PERIOD FOR FY 2018-19 FEDERAL HOUSING AND URBAN DEVELOPMENT ACTION PLAN

The public is invited to attend public hearings on community needs.

[Versión en español aquí](#)

In Fiscal Year 2018-2019, the City of Austin expects to receive approximately \$12 million in federal funding through four U.S. Housing and Urban Development (HUD) formula grants: Community Development Block Grant (CDBG), HOME Investment Partnerships Program (HOME), Emergency Solutions Grant (ESG), and Housing Opportunities for Persons with AIDS (HOPWA). In order to receive these HUD grants, the City must submit an annual Action Plan that provides an overview of the community needs, resources, priorities, and proposed activities with regard to housing, community development, economic development and public services.

As required by the City of Austin's Citizen Participation Plan (CPP) and Texas Local Government Code, Chapter 373, the steps for public participation include four total public hearings during the formation of the Action Plan: two before the Austin City Council and two before the Community Development Commission (CDC). There is also a 30-day comment period on the draft Action Plan. The two initial public hearings are conducted to receive input on the community's needs and service gaps. For a full listing of opportunities to hear more about the Action Plan process and learn about opportunities to engage click [here](#).

The public is invited to attend the following public hearings on community needs:

- 6:30 PM Tuesday, April 10, 2018: Before the Community Development Commission (CDC), Austin Energy, Town Lake Center, 721 Barton Springs Road
- 4:00 PM Thursday, April 26, 2018: Before the Austin City Council at Austin City Hall, City Council Chambers, 301 W. Second Street

The draft Action Plan will be made available for public comment on Tuesday, May 22, 2018. During the 30-day comment period, two additional public hearings will be conducted to receive input on the draft plan, one before the CDC and one before the Austin City Council.

The public is invited to attend the following public hearings on the draft Action Plan:

- 6:30 PM Tuesday, June 12, 2018: Before the Community Development Commission (CDC), Austin Energy, Town Lake Center, 721 Barton Springs Road
- 4:00 PM Thursday, June 14, 2018: Before the Austin City Council at Austin City Hall, City Council Chambers, 301 W. Second Street

It is anticipated that the Austin City Council will take final action on the Fiscal Year 2018-2019 Action Plan on August 9, 2018 prior to HUD's submission deadline of August 15, 2018.

Written Comments

Written comments on community needs may be submitted until 5 PM on May 1, 2018. Written comments on the draft Action Plan may be submitted beginning on May 22, 2018 until 5 PM on Monday, June 25, 2018. Please include a name, address, and phone number.

Mail to:

Neighborhood Housing and Community Development Office
Attn: Action Plan
P.O. Box 1088
Austin, Texas 78767

Email: NHCD@austintexas.gov

For additional information, call the NHCD Office at 512-974-3100 (voice).

The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request.



**City of Austin
Neighborhood Housing and Community Development (NHCD) Department
Notice of Public Hearings and 30-Day Public Comment Period**

In Fiscal Year 2018-2019, the City of Austin expects to receive approximately \$12 million in federal funding through four U.S. Housing and Urban Development (HUD) formula grants: Community Development Block Grant (CDBG), HOME Investment Partnerships Program (HOME), Emergency Solutions Grant (ESG), and Housing Opportunities for Persons with AIDS (HOPWA). In order to receive these HUD grants, the City must submit an annual Action Plan that provides an overview of the community needs, resources, priorities, and proposed activities with regard to housing, community development, economic development and public services.

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Mail to:

Neighborhood Housing and Community Development Office

Attn: Action Plan

P.O. Box 1088

Austin, Texas 78767

Email: NHCD@austintexas.gov

For additional information, call the NHCD Office at 512-974-3100 (voice).

The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request.



Ciudad de Austin
Departamento de Vivienda y Desarrollo Comunitario (NHCD) Aviso de audiencias públicas y periodo de 30 días para comentarios públicos

En el año fiscal 2018-2019, la Ciudad de Austin espera recibir \$12 millones en fondos federales a través de cuatro programas de subsidios del Departamento de Vivienda y Desarrollo Urbano de los Estados Unidos (HUD, por sus siglas en inglés): Subsidio Bloque de Desarrollo Urbano (CDBG), Programa de Sociedad de Inversiones para el Hogar (HOME), Subsidio para Refugios de Emergencia (ESG) y Oportunidades de Vivienda para las Personas con SIDA (HOPWA). Para recibir estos subsidios de HUD, la Ciudad tiene que presentar un Plan de Acción anual que provee un resumen de las necesidades, recursos, prioridades y actividades propuestas para la comunidad relacionadas con la vivienda, desarrollo comunitario, desarrollo económico y servicios públicos.

De acuerdo con lo requerido por el Plan de Participación Ciudadana de la Ciudad de Austin (CPP, por sus siglas en inglés) y el Código de Gobierno Local de Texas, Capítulo 373, los pasos para la participación del público incluyen un total de cuatro audiencias durante la creación del Plan de Acción: dos ante el Concejo de la Ciudad de Austin y dos ante la Comisión de Desarrollo Comunitario (CDC, por sus siglas en inglés). También hay un periodo de 30 días para comentar sobre el borrador del Plan de Acción. Las dos audiencias públicas iniciales se realizan con el fin de recibir opiniones sobre las necesidades y faltas de servicios de la comunidad. Para obtener una lista completa de oportunidades para escuchar más sobre el proceso del Plan de Acción y conocer las oportunidades para participar, haga clic aquí.

Se invita al público a asistir a las siguientes audiencias públicas sobre las necesidades de la comunidad:

- 6:30 PM Martes, 10 de abril de 2018: ante la Comisión de Desarrollo Comunitario (CDC), Austin Energy, Town Lake Center, 721 Barton Springs Road
- 4:00 PM Jueves, 26 de abril de 2018: ante el Concejo de la Ciudad de Austin en Austin City Hall, City Council Chambers, 301 W. Second Street

Antes del Martes, 22 de mayo de 2018, se hará público el borrador del Plan de Acción y Programa de Desarrollo Comunitario para que el público pueda comentar al respecto. Durante el periodo de comentarios de 30 días, se realizarán dos audiencias públicas adicionales para recibir opiniones sobre el borrador del plan y el programa, una ante la CDC y otra ante el Concejo de la Ciudad de Austin.

Se invita al público a asistir a las siguientes audiencias públicas sobre el borrador del Plan de Acción:

- 6:30 PM Martes, 12 de junio de 2018: ante la Comisión de Desarrollo Comunitario (CDC), Austin Energy, Town Lake Center, 721 Barton Springs Road
- 4:00 PM Jueves, 14 de junio de 2018: ante el Concejo de la Ciudad de Austin en Austin City Hall, City Council Chambers, 301 W. Second Street

Se espera que el 9 de agosto de 2018 el Concejo de la Ciudad de Austin tome acción final sobre el Plan de Acción para el Año Fiscal 2016-2017 y el Programa de Desarrollo Comunitario para el Año Fiscal 2016-2017, antes de la fecha límite de entrega de HUD del 15 de agosto de 2018.

Comentarios escritos:

Se pueden presentar comentarios escritos sobre las necesidades de la comunidad hasta las 5:00 PM del 1 de mayo de 2018. Se pueden presentar comentarios escritos sobre el borrador del Plan de Acción en o antes del 22 de mayo de 2018 y hasta las 5:00 PM del Lunes, 25 de junio de 2018. Por favor incluya un nombre, dirección y número de teléfono.

Envíe por correo postal a:
Neighborhood Housing and Community Development Office
Attn: Action Plan
P.O. Box 1088
Austin, Texas 78767
Correo electrónico: NHCD@austintexas.gov

Para información adicional, llame a la oficina de NHCD al 512-974-3100 (voz).

La Ciudad de Austin está comprometida a cumplir con la Ley para estadounidenses con Discapacidades. Se proveerán modificaciones razonables y acceso igualitario a las comunicaciones a solicitud.

Ways to Celebrate Earth Month

You don't have to hug trees to appreciate all of the green opportunities Austin has to offer. This Earth Month, City of Austin services can help you celebrate through a variety of green options.

- **Be a Wind Fan** — join the thousands of customers signed up for GreenChoice® wind energy, at work or at home. austinenergy.com/go/windfan
- **Try the EV Calculator** — learn how you can save by driving an electric vehicle and charging at more than 650 charging ports in the Austin area. austinenergy.wattplan.com/ev/
- **Go Solar** — Austin Energy provides incentives to help homes and busi-

nesses install solar. Customers with shaded roofs can take advantage of solar without installing a rooftop system through the Community Solar program. austinenergy.com/go/solar

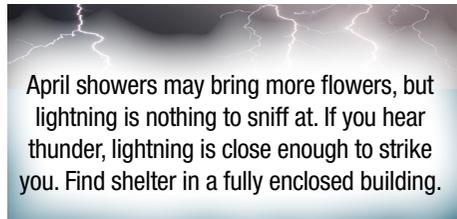
- **Conserve Energy and Water** — practice those conservation habits needed most in the summer by watching your energy and water use now. Visit austinenergyapp.com to track your energy usage and download the Dropcountr mobile app to learn your water use profile.
- **Reduce, reuse, recycle** — help Austin transform waste into resources while keeping our community clean. austintexas.gov/department/austin-resource-recovery

Give Us Your Thoughts



Now is your chance to let your voice be heard about the needs of low- and moderate-income households in Austin. The City provides programs and services to support affordable housing and public services for low- and moderate-income households, persons with disabilities, seniors and youth. Your input will help inform investment decisions to meet the community's needs.

Call 512-974-3100 or visit austintexas.gov/housing by May 1 to tell us what you think.



April showers may bring more flowers, but lightning is nothing to sniff at. If you hear thunder, lightning is close enough to strike you. Find shelter in a fully enclosed building.

Help Save Our Creeks and Barton Springs Pool



Highly destructive zebra mussels have invaded many popular Central Texas waters, and Austin's local creeks and Barton Springs are now at risk. In Barton Springs Pool, zebra mussels would boost algae growth, cut people's feet, increase maintenance costs and pose a threat to the endangered salamanders.

Unfortunately, this invasive species spreads easily from one body of water to another. Zebra mussel larvae are invisible to the naked eye, and millions of them can live undetected on wet

items for days. These larvae can form new colonies when introduced into another body of water.

Every time you swim, boat, fish or play in infested, or potentially infested, water (including Lake Travis, Lake Austin, Lady Bird Lake and "Barking Springs" by Barton Springs Pool), it's important to take the following steps:

- **Wash your swimsuit, water shoes, wetsuits and towels in hot water and dry them thoroughly.**

- **Clean and dry all toys, coolers, rafts, buckets and other items.**
- **Clean and dry your dogs between swims.**

Help keep our treasured creeks and Barton Springs Pool safe from a zebra mussel invasion! For more information on Austin's waters, visit tinyurl.com/ya52fu3m.

Para una Traducción en Español: Si gusta recibir este folleto en español, llame a Austin Energy al 512-972-9523.

