

## CR-05 - Goals and Outcomes

### **Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)**

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

The following Consolidated Annual Performance and Evaluation Report (CAPER) represents the first year completed under the Carrollton's 2019-2023 Consolidated Plan. This report represents October 1, 2019 through September 30, 2020. The objective of Carrollton's CDBG Program is to support activities which meet at least one of the primary national Community Development Block Grant (CDBG) objectives, i.e. development of viable urban communities by providing a suitable living environment, decent housing and expansion of economic opportunities for persons of low and moderate income. Based on the needs analysis in 2014, the following strategy areas were identified and are reaffirmed in this annual report.

- Improve Neighborhood Infrastructure: Use CDBG funds to leverage infrastructure improvements.
- Enhance Code Enforcement: Use CDBG funds to pay for one salaried code enforcement officer to work in the CDBG Target area.
- Provide Neighborhood Matching Grants: Use general funds to create a more proactive municipal contribution in order to preserve and enhance neighborhoods throughout the city.
- Preserve Existing Housing Stock: Use CDBG and general funds to provide interior and exterior home repairs for income-qualifying homeowners.
- Assist Social Service Providers: Use general funds for the enhancement of services to meet the needs of low-to-moderate income citizens.

In March 2020 the COVID-19 virus was defined as a pandemic and affected every aspect of the population in the United States. The Centers For Disease Control (CDC) documented COVID-19 virus has hit African-American, Hispanic, and other minority groups at a higher rate. Due to the pandemic the United States Federal Government on March 27, 2020 passed the Coronavirus Aid, Relief, and Economic Security Act, also known as the CARES Act. CARES Act funding distributed by the U.S. Department of Housing and Urban Development to entitlement cities resulted in an additional \$1,260,250 in CDBG funding. This allocation, known as CDBG-CV funding, is to be used by entitlement cities to provide services for low- to moderate- income individuals and families who were directly affected by the COVID-19 virus. Under the established guidelines the City of Carrollton modified its 2019-2023 Consolidated Plan and PY2019 Action Plan to use the additional funding to assist social service agencies who provide food, medical, financial, and job training services to the residents of Carrollton.

**Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)**

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee’s program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Assist Service Providers	Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	80000	12594	15.74%			
Assist Service Providers	Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	12594		16000	12594	78.71%

Assist Service Providers	Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$	Homelessness Prevention	Persons Assisted	75000	12594	16.79%	15000	12594	83.96%
Enhance Code Enforcement	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	3750	718	19.15%	1500	718	47.87%
Improve Neighborhood Infrastructure	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	500	88	17.60%	100	74	74.00%
Preserve Existing Housing Stock	Affordable Housing Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	100	19	19.00%	20	15	75.00%
Provide Neighborhood Matching Grants	Non-Housing Community Development	CDBG: \$	Other	Other	1	1	100.00%	1	1	100.00%

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

**Assess how the jurisdiction’s use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.**

During PY2019 a total of \$756,533 in CDBG funding was used:

- \$607,179 for dedicated physical improvements to the infrastructure in the Belaire Heights Neighborhood as part of the NOTICE program.
- \$28,044 for further redevelopment of Rhoton Park.
- \$48,030 for City's Housing Rehabilitation Program (Minor Home Repair Grant, Emergency Repair Grant, and People Helping People projects)
- \$73,280 for Enhanced Code Enforcement in the CDBG target area.
- \$9,403 for development of the 2019-2023 Consolidated Plan for the City of Carrollton.
- \$16,933 for development of the new Analysis of Impediments for the City of Carrollton.
- \$12,664 for training of the Community Development Staff

The city also allocated general funds for to meet goals and objectives. This includes:

- \$1,500,000 for infrastructure improvements in the Belaire Heights Neighborhood.
- \$415,940 to enhance local social service agencies' activities for Carrollton's vulnerable populations.
- \$196,764 in salary and benefits for three staff positions implementing CDBG and Neighborhood Partnership activities.
- \$ 60,000 for beautification programs through the Neighborhood Enhancement Matching Grant Program.
- \$ 15,000 for Neighborhood Empowerment Zone minor home repair projects

Improve Neighborhood Infrastructure

- NOTICE project for Belaire Heights neighborhood using both CDBG and city general funding for infrastructure repairs of streets, sidewalks, water, and sewer lines. Project was funded in PY2018 and completed in PY2019.
- Rhoton Park redevelopment was started to make improvements at Rhoton Park which provides an area benefit for children of low- to moderate- income.

