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24           **WHEREAS**, the staff for the BOA provides exemplary customer service  
25 and board support duties, and our city should be proud of the professionalism and  
26 knowledge provided by its staff to residents; **NOW, THEREFORE,**

27 **BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

28           The city council directs the City Manager to explore the creation of a Board  
29 of Adjustment Applicant Assistance Program (BAAP) for residential homestead  
30 applicants who are requesting a hardship variance or special exception and who  
31 meet the following eligibility criteria:

32           The applicant's household participates in one of the following:

- 33           • Medicaid
- 34           • Supplemental Nutrition Assistance Program (SNAP)
- 35           • Children's Health Insurance Program (CHIP)
- 36           • Telephone Lifeline Program
- 37           • Travis County Comprehensive Energy Assistance Program (CEAP)
- 38           • Medical Access Program (MAP)
- 39           • Supplemental Security Income (SSI)
- 40           • Veterans Affairs Supportive Housing (VASH); or

41           the applicant's household income is less than 200% of the Federal Poverty Level.

42           Subject to annual appropriations by council, applicants who meet the eligibility  
43 criteria will have their fees paid for or reduced by a newly created BAAP fund.

45 **BE IT FURTHER RESOLVED:**

46 Using the Item F-5 resolution approved by the BOA in January 2021 as a guide,  
47 the City Manager is directed to identify funding sources for the BAAP, as well as  
48 establish a mechanism for maintaining the fund and parameters for the fund's use.

49 **BE IT FURTHER RESOLVED:**

50 The City Manager is directed to return to council with a formal  
51 recommendation for the creation of the BAAP no later than February 14, 2022.  
52 The City Manager shall provide a report to the city council one year after the  
53 program is in effect with the number of program participants and the outcomes of  
54 their applications.

55 **BE IT FURTHER RESOLVED:**

56 The City Manager shall explore developing partnerships or a system for  
57 referrals with organizations and law firms that provide pro bono legal services to  
58 assist applicants with assessing the efficacy of their variance applications and  
59 navigating the application process.

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61 **ADOPTED:** \_\_\_\_\_, 2021 **ATTEST:** \_\_\_\_\_

62 Jannette S. Goodall  
63 City Clerk  
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