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Customer Service Phone: 512-494-9400

Walk-In Centers: North Austin Utility Customer Service Center — 8716 Research Blvd., Ste. 115
Rosewood-Zaragosa Neighborhood Center — 2800 Webberville Road, Ste. 110

24-Hour Power Outage Reporting: 512-322-9100



THE AUSTIN CHRONICLE

March 3, 2018

PUBLIC HEARING ON FEDERAL HOUSING AND URBAN DEVELOPMENT ACTION PLAN Residents give public comment before the Community Development Commission on the FY 2018-19 Federal Housing and Urban Development Action Plan. 6:30pm. *Austin Energy, 721 Barton Springs Rd., 512-974-3100. Free. www.austintexas.gov/cdc*

**Public Hearing – Community Development Commission
FY 2018-19 Action Plan - Community Needs Assessment
Date: 10 April 2018**

Three speakers participated in the Public Hearing before the Community Development Commission:

1. Elisa Montoya, East Town Lake Citizens Neighborhood Association
2. Phil Thomas, community member
3. Kate Moore, Austin Tenants Council

The aforementioned speakers advocated for the continuation of funding for public service activities and affordable housing initiatives. Written comments provided by the speakers can be found in Attachment IB.

Video of the public hearing is available here: <http://austintx.swagit.com/play/04112018-1297>

**

**Public Hearing - Austin City Council
FY 2018-19 Action Plan - Community Needs Assessment
Date: 26 April 2018**

One speaker participated in the Public Hearing before the Austin City Council on 26 April 2018:

1. Stuart Hersh, pro bono consultant, Austin Housing Repair Coalition

The following reflects excerpts from the transcript of public testimony. The complete [meeting transcript](#) and [video](#) are available at: <http://austintexas.gov/atxn>

Mayor and members of the council, stew from district 2. The 2018 needs assessment for Austin's next action plan is the first since the city council adopted the housing blueprint as an amendment to imagine Austin in 2017. I want to highlight one element of the blueprint for the council like I did before. You haven't talked about this today. At the time of gentrification pressures, some homeowners have managed to remain in the homes they purchased when housing was much more affordable. Some of these homeowners need repairs they cannot afford to make and they have a continued need for investment in home repairs. The blueprint goal is 600 low income owner-occupied homes repaired each year. When balancing the housing needs of the poorest among us in next year's action plan, please do not forget the need for home repair and long waiting lists, and the possibility of unbudgeted repair needs, should the next flood come in the next budget year. I talked to the commissioners court about this, and I'm talking to you about this, and I'll continue to talk about this. Every time we have a flood, we act like we didn't think it would ever happen. And the result is that people need repairs after the flood, but we haven't planned no the flood. We need to plan for the flood. So please do not forget the poorest among us. Please do not forget the fact that many people flood who are not in the floodplain, when we have flooding, and please put together a budget this year that reflects the reality that we have on the ground, and rather than pretends that floods are this thing that rarely happens and we shouldn't expect them. Thank you very much.

I'm here to share with you a little about the programs at the tenants' council that are funded under the City's CDBG Action Plan, to thank you and Neighborhood Housing and Community Development for continuing to support our work, and to put a bug in your ear about some of the community needs and priorities that we're seeing.

Austin Tenants' Council is a non-profit 501(c)3 organization that has served Austin since 1973. We operate with the mission of promoting and advocating for safe, decent, fair, affordable housing. We currently serve about 8,000 tenants per year with direct counseling, mediations, advocacy, and resources.

Our CDBG-funded services are a program called the Renters' Rights Assistance Program which offers counseling services in our office, as well as home visits and repair mediation services. This program falls under the "Renter Assistance" priority in the Consolidated Plan: "Renter Assistance provides assistance to renters so that rent is more affordable, provides tenants' rights services to equip renters with information that may allow them more stability and provides financial assistance for necessary rehabilitation to make homes accessible."

The Renters' Rights Assistance Program provides counseling and mediation services to income-qualified (<80% MFI) City of Austin residents. We see more than 500 clients per year for one-on-one counseling in our office. Tenants come to discuss a wide variety of issues-- everything from eviction notices to security deposits to bedbugs to late fees to utility charges. Clients typically spend about 30 minutes meeting with a counselor, during which time the two discuss the issues and the counselor can advise on relevant rights the tenant may be able to assert, and explain the process involved. Generally, tenants leave the office equipped to handle their housing issue on their own, using the information and resources provided by the counselor and following the plan that the two made together. At times, the client will seek additional guidance to follow up after the appointment, and often the counselor will support the client by helping them prepare letters, records, or other documentation for the next step. Clients who need legal advice, homelessness case management or housing placement, or any other more complicated guidance are referred to partner agencies.

In addition to the on-site counseling services, the Tenants' Council offers repair mediation assistance, for clients who are experiencing conditions in their rental housing that present a threat to their health and safety (examples of this might be deteriorating stairs, plumbing problems and the associated mold and rotted wood, pest infestation, broken AC units). Often, clients will come to us for help after already trying and failing to compel their landlord to make the repair-- but it is also common for them to involve us at the beginning of the process because they are fearful of landlord retaliation and they want an advocate involved. We visit their home and document the issue, and then we work with the landlord, Code department, and others to sort through and resolve the issues in accordance with the law. This program is especially rewarding because we believe we are having a systemic impact on substandard housing-- our work helps preserve affordable housing in decent condition, and for tenants who live in a multi-unit housing we generally will have motivated improvements that benefit more than just our individual client. It's also one of our more challenging programs, because Texas law is not terribly friendly to tenants, affordable housing is so limited, and often our clients are (rightly) fearful of making trouble or extra cost for the landlord, of getting authorities like the Code department directly involved. This is a small program with a very powerful impact and we're very proud to be able to offer it under the City's CDBG action plan.

We are very grateful to have been funded to offer these services, and thank you for your continued support. It should be noted that we have been offering these programs with level funding for over ten years, in spite of the significant changes in Austin over that time-- in the last decade we have seen Austin's population grow significantly and remain majority renters, we've seen the housing vacancy rate drop, and we've seen rents skyrocket with 36% of Travis County households currently rent burdened (spending more than a third of their income on housing). Despite those pressures, we've been offering these programs and services on the same small budget for more than ten years. We know the CDBG funding is stretched very thin already, and that the proposed federal budget eliminates it altogether. We wanted to take this time to tell you how appreciative we are for the funding we've received thus far, and to let you know that we're committed to Austin continuing and expanding these important services in spite of these threats and limitations.

I also just wanted to quickly tell you about an area where we've identified a need for more funding, and to give you the price tag on those items because we're looking to fund those and I'm well aware those won't likely come out of CDBG funds-- but they do reflect needs we've identified in the CDBG-funded program.

We are currently talking to somewhere between 50 and 80 tenants a month who need help with the eviction process. We're observing a number of evictions that are preventable, with a little landlord mediation, or that are illegal because the landlord fails to provide proper notice-- but the tenant isn't aware enough of the process or their rights to dispute it. We're also seeing a huge number of clients who are being sued in eviction court and just don't have any idea how to navigate that process, prepare their documents, or who even know that they need to show up in court. We're currently serving these clients as part of the counseling services in this program, but we'd like to pull them out into a special service where they can have an advocate assigned, to help them prepare for JP court and go with them if they like. We believe that with a dedicated advocate, tenants will be better able to understand the process and navigate it, and hopefully better able to defend themselves against wrongful evictions or improper notice. At the least we believe it could make that court process go better and reduce the impact on tenants' future housing, at best we think we might be able to reduce the displacement and housing instability caused by evictions.

From: Denise Cassel [<mailto:> 
Sent: Wednesday, April 25, 2018 12:36 PM
To: NHCD <NHCD@austintexas.gov>
Subject:

I have MS and I'm in a power chair and I can't seem to find a place in the Austin area that are kitchen & bathroom handicap ready. They're too small and too narrow to do even the simplest things like washing my hands. In most cases you can't even get into the bathroom with a powerchair and in the kitchens if you do get in you can't maneuver to do the things you need to do or want to do.

We really need housing or more housing that are kitchen and bathroom handicap ready that a powerchair can fit in and maneuver around in.

Thank you for taking the time to read my input and concerns in this frustrating matter.

Yours Truly,
Denise Cassel

From: rick reyna [<mailto:> 
Sent: Monday, April 16, 2018 2:10 PM
To: NHCD <NHCD@austintexas.gov>
Subject: Affordable housing is not a government problem

My wife and I have lived in Austin our entire lives and we do not believe that any additional funding or bonds should go to affordable housing. Let the housing market decide the price and rent of housing. We are tired of our property taxes going up and up every year so someone else can afford to live here on our taxes paid. Possibly the answer is the passage of the new building code which will allow for additional housing. Hopefully the city will concentrate funding on infrastructure and public safety better. Thank you Rick & Jo Ann Reyna

From: Melanie Herzog [<mailto:> [REDACTED]]
Sent: Sunday, April 15, 2018 8:12 PM
To: NHCD <NHCD@austintexas.gov>
Subject: Affordable Housing

Hi,

I am a recipient of affordable housing. I previously was a well paid, full-time worker with a career. I was a homeowner. I was well insured for healthcare. I had a good amount of savings accrued for emergencies.

A significant turn of events with major medical problems depleted my savings and cost me my job, my benefits, my insurance and my house. I had to move in with family, who, thankfully, cared for me until disability kicked in.

Were it not for affordable housing, I would still be an imposition and a burden on my family, living in a makeshift room with no space for personal belongings. I would be financially unable to live on my own and the depression, hopelessness, and shame I felt living off of them would have driven me down a darker path.

Through affordable housing, I have found a community of neighbors. I have slowly built some independence with the financial support and it has helped me prosper. I don't like to think where I would be right now had I not been fortunate enough to have this opportunity.

Please consider my input when making decisions about the needs of our community. Thanks for hearing my thoughts.

Melanie Herzog

Saturday

Neighborhood housing
and community development

April 21st, 2018

- The poverty level for Texas in 2018
is \$12,140 a year.

- My income for the year of 2018
is \$9,228.

I have yet to ever earn enough income
to not be at the poverty level.

Average rent of an efficiency/studio
apartment in Austin, Texas is \$1,034.

So, the smallest possible amount
of space to have the ability to live in
and I cannot even live on that.

I am so poor that I have been
called to jury duty twice - yet I
was dismissed before I had the
opportunity to ever even show up
because I cannot afford clothing
let alone transportation to get
there. How sad is that?

What are your suggestions to
help - not just the poor people
of Austin - but those that care
enough to find a way to contact you? (See page 2)

Safordley
APR 21st
2018

I am 30 years old born and raised right here in Austz, Texas. I have no CRIMINAL RECORD, no abortions, no children running around that I can't afford, no divorces, no drug or alcohol issues, no stays at any mental health hospitals.

Low-income housing is about useless and pointless. It is absolutely impossible to get onto the waitlist and then from there it is a minimum of 3 years on a waitlist and even when and if I ever get onto the point where I have my own apartment I still can't afford the rent of a low-income home let alone the bills that go along with it - ~~I~~ like electricity and water - plus healthy food, pots and pans, to cooks in, cleaning supplies, tampons, shampoo and conditioner, cell phone for emergencies and safety reasons, medications, doctors, dentist, eye doctor, I also need to get to a therapist and then there is transportation. What are you going to do to help me?