Enhanced Code Enforcement

In PY2019 the CDBG code enforcement officer performed 718 apartment inspections in the CDBG target area. The CDBG code enforcement officer brought 201 substandard apartments into compliance during this time. CDBG funding of \$73,280 was drawn during PY2019. The COVID-19 pandemic influenced the total number of interior apartment inspections due to social distancing requirements, use of masks, and stay-at-home orders during the PY2019 program year. Full exterior inspections of 45 apartment communities was performed to insure the safety of the structures within the multi-family complexes, which houses low- to moderate- income residents.

#### Housing Rehabilitation Program

The Community Development staff completed 15 projects totaling \$48,030 relating to Minor Home Repair, Emergency Repair, and People Helping People programs relating to housing rehabilitation for those that are low- to moderate- income.

#### Planning

The City of Carrollton spent \$9,403 for development of the 2019-2023 Consolidated Plan, and \$16,933 for the development of the city's new Analysis of Impediments.

#### Administrative-Training

In PY2019 \$12,644 for training of new Community Development staff as well as on-going training for the current Community Development Staff.

#### **CDBG CARES Act Funding (CDBG-CV)**

CDBG-CV funding amounting to \$1,260,250 was allocated to the City of Carrollton to address low- to moderate- income residents affected by the COVID-19 pandemic. The 2019-2023 Consolidated Plan and PY2019 Action Plan were revised to provide funding to social service agencies assisting qualified Carrollton residents. Funding allocated for:

- \$724,981.50 to WOVEN Medical Clinic for staffing, medical supplies, medication, and facility costs.
- \$527,768.50 to Metrocrest Services for housing stability and workforce staffing.
- \$7,500 to Root Policy for revisions to Consolidated Plan and PY2019 Action Plan.

## CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

	CDBG
White	13
Black or African American	2
Asian	0
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
<b>Total</b>	<b>15</b>
Hispanic	7
Not Hispanic	8

Table 2 – Table of assistance to racial and ethnic populations by source of funds

### Narrative

Housing rehabilitation projects accounted for 6.3% of the total CDBG funding drawn upon in PY2019. The table above accounts for the distribution by race of housing activities. In PY2019, a total of 15 homes were rehabilitated using CDBG funds. Hispanic recipients accounted for 46.67% of the clients, Black 13.33%, and White (non-Hispanic) 40%. No other ethnic groups were documented to have received CDBG funding for PY2019.

Neighborhoods receiving improvements in Carrollton are ranked according to infrastructure needs and low income status. In PY2019, 80% of CDBG funds drawn were allocated for a neighborhood project in Belaire Heights. This project was started in PY2018 and completed in PY2019. This project is located in a minority, primarily Hispanic, concentrated area. In 2019 the Hispanic ethnic group accounted for 33% of Carrollton's population, and the Hispanic property rate was twice as high as other ethnic and racial groups in Carrollton.

The calculation is based on the following definition: A minority concentrated area is any neighborhood or Census Tract in which: 1) The percentage of households in a particular racial or ethnic minority group is at least 20 percentage points higher than the percentage of that minority group for housing market areas; 2) The total percentage of minority persons is at least 20 percentage points higher than the total percentage of all minorities in the housing market areas as a whole; or 3) If a metropolitan area is the region where it is likely that renters and purchasers would be drawn for a particular housing project. Generally the housing market area is the county.