(see page 3)

page 3 of 3

Saturday
April 21st
2018

You are in a position to do positive things.

- Jacqueline Mahler
5800 Magee Bend
Austin, Texas 78749

FY 2018-19 Action Plan- Log of Written and Verbal Comments Received and Staff Responses

Note: The topics listed here are not exhaustive of every theme expressed by the commenter. Full written comments are included in the preceding pages of this section.

Name	Topic(s)	Staff Response
Rick Reyna	Affordable Housing	<p>Thank you for your comments submitted during the community needs period of the FY 2018-19 Action Plan. The Action Plan is the City of Austin’s application for federal funding to implement affordable housing initiatives throughout the City. Each year we seek public comment to inform the Action Plan and ensure we are aligning resources consistent with community need. Because all written comments are included in the appendices of the Action Plan, the Austin City Council will have access to comments and feedback about affordable housing, as well as recommendations from any boards and commissions. You can visit the Neighborhood Housing and Community Development site to review last year’s Action Plan and other federal reporting documents, and see additional opportunities to provide more input during the community needs assessment period.</p>
Melanie Herzog	Affordable Housing	
Denise Cassel	People with Disabilities	
Jaqueline Mahler	Affordable Housing	
Denise Berry	Affordable Housing	
Jean Shaub	Senior Citizens	
Don Daniel	Affordable Housing	
Teresa Diaz	Affordable Housing	
Elsie Althenn	Affordable Housing	
Andre Odom	-Affordable Housing -People with Disabilities	
Christina Pino	Affordable Housing	
Pam Harmatiuk	-Affordable Housing -People with Disabilities -Senior Citizens	

Attachment II A: Resale and Recapture Policy



City of Austin

Neighborhood Housing and Community Development (NHCD) Office RESALE AND RECAPTURE POLICIES

Participating Jurisdictions (PJs) undertaking HOME-assisted homebuyer activities, including any projects funded with HOME Program Income (PI), must establish written resale and/or recapture provisions that comply with HOME statutory and regulatory requirements. These provisions must also be set forth in the PJ's Consolidated Plan. The written resale and/or recapture provisions that a PJ submits in its annual Action Plan must clearly describe the terms of the resale and/or recapture provisions, the specific circumstances under which these provisions will be used (if more than one set of provisions is described), and how the PJ will enforce the provisions for HOME-funded ownership projects. HUD reviews and approves the provisions as part of the annual Action Plan process.

The purpose of this section is to provide the “resale” and “recapture” policies of the City of Austin's Neighborhood Housing and Community Development Department (NHCD) and its sub-recipient, the Austin Housing Finance Corporation (AHFC). As stated above, HOME requires that PJs utilize resale and/or recapture provisions to ensure continued affordability for low- to moderate-income homeowners and as a benefit to the public through the wise stewardship of federal funds.

NHCD has three programs which use HOME funds to assist homeowners or homebuyers:

1. Down Payment Assistance (DPA) - new homebuyers;
2. Acquisition and Development (A&D) - developers of new ownership housing, and;
3. Homeowner Rehabilitation Loan Program (HRLP) - owners of existing homes.

Resale

This option ensures that the HOME-assisted units remain affordable over the entire affordability period. The Resale method is used in cases where HOME funding is provided directly to a developer to reduce development costs, thereby, making the price of the home affordable to the buyer. Referred to as a “Development Subsidy,” these funds are not repaid by the developer to the PJ, but remain with the property for the length of the affordability period.

Specific examples where the City of Austin would use the resale method include:

1. providing funds for the developer to acquire property to be developed or to acquire affordable ownership units;
2. providing funds for site preparation or improvement, including demolition; and
3. providing funds for construction materials and labor.

CITY OF AUSTIN RESALE POLICY

Notification to Prospective Buyers. The resale policy is explained to the prospective homebuyer(s) prior to signing a contract to purchase the HOME-assisted unit. The prospective homebuyer(s) sign an acknowledgement that they understand the terms and conditions applicable to the resale policy as they have been explained. This document is included with the executed sales contract. (See attached Notification for Prospective Buyers on Page IV-11.)

Enforcement of Resale Provisions. The resale policy is enforced through the use of a Restrictive Covenant signed by the homebuyer at closing. The Restrictive Covenant will specify:

1. the length of the affordability period (based on the dollar amount of HOME funds invested in the unit; either 5, 10, or 15 years);
2. that the home remain the Buyer's principal residence throughout the affordability period; and
3. the conditions and obligations of the Owner should the Owner wish to sell before the end of the affordability period, including:
 - a. the Owner must contact the Austin Housing Finance Corporation in writing if intending to sell the home prior to the end of the affordability period;
 - b. The subsequent purchaser must be low-income as defined by HOME, and occupy the home as his/her new purchaser's primary residence for the remaining years of the affordability period. (However, if the new purchaser receives direct assistance through a HOME-funded program, the affordability period will be re-set according to the amount of assistance provided); and
 - c. The sales price must be affordable to the subsequent purchaser; affordable is defined as limiting the Principal, Interest, Taxes and Insurance (PITI) amount to no more than 30% of the new purchaser's monthly income.

Fair Return on Investment. The City of Austin will administer its resale provisions by ensuring that the Owner receives a fair return on his/her investment and that the home will continue to be affordable to a specific range of incomes. Fair Return on Investment means the total homeowner investment which includes the total cash contribution plus the approved capital improvements credits as described below:

1. The amount of the down payment;
2. The cost of any capital improvements, documented with receipts provided by the homeowner, including but not limited to:
 - a. Any additions to the home such as a bedroom, bathroom, or garage;
 - b. Replacement of heating, ventilation, and air conditioning systems;
 - c. Accessibility improvements such as bathroom modifications for disabled or elderly, installation of wheelchair ramps and grab bars, any and all of which must have been paid for directly by the Owner and
 - d. which were not installed through a federal, state, or locally-funded grant program; and
 - e. Outdoor improvements such as a new driveway, walkway, retaining wall, or fence.

Note: All capital improvements will be visually inspected to verify their existence.

3. The percentage of change as calculated by the Housing Price Index (HPI) Calculator of the Federal Housing Finance Agency. The HPI Calculator is currently located at <https://www.fhfa.gov/DataTools/Tools/Pages/HPI-Calculator.aspx> and projects what a given house purchased at a point in time would be worth today if it appreciated at the average appreciation rate of all homes in the area. The calculation shall be performed for the Austin-Round Rock, TX Metropolitan Statistical Area.

Affordability to a Range of Buyers. The City will ensure continued affordability to a range of buyers, particularly those whose total household incomes range from 65 percent to no greater than 80 percent MFI.

Sales prices shall be set such that the amount of Principal, Interest, Taxes, and Insurance does not exceed 30 percent of the new Buyer's annual income. For FY 2018-19, the affordable sales price shall not exceed \$175,000, which would be affordable to a 4-person household at 80 percent MFI at today's home mortgage interest rates.

Example: A home with a 10-year affordability period was purchased seven years ago by a person (the "original homeowner") who now wishes to sell. The original homeowner's mortgage was \$105,000 at 4.75% interest for 30 years, and has made payments for 72 months. The current mortgage balance is \$93,535. The principal amount paid down so far is \$11,465.

Calculating Fair Return on Investment

Down payment: The original homeowner was required to put down \$1,000 earnest money at the signing of the sales contract.

Cost of Capital Improvements: The original homeowner had a privacy fence installed four years ago at the cost of \$1,500 and has receipts to document the improvement. A visual inspection confirmed the fence is still in place.

Applicable Affordability Period. The original purchase price for the home was \$106,000 and the amount of HOME funds used as developer subsidy was \$25,000, thus requiring the 10-year affordability period.

Percentage of Change. For the purposes of using the Federal Housing Finance Agency's Housing Price Index calculator, the home was purchased in the 1st Quarter of 2010, and will be calculated using the most current quarter available, 4th Quarter 2016. Using the Housing Price Index calculator, the house would be worth approximately \$165,700.

Calculating the Fair Return to the Original Owner:	
Down payment:	\$1,000
Capital Improvements:	\$1,500
Principal Paid:	\$11,465
Increase in value per HPI:	<u>\$59,700</u>
\$73,665 Fair Return on Investment	

In order to realize a fair return to the original homeowner, the sales price must be set at roughly \$152,500 (i.e., \$105,000 [\$11,465 in principal payments made plus remaining mortgage balance of \$93,535] +\$1,000 down payment + \$1,500 capital improvements + \$59,700 HPI increase = \$167,200)

Affordability for a Range of Buyers. If the original homeowner sets the sales price at \$167,200 to get a fair return on investment, and if 2017 assumptions are used for front/back ratios, interest rates, insurance, taxes, an 80% Loan-to-Value (LTV) Ratio, etc., the monthly PITI would be approximately \$1,069.

The PITI of \$1,069 could, in theory, be supported by an annual household income of \$42,800 and not exceed 30% of the subsequent homeowner's monthly income. However, with an 80% LTV ratio and rapidly increasing home prices, buyers must have down payment assistance which, if HOME funds are used, would create a new affordability period based on the new HOME investment.

If the subsequent homeowner does not require any HOME subsidy to purchase the home, the affordability period would end in 3 years at which time the subsequent homeowner could sell to any buyer at any price.

Recapture

Under HOME recapture provisions financial assistance must be repaid if it is provided directly to the buyer or the homeowner. Upon resale the seller may sell to any willing buyer at any price. The written agreement and promissory note will disclose the net proceeds percentage if any that will be allotted to the homebuyer and what proceeds will return to the PJ. Once the HOME funds are repaid to the PJ, the property is no longer subject to any HOME restrictions. The funds returned to the PJ may then be used for other HOME-eligible activities.

CITY OF AUSTIN RECAPTURE POLICY

NHCD HOME funded program under the recapture provisions is the Down Payment Assistance Program (DPA). The Austin Housing Finance Corporation (AHFC) HOME funded program under recapture provisions is the Homeowner Rehabilitation Loan Program (HRLP).

The (HOME) federal assistance will be provided in the form of a 0% interest, deferred payment loan. The fully executed (by all applicable parties) and dated Written Agreement, Promissory Note and Deed of Trust will serve as the security for these loans. The Deed of Trust will also be recorded in the land records of Travis County or Williamson County.

The payment of the DPA or HRLP Promissory Note is made solely from the net proceeds of sale of the Property (except in the event of fraud or misrepresentation by the Borrower described in the Promissory Note).

The City of Austin and/or AHFC/NHCD may share any resale equity appreciation of HOME-assisted DPA or HRLP loans with the Borrower/Seller according to the following two recapture models:

Standard Down Payment Assistance. The City of Austin will calculate the recapture amount and add this to the existing payoff balance of the DPA loan. The entire payoff balance must be paid to AHFC/NHCD before the homebuyer receives a return. The recapture amount is limited to the net proceeds available from the sale. However, the amount of standard Down Payment Assistance will be forgivable at the end of maturity date if the borrower met all of the program requirements.

Sales Price	\$
First Lien Mortgage	-\$
Mortgage Assistance Amount (prorated monthly)	-\$
Capital Improvement Recapture Credit	-\$
Proceeds to the Homeowner	=\$

Shared Equity Down Payment Assistance (DPA). The City of Austin and AHFC/NHCD will permit the Borrower/Seller to recover their entire investment (down payment and capital improvements made by them since purchase) before recapturing the HOME investment. The recapture amount is limited to the net proceeds available from the sale.

Appraised Value of Property of Sales price (less of the two)	\$
Original Senior Lien Note Amount	-\$
Grantee's Cash Contribution	-\$
Capital Improvement Recapture Credit	-\$
Mortgage Assistance Amount (prorated monthly)	-\$
Equity to be shared	=\$
Shared Equity	-\$
Proceeds to the Homeowner	=\$

Down Payment Formula. Equity to be shared: The Appraised Value of the Property at time of resale less original senior lien Note, less borrower’s cash contribution, less capital improvement recapture credit, less the Original Principal Amount of Mortgage Assistance under the DPA Mortgage, calculated as follows:

Appraised Value of Property or Sales Price (whichever is less)		
Original Senior Lien Note Amount	(-)	\$
Any reasonable and customary sales expenses paid by the Borrower in connection with the sale (Closing costs)	(-)	\$
Net proceeds		\$
Borrower’s Cash Contribution	(-)	\$
Capital Improvement Recapture Credit	(-)	\$
DPA Mortgage Assistance Amount	(-)	\$
Equity to be Shared	=	

The homebuyer’s entire investment (cash contribution and capital improvements) must be repaid in full before any HOME funds are recaptured. The capital improvement recapture credit will be subject to:

1. The borrower having obtained NHCD approval prior to his/her investment; and
2. The borrower providing proof of costs of capital improvements with paid receipts for parts and labor.

Calculation of Shared Equity Percentage. Percentage shall remain the same as calculated at initial purchase (as set forth above).

Shared Equity Payment Due to NHCD or the City of Austin. Shall be (Equity to be shared) x (Shared Equity Percentage), calculated as follows:

Equity to be shared		\$
Shared Equity Percentage	X	%
Shared Equity Payment Due to NHCD/City of Austin	=	\$

Total Due to NHCD or City of Austin. Shall be the total of all amounts due to NHCD or the City of Austin calculated as follows:

Mortgage Assistance Amount		\$
Interest and Penalties	+	\$
Shared Equity Payment	+	\$
Total Due to NHCD/City of Austin	=	\$

HRLP Homeowner Reconstruction Formula. Upon executing and dating the Promissory Note, Written Agreement and the Deed of Trust the parties agree that the Mortgage Assistance Amount provided to Borrower by AHFC is to be 25% of the Borrower’s/Sellers equity in the Property.

Equity to be Shared. The Appraised Value of the Property at time of resale, less closing costs, homeowner’s cash contribution (if any), capital improvement recapture credit, AHFC original assistance amount, calculated as follows:

Appraised Value of Property or Sales Price (whichever is less)		
Any reasonable and customary sales expenses paid by the Borrower/Seller in connection with the sale (Closing costs)	(-)	\$
Homeowner's Cash Contribution	(-)	\$
Capital Improvement Recapture Credit	(-)	\$
AHFC or the City of Austin Original HRLP Assistance Amount	(-)	\$
Equity to be Shared	=	

Calculation of Shared Equity Percentage: Percentage shall remain the same as initially determined (as set forth above). Shared Equity Payment Due to AHFC or the City of Austin: Shall be (Equity to be shared) x (Shared Equity Percentage), calculated as follows:

Equity to be shared	\$
Shared Equity Percentage	25%
Shared Equity Payment Due to AHFC or the City of Austin	= \$

Total Due to AHFC or the City of Austin: Shall be the total of all amounts due to AHFC or the City of Austin calculated as follows:

Existing Owing HRLP Mortgage Assistance Amount	\$
Shared Equity Percentage Payment	+ \$
Sum Total Due to AHFC or the City of Austin	\$

HRLP Homeowner Rehabilitation Formula. Equity to be shared: The Appraised Value of the Property at time of resale, less closing costs, homeowner's cash contribution (if any), capital improvement recapture credit, AHFC or the City of Austin's original assistance amount, calculated as follows:

Appraised Value of Property or Sales Price (whichever is less)		
Any reasonable and customary sales expenses paid by the homeowner in connection with the sale (Closing costs)	(-)	\$
Homeowner's Cash Contribution	(-)	\$
Capital Improvement Recapture Credit	(-)	\$
AHFC and/or the City of Austin's Original HRLP Assistance Amount	(-)	\$
Equity to Borrower/Seller	=	

Net proceeds consist of the sales prices minus loan repayment, other than HOME funds, and closing costs. If the net proceeds of the sale are insufficient to fully satisfy the amounts owed on the HRLP Note the AHFC or the City of Austin may not personally seek or obtain a deficiency judgment or any other recovery from the Borrower/Seller. The amount due to Lender is limited to the net proceeds, if any, if the net proceeds are not sufficient to recapture the full amount of HOME funds invested plus allow Borrower to recover the amount of Borrower's down-payment and capital improvement investment, including in, but not limited to, cases of foreclosure or deed-in-lieu of foreclosure,. If there are no net proceeds AHFC or the City of Austin will receive no share of net proceeds.

However, in the event of an uncured Default, AHFC or the City of Austin may, at its option, seek and obtain a personal judgment for all amounts payable under the Note. This right shall be in addition to any other remedies available to AHFC and/or the City of Austin. If there are insufficient funds remaining from the sale of the property and the City of Austin or the Austin Housing Finance Corporation (AHFC) recaptures less than or none of the recapture amount due, the City of Austin and/or AHFC must maintain data in each individual HRLP file that documents the amount of the sale and the distribution of the funds.

This will document that:

1. There were no net sales proceeds; or
2. The amount of the net sales proceeds was insufficient to cover the full amount due; and
3. No proceeds were distributed to the homebuyer/homeowner.

Under “Recapture” provisions, if the home is SOLD prior to the end of the required affordability period, the net sales proceeds from the sale, if any, will be returned to the City of Austin and/or AHFC to be used for other HOME-eligible activities. Other than the actual sale of the property, if the homebuyer or homeowner breaches the terms and conditions for any other reason, e.g. no longer occupies the property as his/her/their principal residence, the full amount of the subsidy is immediately due and payable.

If Borrower/Seller is in Default, AHFC and/or the City of Austin may send the Borrower/Seller a written notice stating the reason Borrower/Seller is in Default and telling Borrower/Seller to pay immediately:

- (i) the full amount of Principal then due on this Note,
- (ii) all of the interest that Borrower/Seller owes, and that will accrue until paid, on that amount, and
- (iii) all of AHFC/or the City of Austin’s costs and expenses reimbursable Recovery against the Borrower/Seller responsible for the fraud or misrepresentation is not limited to the proceeds of sale of the Property, but may include personal judgment and execution thereon to the full extent authorized by law.

Affordability Periods

HOME Program Assistance Amount	Affordability Period in Years
\$1,000 - \$14,999.99	5
\$15,000 – \$40,000	10
Over \$40,000	15
Reconstruction Projects*	20

***City of Austin policy**

A HOME or CDBG Written Agreement, Note and Deed of Trust will be executed by the Borrower and the City of Austin and/or the Austin Housing Finance Corporation (AHFC) that accurately reflects the resale or recapture provisions before or at the time of sale.

References: [HOME fires Vol 5 No 2, June 2003 – Repayment of HOME Investment; Homebuyer Housing with a ‘Recapture’ Agreement; Section 219(b) of the HOME Statute; and §92.503(b)(1)-(3) and (c)]

CITY OF AUSTIN REFINANCING POLICY

In order for new executed subordination agreement to be provided to the senior first lien holder, the senior first lien refinance must meet the following conditions:

1. The new senior first lien will reduce the monthly payments to the homeowner, thereby making the monthly payments more affordable; or
2. Reduce the loan term;
3. The new senior lien interest rate must be fixed for the life of the loan (Balloon or ARM loans are ineligible);
4. No cash equity is withdrawn by the homeowner as a result of the refinancing actions;
5. AHFC/NHCD and/or the City will, at its discretion, agree to accept net proceeds in the event of a short sale to avoid foreclosure; and
6. Only if the borrower meets the minimum requirements to refinance, the City can re-subordinate to the first lien holder.

The refinancing request will be processed according to the following procedure:

1. Submit a written request to Compliance Division to verify the minimum refinancing requirements with one month in advance from the expected closing;
2. NHCD/AHFC will review the final HUD-1 Settlement Statement two weeks prior to closing the refinance.
3. If applicable, NHCD/AHFC or the City of Austin will issue written approval a week prior to the closing date.

NHCD/AHFC will be provided with a copy of the final, executed Settlement Statement CLOSING DISCLOSURE, Promissory Note, and recorded Deed of Trust three days in advance of the closing date.

4. If written permission is not granted by AHFC/NHCD or the City of Austin allowing the refinance of the Senior Lien, the DPA OR HRLP Loan will become immediately due and payable prior to closing the refinance.
5. If written permission is granted by AHFC/NHCD and/or the City of Austin and it is determined that the refinancing action does not meet the conditions as stated above, the DPA OR HRLP Loan will become immediately due and payable prior to closing the refinance.
6. Home Equity loans will trigger the repayment requirements of the DPA OR HRLP Programs loans. The DPA or HRLP Notes must be paid off no later than when the Home Equity Loan is closed and funded.
7. The DPA or HRLP Notes must be paid-in-full in order for AHFC/NHCD and/or the City of Austin to execute a release of lien.

Basic Terminology

Affordable Housing: The City of Austin follows the provisions established on 24 CFR 92.254, and consider that in order for homeownership housing to qualify as *affordable housing* it must:

- Be single-family, modest housing,
- Be acquired by a low-income family as its principal residence, and
- Meet affordability requirements for a specific period of time as determined by the amount of assistance provided.

The City: means the City of Austin's Neighborhood Housing and Community Development Office (NHCD) or its sub recipient, the Austin Housing Finance Corporation (AHFC).

Fair Return on Investment: means the total homeowner investment which includes the total cash contribution plus the approved capital improvements credits.

Capital Improvement: means additions to the property that increases its value or upgrades the facilities. These include upgrading the heating and air conditioning system, upgrading kitchen or bathroom facilities, adding universal access improvements, or any other permanent improvement that would add to the value and useful life of the property. The costs for routine maintenance are excluded.

Capital Improvement Credit: means credits for verified expenditures for Capital Improvements.

Direct HOME subsidy: is the amount of HOME assistance, including any program income that enabled the homebuyer to buy the unit. The direct subsidy includes down payment, closing costs, interest subsidies, or other HOME assistance provided directly to the homebuyer. In addition, direct subsidy includes any assistance that reduced the purchase price from fair market value to an affordable price.

Direct HOME subsidy for Homeowner Rehabilitation Loan Program: is the amount of HOME assistance, including any program income that enabled the homebuyer to repair or reconstruct the unit. The direct subsidy includes hard costs and soft cost according to 24 CFR 92.206

Net proceeds: are defined as the sales price minus superior loan repayment (other than HOME funds) and any closing costs.

Recapture: The recapture provisions are established at §92.253(a)(5)(ii), permit the original homebuyer to sell the property to any willing buyer during the period of affordability while the PJ is able to recapture all or a portion of the HOME-assistance provided to the original homebuyer.