The total number and demographic characteristics of individuals served by the social service agencies

that received general funds from the City of Carrollton in PY2019 (Fiscal Year 2020) is as follows: Of the 12,594 individuals served by Carrollton social service agencies, 534 or 4.2% were Asian, 1,242 or 9.8% were White (non-Hispanic), 1,605 or 12.7% were Black or African American, 6,148 or 48.8% were Hispanic, 1 or less than 1% were American Native or Alaskan, 2,990 or 23.7% were other or unknown. In the American Communities Survey for 2017 Carrollton's ethnic and racial breakdown was roughly 15% Asian, 41% White, 10% Black, and 33% Hispanic. In PY2019 social service agencies serving the City of Carrollton were impacted by the COVID-19 pandemic, which involved an increase in the demand for food, medical, unemployment, and financial assistance. The CARES Act passed the U.S. federal government resulted in CARES Act funding being made available to these agencies to assist in covering the needs they provide. The Department of Housing and Urban Development also distributed CDBG CARES-Act Funding (CDBG-CV) to entitlement cities. Carrollton was allocated a total \$1,260,250 in CDBG-CV funds. This has resulted in the city having to take action to modify their 2019-2023 Consolidated Plan and PY2019 Action Plan in order to allocate the additional funding to social service agencies who are in need have applied for assistance from the city.

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## CR-15 - Resources and Investments 91.520(a)

### Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	868,228	756,534

Table 3 - Resources Made Available

### Narrative

The 2019-2023 Consolidated Plan for the City of Carrollton identified the preservation of existing housing stock as a priority. There are currently three housing rehabilitation programs in within the City of Carrollton Housing Rehabilitation CDBG Program. They are the Minor Home Repair Program, Emergency Repair Program, and the People Helping People Program. These programs are not limited to a specific geographic area, but are for low- to moderate- income homeowners that live anywhere within the city limits of Carrollton. A total of \$48,030 in CDBG funding was used for housing rehabilitation projects for low- to moderate- income homeowners.

### Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
2019-2023 NOTICE Priority Neighborhoods	86	82	Projects included 1 infrastructure project, 1 city park, and 4 housing repair projects.

Table 4 – Identify the geographic distribution and location of investments

### Narrative

The city completed 1 CDBG infrastructure projects for PY2019. The project was for Belaire Heights for the infrastructure repair of streets, sidewalks, water and sewer lines. Belaire Heights is in the CDBG Target Area. Four of the nineteen Minor Home Repair Projects for low income qualified individuals also took place in the CDBG Target Area. The CDBG funded code officer performed multi-family inspections confined within the CDBG Target Area to the apartment complexes located within the area. CDBG funding was also used for Rhoton Park, a city park property, to perform partial rehabilitation of the park.



## Leveraging

**Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.**

**N.O.T.I.C.E. Belaire Heights** Since beginning the N.O.T.I.C.E. program in 2001, the City of Carrollton has been able to complete needed infrastructure improvements by breaking up large projects into smaller, more manageable endeavors. Because Carrollton has pursued funding on a year-to-year basis, the city has secured CDBG funding and leveraged general funds on each project. This has allowed Carrollton to focus and complete more projects than by just using general funds. The Belaire Heights neighborhood project was completed in PY2019 and it will have addressed infrastructure repairs serving 74 single family homes in Belaire Heights.. The total cost for the project was \$2,034,782 of which \$1,427,603 was provided in general funds and accounted for 70.16% of the total project cost.

**Assist Service Providers:** Since 1998 the City's Community Development Program has worked to develop partnerships throughout the community. In PY2019 the City of Carrollton continued to support social service agencies by providing \$415,940 in general funds to five different social service providers that serve primarily low to moderate income residents in Carrollton. This funding in all cases amounts to less than 30 percent of the entire budget of any social service provider, yet was used to leverage and add to many existing programs. These programs are discussed in more detail in section CR-25 of this report. They help create necessary social safety nets for Carrollton's vulnerable populations and prevent overuse of other public services staff like police, school districts, courts, and emergency personnel. Due to the COVID-19 virus pandemic funding provided as part of the CARES Act and distributed through the U.S. Department of Housing and Urban Development (HUD) has resulted in the city amending its 2019-2023 Consolidated Plan and PY2019 Action Plan to account for the additional \$1,260,250 CDBG-CV funds. The amendments to the Consolidated Plan and Action Plan resulted in the bulk of the funding being allocated to Metrocrest Social Services and WOVEN Medical Clinic to assist low- to moderate- income residents of Carrollton who have been impacted by the COVID-19 virus.