Source: [2012-03 Guidance on Resale and Recapture Provision Requirements under the HOME Program](#)

INFORMATION FOR PROSPECTIVE BUYERS

The [Five] [Ten] [Fifteen]-Year Affordability Period & The Restrictive Covenant Running With the Land

I understand that because a certain amount of federal funds were used by [Developer Name] to develop the property at _____, the federal government requires that certain restrictions apply to the occupancy or re-sale of this home for a period of [five (5) ten (10) fifteen (15)] years. I understand that during that [five] [ten] [fifteen]-year period, those requirements will be enforced through a legally-enforceable document called a “Restrictive Covenant Running with the Land.”

Please
Initial
Below

If I choose to purchase this home, at the time the home is sold to me, I will sign a Restrictive Covenant Running with the Land, and it will be filed in the Official Public Records of the Travis County Clerk’s Office. The requirements of the Restrictive Covenant Running with the Land are:

- _____ ● That I **must occupy the home as my principal residence** during the [5] [10] [15]-year period in which the Restrictive Covenant is in effect;
- _____ ● If I wish to sell the Property before the end of that period, I am required to sell it to a subsequent buyer whose total household income is **at or below 80% of the Austin area Median Family Income** in effect for the year I wish to sell the home.
- _____ ● The sales price must be set such that I receive a **fair return** which shall be defined as:
 1. The amount of any cash contributions including the down payment and principal payments made;
 2. The cost of any capital improvements, documented with receipts, and including but not limited to:
 - a. Any additions to the home such as a bedroom, bathroom, or garage;
 - b. Replacement of heating, ventilation, and air conditioning systems;
 - c. Accessibility improvements such as bathroom modifications for disabled or elderly, installation of wheelchair ramps and grab bars, any and all of which must have been paid for directly by the Owner and which were not installed through a federal, state, or locally-funded grant program; and
 - d. Outdoor improvements such as a new driveway, walkway, retaining wall, or fence.
- _____ ● The sales price must be set so that the monthly principal, interest, taxes and insurance to be paid by the subsequent buyer **will not exceed 30% of that subsequent buyer’s monthly household income.**
- _____ ● **I will notify the Austin Housing Finance Corporation (AHFC) in writing** so that AHFC can assist with the compliance of this federal regulation.

I/We acknowledge having received this information about the federal requirements involved if I/we decide to purchase this home.

Signature Date

Signature Date

Attachment II B: ESG Program Standards



CITY OF AUSTIN
Health and Human Services Department

EMERGENCY SOLUTIONS GRANT PROGRAM (ESG)
PROGRAM STANDARDS AND GUIDELINES

A. ESG PROGRAM DESCRIPTION

I. **Definitions** Terms used herein will have the following meanings:

At Risk of Homelessness-

- (1) An individual or family who: (i) Has an annual income below 30% of median family income for the area; AND (ii) Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “homeless” definition; AND (iii) Meets one of the following conditions: (A) Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance; OR (B) Is living in the home of another because of economic hardship; OR (C) Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; OR (D) Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals; OR (E) Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; OR (F) Is exiting a publicly funded institution or system of care; OR (G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient’s approved Consolidated Plan;
- (2) A child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statute;
- (3) An unaccompanied youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) or that child or youth if living with him or her.

CDO- Community Development Officer;

Chronic Homeless Person- An individual who:

- (i) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- (ii) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years, where each homeless occasion was at least 15 days; and
- (iii) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability;

City- City of Austin;

ESG- Emergency Solutions Grant program;

HHSD- Health and Human Services Department;

Homeless Person(s)-

- (1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
 - (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
 - (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;
 - (2) An individual or family who will imminently lose their primary nighttime residence, provided that:
 - (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
 - (ii) No subsequent residence has been identified; and
 - (iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing;
 - (3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
 - (i) Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
 - (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
 - (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
 - (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or
 - (4) Any individual or family who:
 - (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
 - (ii) Has no other residence; and
 - (iii) Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing;
- HUD-** U.S. Department of Housing and Urban Development;
NHCD- Neighborhood Housing and Community Development Office;
Subrecipient- An organization receiving ESG funds from the City to undertake eligible ESG activities.

- II. **General** The Emergency Solutions Grant Program (ESG), formerly known as the Emergency Shelter Grant Program, is funded through the City's Neighborhood Housing and Community Development Office (NHCD), which is made available by the U.S. Department of Housing and Urban Development (HUD). The City utilizes ESG funds to provide an array of services to assist homeless persons and persons at-risk of homelessness.

The ESG program is designed to be the first step in a continuum of assistance to help clients quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness.

The City's Health and Human Services Department is responsible for the implementation of ESG in compliance with the governing regulations of the ESG program. The City's Neighborhood Housing and Community Development Office (NHCD) is responsible for the planning and administration of the ESG program. The Community Development Officer (CDO) of NHCD has the authority to establish processes, procedures, and criteria for the implementation and operation of the program, and to waive compliance with any provision of these guidelines if s/he determines that to do so does not violate any Federal, state, or local law or regulation, and is in the best interest of the City. Nothing contained, stated, or implied in this document shall be construed to limit the authority of the City to administer and carry out the program by whatever means and in whatever manner it deems appropriate.

- III. **Eligible Organizations** The subrecipient must be a unit of local government or a private, non-profit organization, as defined by the Internal Revenue Service tax code, evidenced by having a Federal identification number, filed articles of incorporation, and written organizational by-laws.
- IV. **Ineligible Organizations** An organization will not be eligible to apply for ESG funds if it meets the following conditions:
- A. Outstanding audit or monitoring findings, unless appropriately addressed by a corrective action plan;
 - B. Current appearance on the List of Suspended and Debarred Contractors;
 - C. Terms and conditions of existing contract are not in full compliance;
 - D. History of non-performance with contracts.
- V. **Matching Funds** Subrecipient organizations that receive ESG funds must provide a dollar for dollar (or 100%) match to their ESG award amount.
- A. Sources of matching funds include:
 - i. **Cash Contributions**- Cash expended for allowable costs identified in 2 CFR Part 200. *Program Income* for the ESG program can also be used as match funds. Match funds are identified in 2CFR Part 200.306
 - ii. **Non-Cash Contributions**- The value of any real property, equipment, goods, or services.
 - B. Funds used to match a previous ESG grant may not be used to match a subsequent award.
- VI. **Eligible Activities** The following is a list of eligible activities for the ESG Program:
- A. *Street Outreach*- Support services limited to providing emergency care on the streets, including engagement, case management, emergency health and mental health services, and transportation;
 - B. *Emergency Shelter*- Includes essential services, case management, child care, education, employment, outpatient health services legal services, life skills training, mental health &

substance abuse services, transportation, shelter operations, and funding for hotel/motel stays under certain conditions;

- C. *Homeless Prevention*- Includes housing relocation & stabilization services and short/medium-term rental assistance for individuals/families who are at risk of homelessness;
- D. *Rapid Re-Housing*- Includes housing relocation & stabilization services and short/medium-term rental assistance to help individuals/families move quickly into permanent housing and achieve stability;
- E. *Homeless Management Information System (HMIS) costs*; and
- F. *ESG Administration costs*.

VII. **Client Eligibility**

In order to be eligible for services under the ESG program, clients must meet HUD's definition of homelessness or at-risk of homelessness, and must meet annual income guidelines for homelessness prevention activities.

A. ESG Eligibility Documentation

- i. *Homelessness Prevention*: *This program will not provide Homelessness Prevention Services.*
- ii. *Rapid Re-Housing*:
 - a. Please refer to the *Homeless Eligibility Form* (Attachment A) for more information on documenting homelessness for ESG clients.
 - b. Subrecipient agencies must collect the required supporting documentation requested in the *Homeless Eligibility Form* in order for clients to be considered eligible for services.
 - c. All eligibility and supporting documentation for Rapid Re-Housing clients must be maintained in each client's file.
 - d. Clients will be referred to ESG programs through the Coordinated Assessment
 - e. CDU-Specific Client Eligibility Requirements
 - i. Referral through Coordinated Assessment
 - ii. HIV Positive, homeless individuals
 - f. DACC-Specific Eligibility Requirements
 - i. Referral through Coordinated Assessment
 - g. Front Steps Specific Eligibility Requirements
 - i. Referral through Coordinated Assessment
 - ii. Targeted to those who sheltered at ARCH and coming from the streets outside the ARCH

B. Confidentiality of Client Information

- a. Subrecipients must have written client confidentiality procedures in their program policies and procedures that conform to items *b – d* below:
- b. All records containing personally identifying information of any individual or family who applies for and/or receives ESG assistance must be kept secure and confidential.

- c. The address or location of any domestic violence project assisted under ESG shall not be made public.
- d. The address or location of any housing for a program participant shall not be made public.

VIII. Emergency Shelter

Requirement: Policies and procedures for admission, diversion, referral and discharge by emergency shelters assisted under ESG, including standards regarding length of stay, if any, and safeguards to meet the safety and shelter needs of special populations.

The ESG-funded emergency shelter, Austin Resource Center for the Homeless, or ARCH is a “low-demand” emergency shelter, which means that restrictions are not placed on the number of times clients may visit ARCH for services and that access to shelter does not require meeting set criteria or participation goals. Operating an ‘open access’ facility requires shelter staff to be trained to work with behavior management issues so that clients may safely access the facility while staff build rapport and engage clients in services. The ARCH provides Day Resource Center, Emergency Night Shelter for men, Case Management, and other co-located services provided on-site by the following local service providers:

- CommUnityCare Clinic
- Austin Travis County Integral Care
- ACCESS Program
- LOC 3 Program
- United States Veterans’ Administration
- Goodwill Industries of Central Texas
- Family Eldercare
- Back On My Feet
- Austin FreeNet
- Keep Austin Housed AmeriCorps
- Front Steps
 - Shelter Case Management Program
 - Home Front Housing Program
 - Samaritan Housing Program
 - First Steps Housing Program
 - Recuperative Care Program
 - Rapid Re-Housing

Sleeping Unit Reservation System: Of the 230 sleeping units, approximately 25 will be given to clients via a lottery system. These individuals do not have a reserved bed from one night to the next, and are informed about the process prior to entering the lottery.

The remaining units are reserved for those working with a Shelter Case Manager. There is no length of stay for the shelter, and in case management, the general length is 6 months with evaluation on a case by case basis. Clients are informed that if they have a reservation, but they do not arrive to check in, their reserved mat or bed will be available to lottery clients. There are also available beds in coordination with the following participating agencies: CommUnityCare Clinic, Veterans Administration (VA), and Austin/Travis County Integral Care, the local mental health authority. All of these case-managed clients work with their case manager to determine a housing plan and are connected to other resources to find permanent housing. The client is informed of the grievance process, and their end date for services determined on a case by case basis.

Clients are encouraged to work with Case Managers to progress towards personal goals related to obtaining/maintaining sustainable income, exploring viable housing options, and addressing self-care issues that impact progress towards self-sufficiency. Case Management services are based on a Harm Reduction philosophy and the stages in the Trans-theoretical Model of Change. Various techniques, including motivational interviewing, are effectively utilized in working with clients whose needs vary across a spectrum of vulnerability. Men’s and women’s

support groups as well as anger management classes are offered through case management. ARCH clients with domestic violence concerns are offered coordination and referral to appropriate programs on a case by case basis.

Front Steps, the agency administering the ARCH, has been designated as one of the “front doors”/community portals in the Coordinated Assessment process. Using the Vulnerability Index & Service Prioritization Decision Assistance Tool (VI-SPDAT) as part of the Coordinated Assessment process, coupled with more robust data entry into HMIS, clients who score within range and are identified as likely benefitting from receiving Shelter Case Management services will be offered these services as openings in the program become available.

The following is provided in the case that a client is terminated:

1. Written notice to the participant containing a clear statement of the reason for termination.
2. A review of the decision, in which the participant is given the opportunity to present written or oral objections before a person other than the person (or subordinate of the person) who made or approved the termination decisions, AND
3. Prompt written notification to the program participant.

Because the ARCH is a City building, the agencies cannot deny citizens access to the shelter property on a permanent basis.

IX. Rapid Rehousing and Other ESG-funded Services

There are no essential services funded by ESG.

There are no homeless prevention services funded by ESG.

Requirement: Policies and procedures for determining and prioritizing which eligible families and individuals will receive rapid re-housing assistance.

All programs funded through the Emergency Solutions Grant will use Coordinated Assessment for referrals for the program in order to serve the most vulnerable Rapid Rehousing clients in the community. Agency eligibility could include, for example, HIV status for the Communicable Disease Unit. All programs help clients go through the Coordinated Assessment process to access appropriate referrals and community programs.

Each client will individually assessed for the amount of Rapid Rehousing using progressive engagement and housing first principles. If a client or family needs continued services and financial assistance past the initial date of entry into the program, agencies will work to address those needs until the client exits the program. Other funding sources will be used to address the other service needs of the client such as case management, housing location or financial and rental assistance as needed.

Requirement: Standards for determining what percentage or amount of rent and utilities cost each program participant must pay while receiving rapid re-housing assistance.

Most clients receiving financial assistance through the Emergency Solutions Grant will have high housing barriers and will be highly vulnerable. Participants are not required to contribute a percentage of their income to rent or utilities, so there are no standards developed.

Requirement: Standards for determining how long a particular program participant will be provided with rental assistance.

No rental assistance has been provided by these grant funds. However, all clients will be recertified at least every twelve months to determine ongoing eligibility as per 576.401. Recertification will assess clients to see if they do not have an annual income that exceeds 30% AMI, AND lack sufficient resources and support networks to retain housing without ESG assistance.

Requirement: Standards for determining the type, amount and duration of housing stabilization and/or relocation services to provide a program participant, including the limits on rapid re-housing assistance.

All Rapid Rehousing programs will include the following components:

- Housing Stability Plan with Exit Strategy
- Progressive Engagement
- Coordination with other HUD funded programs and regular review the program's progress towards the HUD benchmarks:
 - 1) Reducing the length of time program participants spend homeless;
 - 2) Exiting households to permanent housing, and
 - 3) Limiting returns to homelessness within a year of program exit.

Also, we want to insure that all RR programs have in their program or a collaborative partner to provide the following services:

- Housing Location
- Financial Assistance – Rental, Deposits, Application Fees, etc.
- Housing Stability Case Management

Rapid Rehousing Financial Assistance Guidelines:

- ESG Security Deposits are available for no more than 2 months' rent.
- ESG Last Month's Rent is only paid if the last month's rent is necessary for the participant to obtain housing, if it is paid at the same time as the security deposit and first month's rent, and does not exceed one month's rent.
- Utility Deposit, Payments and Arrears is paid if it is within 24 month limit, including up to 6 months of utility arrears, and if the utility account is in the name of the participant or if there is proof of responsibility, and is for eligible gas, electric, water and sewage.
- Rental Arrears are paid if the client is assisted with one-time payment of up to 6 months of rental arrears, including any late fee's on those arrears. A lease must be present in the file with the participant's name on the lease or a document of the rent payments/financial records, as well as Rent Reasonableness, Lead Based Paint and Habitability Standards forms.
- No client may receive more than 24 months of assistance in a three year period. Clients will be recertified at least every twelve months to determine ongoing eligibility as per 576.401. Recertification will assess clients to see if they do not have an annual income that exceeds 30% AMI, AND lack sufficient resources and support networks to retain housing without ESG assistance.

X. Coordination Between Service Providers

The following list gives the types of service coordination activities to be undertaken for the ESG Program: Case management, permanent supportive housing, rapid re-housing and housing location and financial assistance.

Services will be coordinated between the downtown Austin Resource Center for the Homeless (ARCH), Downtown Austin Community Court, and in consultation with the local Continuum of

Care as well as other service providers such as Austin Travis County Integral Care, Caritas of Austin, Salvation Army, Veterans Administration, Continuum of Care Permanent Supportive Housing programs and other appropriate federal, state and local service providers.

Agency	Case Management/ Supportive Services	Permanent Supportive Housing	Rapid Rehousing/ Housing Location	Direct Financial Assistance
Front Steps- PSH and Rapid Rehousing	X	X	X	X
Caritas of Austin with CoC and City funding	X	X	X	X
Downtown Community Court	X		X	X
Public Health Communicable Disease Unit	X		X	
Other Continuum of Care programs	X	X		
City-funded Social Service Agencies	X	X	X	X

ESG Rapid Rehousing Program Design: All ESG Programs will have all components, or coordinate with other entities so that all needs of the Rapid Rehousing clients will be adequately addressed.

Front Steps Rapid Rehousing Program Components

RR Agency	Case Management/ Supportive Services	Housing Location	Direct Financial Assistance	Rental Assistance
Front Steps	Front Steps	Front Steps	Front Steps HHSP and SSVF; BSS Plus	Front Steps HHSP and SSVF, BSS Plus
Communicable Disease Unit (CDU)	CDU	CDU/DACC ESG	DACC ESG	DACC ESG
Downtown Austin Community Court	DACC	DACC	DACC ESG	DACC ESG

- XI. Homeless Management Information System (HMIS)** Organizations receiving funding from the City of Austin for homelessness prevention and homeless intervention services are required to utilize the Local Homeless Management Information System (HMIS) to track and report client information for individuals who are at risk of homelessness or who are homeless. A high level of

data quality is required. All ESG-funded programs will also be working with the community's Coordinated Assessment process.

REQUIREMENTS INCLUDE:

- A. "Open settings" for Uniform Data Elements (UDE) will be used for all of the program's client records in order to reduce duplication of records and improve cross-agency collaboration around client services;
- B. Data quality report(s) submitted monthly (report and minimum standards to be specified);
- C. HMIS user licenses must be purchased for staff entering data into City-funded programs (may use City funds for licenses);
- D. Participation in Annual Homeless Count, Annual Homeless Assessment Report (AHAR), and other required HUD reporting;
- E. Participation in a minimum of 6 hours of annual training for each licensed user as well as attendance at required City-sponsored training(s) regarding HMIS and CTK ODM System.
- F. Participate in the Coordinated Assessment process which could include taking referrals from Coordinated Assessment, allocating staff to conduct Coordinated Assessments, and/or insuring that clients undergo intake for a Coordinated Assessment.

The HMIS Annual Report must identify compliance levels with all of the requirements listed above as well as any feedback regarding the HMIS system.

If HMIS data quality reports consistently fall below minimum standards, the City of Austin reserves the right to withhold payments until reporting improves to at least minimum standards.

B. ESG PROGRAM MANAGEMENT

Management and operation of approved projects is the responsibility of the Subrecipient. The Subrecipient is the entity that will receive the City contract. Therefore, the subrecipient has the overall responsibility of the project's successful completion.

- I. **Grant Subaward Process** At its discretion, the City may use a competitive Request for Application and comprehensive review process to award ESG funding to providers of services to homeless persons and persons at-risk of homelessness. Activities will be consistent with the City's Consolidated Plan, in compliance with local, state, and Federal requirements and the governing regulations for use of ESG funds, and in conformance with program standards. The City will enter into written agreements with selected Subrecipients, and will work with Subrecipients to ensure that project costs are reasonable, appropriate, and necessary to accomplish the goals and objectives of the City's overall ESG Program. The subrecipient must be able to clearly demonstrate the benefits to be derived by the services provided to homeless individuals, and to low-to-moderate income families. Performance measures will be established in the contract. All ESG award decisions of the City are final.
- II. **Contracting** Subrecipients must enter into a written contract with the City for performance of the project activities. Once a contract is signed, the subrecipient will be held to all agreements therein.
 - A. Members of the Subrecipient organization, volunteers, residents, or subcontractors hired by the organization may carry out activities. Subrecipients must enter into a written contract with the subcontractors carrying out all or any part of an ESG project. All subcontractors must comply with the City and Federal procurement and contracting requirements.

- B. All contracts are severable and may be canceled by the City for convenience. Project funding is subject to the availability of ESG funds and, if applicable, City Council approval.
- C. Amendments - Any amendments to a contract must be mutually agreed upon by the Subrecipient and the City, *in writing*. Amendment requests initiated by the Subrecipient must clearly state the effective date of the amendment, in writing. HHSD staff will determine if an amendment request is allowable. HHSD reserves the right to initiate amendments to the contract.
- D. Liability - Subrecipients shall forward Certificates of Insurance to the Health and Human Services Department within 30 calendar days after notification of the award, unless otherwise specified. The City's Risk Management Department will review and approve the liability insurance requirements for each contract. Subrecipients must maintain current insurance coverage throughout the entire contract period, as well as for any subsequent amendments or contract extensions.

IV. Recordkeeping Requirements

- A. Project Records- The Subrecipient must manage their contract and maintain records in accordance with City and Federal policies, and must be in accordance with sound business and financial management practices, which will be determined by the City. Record retention for all ESG records, including client information, is five years after the expenditure of contract funds.
- B. Client Records- The Subrecipient must maintain the following types of client records to show evidence of services provided under the ESG program:
 - i. Client Eligibility records, including documentation of Homelessness, or At-Risk of Homelessness plus income eligibility and support documentation.
 - ii. Documentation of Continuum of Care centralized or coordinated assessment (for client intake)
 - iii. Rental assistance agreements and payments, including security deposits
 - iv. Utility allowances (excludes telephone)

V. Reporting Requirements

- A. Monthly Payment Requests and Expenditure Reports shall be submitted, in a format prescribed by the City, by the 15th calendar day of the month after the reporting month's end, which identify the allowable expenditures incurred under this contract.
- B. Monthly Matching Funds Reports shall be submitted, in a format prescribed by the City, by the 15th calendar day of the month after the reporting month's end, which identify the allowable matching funds used by the Subrecipient under this contract.
- C. Quarterly performance reports shall be submitted, in a format prescribed by the City, by the 15th calendar day of the month after the quarter end, which identify the activities accomplished under this contract.
- D. The Federal ESG program year ends on September 30th. At completion of all activities, a Contract Closeout Report must be submitted within 30 days of the end of the contract. The subrecipient is required to supply such information, in such form and format as the City may require. All records and reports must be made available to any authorized City representative upon request and without prior notice.
- E. All ESG Subrecipients must use HMIS to report on clients served by the ESG program.