**Community Development Staffing:** Implementation and monitoring of CDBG funds for the city is performed by the Community Development staff. The Community Development staff is funded by general funds which amounted to \$196,764 for PY2019.

## CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	20	15
Number of Special-Needs households to be provided affordable housing units	0	0
<b>Total</b>	<b>20</b>	<b>15</b>

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	20	15
Number of households supported through Acquisition of Existing Units	0	0
<b>Total</b>	<b>20</b>	<b>15</b>

Table 6 – Number of Households Supported

**Discuss the difference between goals and outcomes and problems encountered in meeting these goals.**

Carrollton has no direct city created program to provide homeless or non-homeless affordable housing units.

The City of Carrollton has a one year goal to rehab 20 existing housing units with CDBG funding. In PY2019, 15 CDBG funded rehabilitation housing projects were completed. The City also completed an

additional 45 home rehabilitation projects in the Neighborhood Empowerment Zones with \$80,980 general funds.

The COVID-19 pandemic affected the ability of citizens in the community and city staff from fully implementing the expected goals for the PY2019 year. This was due to stay at home orders, social distancing requirements, difficulty in assessing and income qualifying candidates due to business closures within the community.

**Discuss how these outcomes will impact future annual action plans.**

City staff is expecting there to be a greater need in PY2020 for assistance from low- to moderate-income residents in Carrollton due to loss of income from business closures, businesses with restricted hours, social distancing requirements, and the expectation based on information from the Centers For Disease Control (CDC) that the COVID-19 virus may have a second wave which will impact communities in the Fall & Winter of 2020-2021. The city is working to increase allocations to assist residents, which is reflected in the PY20 Action Plan recently approved by HUD for Carrollton.

**Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.**

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	5	0
Low-income	8	0
Moderate-income	2	0
<b>Total</b>	<b>15</b>	<b>0</b>

**Table 7 – Number of Households Served**

**Narrative Information**

The Minor Home Repair Grant, the Emergency Repair Grant, and People Helping People Programs provide low to moderate income homeowners with assistance for interior and exterior repairs on their homes. Funding available for all rehabilitation projects in these three programs amounted to \$132,500 for PY2019. Total funding drawn during PY2019 was \$48,030.35.

One hundred percent of all CDBG funding for the housing rehabilitation program was dedicated to persons of low to moderate income and was for needed repairs affecting the health, safety and long-term sustainability of the homes and the surrounding neighborhood. 15 home rehabilitation projects were completed in PY2019. Of these homes 5 (33.33%) were occupied by extremely low-income homeowners, 8 (53.33%) were from low-income families. Elderly homeowners accounted for 6 (40%) of the projects in PY2019 and female head of household accounted for 10 (66.67%) of the projects completed.

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## **CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)**

**Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:**

### **Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs**

For the strategies addressing the homeless and non-homeless with special needs populations included in the 2019-2023 Consolidated Plan, the City continues to allocate a portion of its general fund towards grants and donations to Carrollton service providers which target low to moderate income residents. The City also provides information, referral, and technical assistance along with financial support to local social service agencies serving the homeless and non-homeless citizens with special needs. Currently the city has not funded any homeless programs with CDBG resources. The city provided general funds to area social service agencies in PY2019 in the amount of \$415,940 for the assistance in anti-poverty initiatives, homelessness prevention, and special needs populations.

The total population of individuals served in PY2019 through the City's social service agencies strategy programs documented 5,486 or 43.5% were categorized as extremely low income. To be categorized as extremely low income, for example, a family of four would have to earn less than \$25,100 a year.

### **Addressing the emergency shelter and transitional housing needs of homeless persons**

The City of Carrollton does not receive Emergency Shelter Grant (ESG) funding.

**Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after 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); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs**

As noted earlier, in addition, the City Council made available \$415,940 in general fund resources to agencies which are actively engaged in the provision of social services in Carrollton.

In exchange for the funding, the agencies and organizations work closely with the City in providing social services to all citizens in need. The close partnership the City has with each agency has grown with each year of collaboration. The staff who are employed as part of the CDBG grant administration and planning activity provide technical, referral, and capacity building assistance for the agencies on an ongoing basis.