VI. Program Limitations

- A. *ESG Administration* costs are limited to 7.5% of the total ESG allocation.
- B. ESG Street Outreach and Emergency Shelter costs are limited to the greater of: 60% of the City's 2011-12 ESG grant -or- the amount committed to emergency shelter for the City's 2010-11 ESG allocation.
- C. Program Income - Income derived from any ESG activity must be recorded and reported to HHSD as program income. Such income may not be retained or disbursed by the subrecipient without written approval from HHSD and is subject to the same controls and conditions as the Subrecipient's grant allocation.
- D. ESG funds may not be used for lobbying or for any activities designed to influence legislation at any government level.
- E. A church or religious affiliated organization must show secularism when submitting an ESG application.
- F. Any ESG funds that are unallocated after the funding cycle will be reprogrammed by HHSD. Contracts that show three (3) consecutive months of inactivity (as documented by monthly reports or non-submission of required reports) will be reviewed on a case-by-case basis, and may be irrevocably canceled.

VII. Performance Standards ESG-funded programs will report into HMIS and have a high level of data quality specified in Section A. X. Homeless Management Information Systems. HMIS data quality is reviewed quarterly by City staff. All data quality is reviewed by the ECHO HMIS Administrator.

Performance measures will be reviewed quarterly by the City of Austin Health and Human Services Department. Measures will also be reviewed annually by the local Continuum of Care decision-making body, ECHO, during the annual Consolidated Evaluation and Performance Report process.

VIII. Accessibility In order to demonstrate compliance with the Americans with Disabilities Act (ADA) and Section 504 requirements, the following statements must be added to all public notices, advertisements, program applications, program guidelines, program information brochures or packages, and any other material containing general information that is made available to participants, beneficiaries, applicants, or employees:

(English Version)

_____ *(insert the name of your organization)* as a subrecipient of the City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. Please call _____ *(insert your organization's phone number)* (voice) or Relay Texas at 1-800-735-2989 (TDD) for assistance.

(Spanish Version)

_____ *(insert the name of your organization)* como un subreceptor de la Ciudad de Austin se compromete a cumplir con el Decreto de los Americanos Incapacitados. Con solo solicitarlo se proveerán modificaciones e igual acceso a comunicaciones. Para información favor de llamar a _____ *(insert your organization's phone number)* (voz) o Relay Texas 1-800-735-2989 (TDD) para asistencia.

Attachment II C: Monitoring Plan

MONITORING PLAN

The goal of the City of Austin's monitoring process is to assess subrecipient/contractor performance in the areas of program, financial and administrative compliance with applicable federal, state and municipal regulations and current program guidelines. Under this plan, select programs and project activities are monitored through one or more of the following components. The City of Austin's monitoring plan consists of active contract monitoring and long-term monitoring for closed projects.

Active Contract Monitoring

Prior to executing any agreement or obligation, monitoring takes the form of a compliance review. Verification is obtained to ensure that the proposed activity to be funded has received the proper authorization through venues such as the annual Action Plan, environmental review and fund release, and identification in the Integrated Disbursement & Information System (IDIS). A contract begins with written program guidelines, documentation and tracking mechanisms that will be used to demonstrate compliance with applicable federal, state and local requirements.

For activities implemented through external programs or third-party contracts with non-profit, for-profit and community-based organizations, a solicitation may be required in the form of a comprehensive Notice of Fund Availability (NOFA) or Request for Proposals (RFP) which details performance, financial and regulatory responsibilities.

1. Compliance Review prior to obligation of funds. Prior to entering into any agreement or to the obligation of entitlement funds, the City conducts a compliance review to verify that the program activity has been duly authorized. The compliance review consists of verifying and documenting:

- The program activity has been approved as part of the Action Plan for the specified funding source and year;
- The availability of applicable funds for the specific activity;
- The activity has received environmental review and determination and fund release, as applicable;
- The service provider is not listed in the System for Award Management (SAM);
- The activity has been set up and identified in IDIS;
- The scope of work defined in the contract has adequately addressed performance, financial and tracking responsibilities necessary to report and document accomplishments; and
- The service provider has the required insurance in place.

After this information has been verified and documented, staff may proceed in obtaining authorization and utilization of entitlement funds for the activity.

2. Desk Review. Before processing an invoice for payment, staff reviews the invoice to verify that the item or service is an eligible expense and it is part of the contract budget. Staff also reviews performance reports and supporting documentation submitted with the invoice to ensure that the contractor is performing in accordance with the terms of the contract and the scope of work. This level of monitoring is performed on an ongoing basis throughout the duration of the contract.

- 3. Records Audit.** A records audit includes a review of all file documents as needed. A file checklist is used to determine if the required documents are present. Through the review of performance reports and other documentation submitted by the contractor, staff is able to identify areas of concern and facilitate corrections and/or improvements. Should problems be identified, a contractor or recipient of funds may then be provided technical assistance as necessary to reach a resolution.
- 4. Selected On-Site Monitoring.** A risk assessment is conducted internally and is used to determine the priority of site reviews to be conducted. Based on the results of the risk assessment, a selected number of projects may be subject to an on-site review. The performance of contractors is reviewed for compliance with the program guidelines and the terms and conditions of the contract. In particular, staff verifies program administration and regulatory compliance in the following areas:
 - Performance (*e.g.* meeting a national objective, conducting eligible activities, achieving contract objectives, performing scope of work activities, maintaining contract schedule, abiding by the contract budget);
 - Record keeping;
 - Reporting practices; and
 - Compliance with applicable anti-discrimination regulations.

There will be follow-up, as necessary, to verify regulatory and program administration compliance has been achieved.

- 5. Failure to resolve identified problems.** If no resolution of identified problems occurs or the contractor fails to perform in accordance with the terms and conditions of the contract, the City of Austin has the authority to suspend further payments to the contractor or recipient of funds until such time that issues have been satisfactorily resolved.
- 6. Contract Closeout.** Once a project activity has been completed and all eligible project funds expended, the staff will require the contractor to submit a project closeout package. The contract closeout will provide documentation to confirm whether the contractor was successful in completing all performance and financial objectives of the contract. Staff will review and ask the contractor, if necessary, to reconcile any conflicting information previously submitted. The project closeout will constitute the final report for the project. Successful completion of a project means that all project activities, requirements, and responsibilities of the contractor have been adequately addressed and completed.

Long-term Monitoring

Acceptance of funds from Neighborhood Housing and Community Development (NHCD) Office of the City of Austin, or its sub-recipient Austin Housing Finance Corporation (AHFC) obligates beneficiaries/borrowers to adhere to conditions for the term of the affordability period. NHCD is responsible for the compliance oversight and enforcement of long- or extended-term projects and financial obligations created through City- sponsored or -funded housing and community development projects. In this capacity, NHCD performs the following long-term monitoring duties:

- Performs compliance monitoring in accordance with regulatory requirements specified in the agreement;
- Reviews and verifies required information and documentation submitted by borrowers for compliance with applicable legal obligations and/or regulatory requirements;
- Enforces and takes corrective action with nonperforming loans and/or projects deemed to be out of compliance in accordance with legal and/or regulatory terms and conditions; and
- If the beneficiary has been uncooperative, non-responsive, or unwilling to cure the existing default by all reasonable means, staff will discuss with management and will refer the loan to the City Attorney for review, with a recommendation for judgment and/or foreclosure.

The first step in the monitoring process includes the development of a risk assessment that is essential in guiding the monitoring efforts of the department. Based on the results of the risk assessment, additional projects may be monitored. Monitoring may be in the form of a desk review, on-site visit, or Uniform Physical Conditions Standards (UPCS) inspection. Technical assistance is available to assist beneficiaries/ borrowers in understanding any aspect of the contractual obligation so that performance goals are met with minimal deficiencies.

Attachment II D: Optional Relocation Policy

CITY OF AUSTIN

**Optional Relocation Policy for the Housing Rehabilitation Loan
Program (HRLP) – HOME or CDBG Funded**

Exhibit to the HRLP Guidelines

I. DEFINITIONS

- 1) **Optional Relocation** – For single-family housing, the temporary move of a family and specific belongings out of a residence during the period that that home is being rehabilitated or repaired.
- 2) **Displaced Persons**-The term displaced person means a person (family, individual, business, nonprofit organization, or farm, including any corporation, partnership or association) that moves from real property or moves personal property from real property, permanently, as a direct result of acquisition, rehabilitation, or demolition for a project assisted with HOME or CDBG funds.
- 3) **Family** – Persons living in a household, as determined by intake information.
- 4) **Head of Household** – For purposes of this program, this is the individual designated by the family to assist program staff with activities related to the optional relocation assistance.
- 5) **Temporary Housing** – Living accommodations provided for a family during the repair or rehabilitation activities at their home until the residence passes safety clearance, and the family can reoccupy their home.

II. OPTIONAL RELOCATION ASSISTANCE POLICY GUIDE

This Policy has been prepared to provide information regarding optional relocation assistance for the Housing Rehabilitation Loan Program (HRLP) – HOME or CDBG funded. Funds for this activity are provided by the U.S. Department of Housing and Urban Development (HUD). Regulatory information regarding optional relocation can be found at 24 CFR 92.353(d) and 24 CFR 570.606(d) respectively.

Optional Relocation Assistance

Assistance is an approved expense by HUD under the HOME and CDBG Programs and has been approved by the City/Austin Housing Finance Corporation (AHFC). It is not a requirement that the City /AHFC offer optional relocation assistance. However, this assistance opportunity should be viewed as a commitment on behalf of the City /AHFC to provide assistance for adequate temporary housing to low-to-moderate income households that do not exceed 80% of the Median Family Income (MFI), as amended per household size and as defined by HUD for the Austin-Round Rock-San Marcos, TX Metropolitan Statistical Area.

Temporary Relocation Benefits

Only program staff can determine if relocation is necessary. Optional relocation reimbursement applies only to household members. Expenses may include temporary housing and other moving and storage expenses. Eligible paid receipts for each household cannot exceed \$3,000. Eligible receipts showing payment must be on company letterhead or a printed receipt with the business name and address and be paid in advance of submission. Paid receipts from family members or relatives are not acceptable. The paid receipts are ineligible for reimbursement if dated prior to the closing date or 30 days after the signed date of the Final Inspection Concurrence Warranty Information form.

In support of fair housing practices, the City/AHFC will not discriminate as to the availability of assistance, nor to the selection of the type of assistance. Each homeowner and their family circumstances are to be evaluated as they exist at the time of the needed assistance. Should circumstances change, the City/AHFC, at its discretion, may consider those changes and act

accordingly. At times when HRLP staff determine that it is in the best interest to provide optional relocation services (such as moving expense assistance and/or replacement housing assistance to owner-occupants who must move temporarily) this document should be used as a guide.

An expense is eligible if the owner first obtains approval for the expense by program staff before incurring the cost. After obtaining approval, the applicant is required to pay for the expense first and then **submit eligible paid receipts to program staff for reimbursement**. Program staff have the right to approve or deny each reimbursement request; to determine whether a need exists; and the amount of reimbursement to be paid. Applicants will be reimbursed for eligible expenses by check, up to the stated limit of \$3000, within 30 days of each paid receipt submission.

Eligible Expenses

- 1) Costs for temporary living quarters, such as hotel, motel, apartment or a short term lease.
 - a. If the family uses a pre-paid temporary housing unit, no funds will be dispersed directly to the family for rent. Only household members identified on the HRLP application are eligible for reimbursement
- 2) Costs for commercial storage. Locks purchased to secure the commercial storage unit are ineligible.
- 3) Costs for professional moving assistance and boxes. Payments to relatives and/or friends for moving assistance are ineligible.
- 4) Costs for commercial rental moving truck. Gasoline expenses are ineligible.

Homeowners must pay for the following on their own and cannot be reimbursed for the following expenses.

Ineligible Expenses

- 1) Paid receipts not on business letterhead and any receipts program staff deny.
- 2) Packing, cleaning of existing house, and/or cleaning of rental upon departure of displaced homeowner.
- 3) Persons who are not enrolled in HRLP or who are in the program but are not current clients.
- 4) Any damage to the hotel/motel.
 - a. Local and long distance calls are not eligible for reimbursement.
 - b. Cable service will not be provided unless motel/hotel provides cable with the room as part of the room cost.
 - c. Any property missing from the hotel/motel during the temporary relocation.
- 5) Insuring property in a temporary unit or in storage. Locks purchased to secure temporary storage units.
- 6) All food costs and gasoline expenses for personal automobile and/or commercial rental moving trucks.
- 7) Costs of transportation will be the sole responsibility of the family. City/AHFC will not pay for mileage reimbursements.
- 8) Routine daily maintenance of a rental unit and cleaning costs for a temporary unit upon exit.

- 9) PO Box or mail transfers and all utilities while relocated including all utilities at the rehabilitated property.
- 10) All paid receipts dated before the closing date.
- 11) All paid receipts dated more than 30 days after the signed date of the Final Inspection Concurrence Warranty Information form.
- 12) All paid receipts submitted after the \$3000 maximum has been paid.
- 13) Payments to relatives and/or friends for moving assistance and/or temporary living quarters.
- 14) This Optional Relocation Assistance policy does not pertain to emergency housing for citizens not in the City of Austin. Optional Relocation Assistance is not available for hurricane/wind, water/flood, fire/smoke, or other natural or manmade related housing emergencies.

III. IMPORTANT

- 1) Security – All household belongings must be removed from the property by the owner so that the home is totally vacant before the repairs or reconstruction can begin.
- 2) Pet Policy - Program staff must pre-approve if any animals/pets can remain on the site during the temporary relocation.
 - a. Animals normally kept out of doors, such as small livestock or caged birds, may be left on the premises, if arrangements can be made for their care. All expenses are the applicant's responsibility.
 - b. Residents are encouraged to find safe, suitable lodging for pets during the temporary relocation. All expenses are the applicant's responsibility.
- 3) Relocation payments are not considered as income for federal or state income tax purposes. They do not affect eligibility for Social Security payments, welfare, or other related governmental assistance.

Attachment II E: Summary Funding & Production Table

City of Austin
 Neighborhood and Community Development Office
 FY 2018-19 Summary Funding and Production Table

AP-20 Item # - Program / AP-35 Item # - Activity	Funding	Action Plan	
		New Funding	Estimated Services
1 Homeless and Special Needs			
<u>1</u> <u>Child Care Services</u>	CDBG	604,618	224
	GF	45,382	17
Child Care Services		650,000	241
<u>2</u> <u>Senior Services</u>	CDBG	124,645	255
	GF	9,355	20
Senior Services		134,000	275
<u>3</u> <u>Youth Support Services</u>	CDBG	189,478	148
	GF	14,222	11
Youth Support Services		203,700	159
Public Service activities other than Low/Mod Income Housing Benefits		987,700	675
<u>4</u> <u>ARCH - ESG Shelter Operating and Maintenance</u>	ESG	313,922	2,000
<u>Homeless Management Information Systems</u>	ESG	29,484	-
<u>Rapid Re-Housing Programs</u>	ESG	255,791	128
<u>ESG - Adm</u>	ESG	48,580	
<u>4</u> <u>Total ESG</u>		647,777	2,128
<u>5</u> <u>AIDS Services Austin</u>	HOPWA	1,024,069	235
<u>6</u> <u>Project Transitions</u>	HOPWA	401,017	65
<u>7</u>		-	-
<u>8</u>		-	-
<u>9</u>		-	-
<u>10</u>		-	-
<u>11</u>		-	-
<u>12</u> <u>HOPWA - Adm</u>	HOPWA	44,074	-
Total HOPWA		1,469,160	300
Total Homeless and Special Needs		3,104,637	3,103
2 Renter Assistance			
<u>13</u> <u>Tenant-Based Rental Assistance</u>	HOME	510,300	75
	HOME-PI	-	-
<u>Tenant-Based Rental Assistance - Administration</u>	GF	-	-
		510,300	75

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City of Austin
 Neighborhood and Community Development Office
 FY 2018-19 Summary Funding and Production Table

AP-20 Item # - Program / AP-35 Item # - Activity	Funding	Action Plan	
		New Funding	Estimated Services
15 <u>Architectural Barrier Program - Rental</u>	CDBG	185,000	7
14 <u>Tenants' Rights Assistance</u>	CDBG	265,636	539
	HTF	-	-
	GF	23,093	47
Tenants' Rights Assistance		288,729	586
<u>Local Rental Assistance Program</u>	CIP	-	-
	HTF	-	-
Total Renter Assistance		984,029	668
3 Homebuyer Assistance			
<u>Down Payment Assistance</u>	HOME	625,000	15
	HOME-PI	220,000	5
16 Total Homebuyer Assistance		845,000	20
4 Homeowner Assistance			
17 <u>Architectural Barrier Removal - Owner</u>	CDBG	1,325,000	81
19 <u>Emergency Home Repair</u>	CDBG	1,000,000	320
18 <u>Homeowner Rehabilitation Loan Program (HRLP)</u>	CDBG	716,346	7
	CDBG-RL	75,000	1
HRLP - Subtotal CDBG		791,346	8
	HOME	-	-
	HOME-PI	50,000	1
HRLP - Subtotal HOME		50,000	1
HRLP - Total		841,346	9
	HTF	-	-
		-	-
		-	-
	CIP	-	-
<u>Home Repair Program</u>	GO Bonds	2,000,000	111
<u>GO Repair! Program</u>		2,000,000	111
Total GO Repair! Program			
Homeowner Assistance		5,166,346	521
5 Housing Developer Assistance			
20 <u>Rental Housing Development Assistance (RHDA)</u>	CDBG	1,041,827	20
	CDBG-PI	-	-
	CDBG-RL	-	-
RHDA - Subtotal CDBG		1,041,827	20
	HOME	740,238	14

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City of Austin
 Neighborhood and Community Development Office
 FY 2018-19 Summary Funding and Production Table

AP-20 Item # - Program / AP-35 Item # - Activity	Funding	Action Plan	
		New Funding	Estimated Services
RHDA - Subtotal HOME	HOME-CHDO	257,102	5
	HOME-PI	50,000	1
		1,047,340	20
	GO Bonds	-	-
	CIP	-	-
	UNO	-	-
	HTF	1,710,445	34
Total RHDA		3,799,612	74
21 Acquisition and Development (A&D)			
A&D - CDBG	CDBG	714,132	9
	CDBG-PI	-	-
	CDBG-RL	100,000	1
		814,132	10
A&D - HOME	HOME	645,488	8
	HOME-CHDO	257,103	3
	HOME-PI	-	-
		902,591	11
	GO Bonds	-	-
	CIP	-	-
	HTF	-	-
Total A&D		1,716,723	21
22 CHDO Operating Expense Grants	HOME-CO	50,000	2
S.M.A.R.T. Housing™	GF	-	-
Housing Developer Assistance		5,566,335	97
6 Small Business Assistance			
23 Microenterprise Technical Assistance	CDBG	-	-
	GF	-	-
24 Community Development Bank	CDBG	150,000	6
25 Family Business Loan Program (Econ Devel Dept-EDD)	Section 108 - PI	95,000	77
26 Neighborhood Commercial Management	CDBG-RL	40,000	-
Small Business Assistance		285,000	83
7 Neighborhood and Community Revitalization			
Historic Preservation	CDBG	-	-
	CDBG-RL	-	-
	CDBG-PI	-	-
Public Facilities	GF	-	-
Parking Facilities	GF	-	-
Neighborhood Opportunity Improvement Program	CDBG	-	-
27 Choice neighborhoods Implementation Grant	CDBG	-	-

City of Austin
 Neighborhood and Community Development Office
 FY 2018-19 Summary Funding and Production Table

AP-20 Item # - Program / AP-35 Item # - Activity	Funding	Action Plan	
		New Funding	Estimated Services
Neighborhood and Community Revitalization		-	-
8 Financial Empowerment			
<u>31</u>	IDA HTF	-	-
Individual Development Account Program		-	-
<u>Housing Smarts - In-House</u>	GF	-	-
<u>Housing Smarts - Contract</u>	GF	-	-
Housing Smarts		-	-
Financial Empowerment		-	-
Debt Service			
<u>28 East 11th & 12th St Revital, Debt Service</u>	CDBG CDBG-PI	-	
	Section 108 - PI	-	
<u>Neighborhood Commercial Mgmt, Debt Service</u>	Section 108 - PI	163,357	
Debt Service		163,357	
8 Administration			
<u>30 CDBG Admin</u>	CDBG CDBG-PI	1,579,171	
		14,000	
<u>29 HOME - Admin</u>	HOME HOME-PI	342,803	
		27,000	
Sub-total Federal Funds		1,962,974	
<u>HTF - Admin</u>	HTF	286,533	
<u>GF - Admin</u>	GF	-	
Administration		2,249,507	
Total Programs, Debt Services, and Admin Costs		18,364,211	4,492
FUND SUMMARIES:			
	CDBG	7,895,853	1,616
	CDBG-PI	14,000	-
	CDBG-RL	215,000	2
	Total CDBG	8,124,853	1,618
	HOME	2,863,829	112
	HOME-CHDO	514,205	8

City of Austin
 Neighborhood and Community Development Office
 FY 2018-19 Summary Funding and Production Table

AP-20 Item # - Program / AP-35 Item # - Activity	Funding	Action Plan	
		New Funding	Estimated Services
	HOME-CO	50,000	2
	HOME-PI	347,000	7
	Total HOME	3,775,034	129
	ESG	647,777	2,128
	HOPWA	1,469,160	300
Total CDBG, HOME, ESG, and HOPWA		14,016,824	4,175
Other Funds		-	-
	IDA	-	-
	Section 108 - PI	258,357	77
	Section 108	-	-
	GO Bonds	2,000,000	111
	CIP	-	-
	HTF	1,996,978	34
	GF	92,052	95
	UNO	-	-
Fund Summary Totals		18,364,211	4,492



The City of Austin is committed to compliance with the Americans with Disabilities Action (ADA). Reasonable modifications and equal access to communications will be provided upon request. For assistance, please call 512-974-3100; TTY users route through Relay Texas at 711.