In PY2019, the City helped accomplish the following goals through its local non-profit partners in an

attempt to reduce the overall number of persons living in poverty in Carrollton:

- Funded food pantries in both Dallas and Denton counties in Carrollton.
- Improved access to preventative care, basic health care and medical services for low to moderate income families thus reducing costs for medical services and expensive trips to the emergency room.
- Improved the linkage between job training programs and local job creation efforts to attract jobs that pay above minimum wages and provide people with the ability to service a home mortgage.
- Promoted financial counseling and classes on budgeting and money management. In PY2019, the City continued to promote area training and educational opportunities in this area.
- Promoted linkages between housing, employment, and educational systems and/or facilities.
- Promoted programs and training that help families-in-need to become more self-sufficient.
- Funded after-school programs for low income students providing tutoring and college preparation for junior high school and high school students coming from families where the majority of parents never finished high school.
- Funded domestic violence and leadership training for adults and children.

In PY2019 additional funding was made available to the City of Carrollton as an entitlement city for HUD in the distribution of \$1,260,250 in CARES Act Funding (CDBG-CV). The city modified its 2019-2023 Consolidated Plan and PY2019 Action Plan to allocate those funds to social service agencies serving low to moderate income residents in Carrollton. None of CDBG-CV funds were spent PY2019 but will be heavily depended upon by the agencies in PY2020 and PY2021.

**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**

The City's position on this issue will continue to be one of supporting and assisting social service agencies that are working to address this challenge in a coordinated and proactive manner.

The above mentioned services are provided to the homeless population, population at risk of becoming homeless, and those transitioning from homelessness. The City of Carrollton also supplements the work of the various City-funded social service agencies to end chronic homelessness by promoting the preservation and maintenance of existing housing through its Minor Home Repair Program, People Helping People, and Emergency Repair Program.

## **CR-30 - Public Housing 91.220(h); 91.320(j)**

### **Actions taken to address the needs of public housing**

This section is not applicable, as the City of Carrollton does not have a public housing authority. Also, the City does not receive or administer funds for assisted housing. Data on the number of individuals with Section 8 housing in Carrollton was not available.

#### **Dallas County Housing Authority**

The waiting list for Section 8 housing in Dallas County currently exceeds 6,000 families.

#### **Denton County Housing Authority**

Denton County maintains Section 8 housing vouchers for the county. The Section 8 waiting list is closed with an approximate five-year waiting period for those currently pending on the Section 8 list.

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

The City of Carrollton does not offer a first time home buyers program or provide incentives for purchasing homes at this time.

### **Actions taken to provide assistance to troubled PHAs**

The City of Carrollton does not operate a public housing authority. The majority of the city straddles two counties - Dallas County and Denton County. Both of those counties operate PHA's and are regulated by the county government and not the city.

## **CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)**

**Actions taken 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. 91.220 (j); 91.320 (i)**

The City of Carrollton continues to maintain a strong emphasis on safe and affordable housing for all residents. The City of Carrollton Environmental Services Department has two inspection programs geared toward maintaining rental property: one for single-family rental property and the other for multi-family rental property.

The Single-Family Rental Registration and Inspection Ordinance adopted by the City Council ensures tenants and landlords of single-family residential rental properties are involved in maintaining the homes in a safe and sanitary condition. The Single-Family Rental Inspection Program is effective in ensuring a sustainable community and that safe housing is available in all of the neighborhoods in Carrollton. The ultimate goals are to improve the overall condition of rental properties, to reduce health and safety risks, and to prevent blight which affects surrounding homes, thus enhancing property values within the affected neighborhoods. This ordinance requires all property owners and companies who lease single-family homes or duplexes in Carrollton to register those properties with the City and to have them inspected by the City. A review of code enforcement cases found single-family rental properties are approximately 15 percent of single-family homes in Carrollton but they account for a disproportionately high percentage of neighborhood code violations. This diverts staff time from other code enforcement duties and has a negative effect on the surrounding homes.

The Multi-Family Inspection Program stabilizes, maintains, and enhances the apartment communities in Carrollton. The program operates in partnership with the residents and management staff of those apartment communities to achieve this goal through the enforcement of Title 9, Chapter 96 of the Carrollton Code of Ordinances and the Comprehensive Zoning Ordinance. The Multi-Family Inspection Program operates by performing annual inspections of apartment communities, responding to complaints about potential violations of the Carrollton Code of Ordinances and the Comprehensive Zoning Ordinance, and meeting with apartment management on a regular basis to apprise them of various City Codes and regulations.

**Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)**

In 2013 the City of Carrollton launched an initiative to further address the issues of the aging housing stock. City Council approved the creation of five Neighborhood Empowerment Zones in neighborhoods at the greatest risk of distress due to housing conditions, age, and condition of infrastructure. The boundaries of the Neighborhood Empowerment Zones were determined to coincide with the NOTICE Neighborhoods program already in effect.



One of the current incentives for residents and owners within the Neighborhood Empowerment Zones is the waiving of construction fees, including building permit fees, impact fees, platting fees, and project permit fees (fences, electrical, plumbing, etc.), within the zones, for both commercial and residential properties to encourage repair, rehabilitation, and redevelopment.

Two programs operating in conjunction with the Neighborhood Empowerment Zones:

- Neighborhood Empowerment Zone Minor Home Repair: Income qualifying homeowners living in one of the five Neighborhood Empowerment Zones can receive up to \$7,500 for exterior improvements, including items that are not on the house itself, such as fences, sewers, and retaining walls. In PY2019 Carrollton successfully completed 44 projects to assist low to moderate income homeowners for sewer line and drainage repairs, housing repairs, and fence repairs.
- Single-Family Rehabilitation Incentive: Any homeowner living in a Neighborhood Empowerment Zone in a home that is at least 5 years old qualifies for reimbursement of 25% of exterior rehabilitation expenses. The homeowner must invest a minimum of \$1,000. In PY2019 Carrollton residents successfully completed one renovation projects.

These concepts offer another level of support to property owners and neighborhoods in concert with the infrastructure reinvestment and targeted code enforcement efforts that are already part of each NOTICE initiative.

### **Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)**

During PY2019, the City of Carrollton has continued to demonstrate its commitment to the eradication of lead-based paint hazards in the community.

For residents receiving assistance under the City's Minor Home Repair, Emergency Repair, and People Helping People Programs the City follows federal regulations where a lead-based paint hazard is involved. To determine if a lead-based paint hazard is present, houses built before 1978 are tested for the presence of lead by a certified technician. In the event lead-based paint is present, the City hires technicians certified in safe work practices for the removal of lead-based paint.

All CDBG-funded projects meet all applicable regulations related to lead-based paint. Residences built before 1978 utilizing the Minor Home Repair Program are tested for lead-based paint to comply with HUD requirements. In the event that lead-based paint is detected, HUD guidelines are followed, including the distribution of lead-based paint information.

### **Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)**

During PY2019, the City of Carrollton provided funding to five social service agencies to address local objectives and strategies identified in the 2019-2023 Consolidated Plan. These activities were funded

from the General Fund in an amount of \$415,940. All of the agencies identified in Appendix 1 predominantly serve persons of low-to-moderate income.

The City Council considers the award of social service contracts annually. The City of Carrollton is proud of its continued partnership with the identified agencies/organizations. A brief outline of the specific services and activities offered by each of the agencies is included in Appendix 1.

Cumulatively, these agencies served 12,594 individuals in Carrollton. The agencies identified and served 6,148(48.8%) Hispanics, 1,605 (12.7%) African-Americans, and 534 (4.2%) Asians within the Carrollton community. These 3 demographic groups accounted for 65.8 % of the individuals served by the city-funded social service agencies. The numbers and types of specific services provided over the last year have not been presented in this document due to the overwhelming number of social services provided by these agencies.

### **Actions taken to develop institutional structure. 91.220(k); 91.320(j)**

#### **Neighborhood Reinvestment - NOTICE General Funds**

The City's NOTICE program uses general funds for one project a year in Carrollton's older neighborhoods to provide safe streets, sidewalks, alleys and utility lines, similar to CDBG funded NOTICE projects in the CDBG Target Area. This program has been a vital change agent in the communities and it positively impacts the quality of life of the citizens. In general, the NOTICE program targets financial resources for the design and implementation projects in one neighborhood at a time until the entire public infrastructure in that area has been repaired or reconstructed. In addition, the City conducts targeted and strengthened code enforcement efforts in the same neighborhood to foster a greater sense of neighborhood pride and an overall healthier community. The City also follows up with improvements to public parks and/or other neighborhood facilities.

#### **Neighborhood Matching Grants**

In order to establish a more proactive municipal presence in neighborhoods across the city during PY2019 the City reinforced its commitment to provide matching grants to neighborhood groups to upgrade and restore public property. The City provided \$25,000 of general funds for Neighborhood Enhancement Matching Grants (NEMGP) completed in PY2019. The residents of Carrollton have increasingly embraced neighborhood revitalization initiatives throughout the community.

The City completed 1 NEMGP beautification grants in PY2019.

The City also awarded 1 Sign Topper grant in PY2019.

### **Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)**

This section is not applicable as Carrollton does not have a public housing authority.

**Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)**

In PY2014 the City of Carrollton completed the Analysis of Impediments to Fair Housing and continued review of implementation of relevant aspects in PY2019. Carrollton in 2020 completed its new Analysis of Impediments which will be in effect starting with with PY2020.

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## **CR-40 - Monitoring 91.220 and 91.230**

**Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements**

The City of Carrollton's Community Development Program continuously monitors programs and projects to ensure compliance with all applicable laws and regulations. Staff focuses on the following areas: environmental, financial, labor relations, and programmatic areas.

The environmental standards and procedures developed and implemented include the completion of compliance checklists for all activities and the City's annual Environmental Review Record (ERR). Staff maintains a copy of the ERR available for year-round public review during regular business hours in the Community Services Office at City Hall, 1945 E Jackson Road, Carrollton Texas.

Community Development Program staff and the City's accounting staff administer financial monitoring for all projects, programs, and activities. The City's Treasury Division works closely with Community Development Program staff to ensure that all drawdowns are made after all ledgers and records have been reconciled and approved. The City's Purchasing Department assists with procurement and the general bidding process to ensure compliance with all applicable state and federal regulations. The financial operations and expenditures of the City are audited on an annual basis by an independent accounting firm.

The Community Development staff administers monitors and reviews labor standards on all capital improvement projects. Contractors are provided with training prior to the start of each project. All applicable Davis-Bacon and Related Acts (DBRA) are explained to the contractor. All contractor payments are contingent upon payment of proper wages to employees and the City's receipt of appropriate payroll records. Contractors are reviewed to ensure they have a SAMS and DUN number and have not been disbarred from receiving federal funds.

## **Citizen Participation Plan 91.105(d); 91.115(d)**

**Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.**

The public hearing for the PY2019 CAPER was scheduled for Tuesday, December 15, 2020 before the Carrollton City Council. Notices were public in the Dallas Morning News, the newspaper of record prior to each hearing. These hearings summarized the report, noting that it has been available for review either in person at City Hall or through the City's website. Citizen comments were welcomed at the hearings or in writing and instructions were provided on how to comment. The dates for the public hearings were pushed back from the normal dates the city uses due to revisions of the Consolidated Plan and PY2019 Action Plan to account for CDBG-CV funding for COVID-19 activities to assist qualifying Carrollton residents affected by the pandemic. The revisions were presented to the city council on Tuesday, November 24, 2020. The city council approved the revisions to the Consolidated Plan and PY2019 Action Plan which have been submitted to HUD for review. Upon acceptance of the revision by HUD the city moved to close out PY2019 with the public hearing for the PY2019 CAPER.

### **City Council Public Hearing - Tuesday, December 15, 2020**

The City Council held a public hearing on Tuesday, December 15, 2020 to receive comments on the PY2019 CAPER. \_\_\_\_\_ public comments were received at the time of the second public hearing. After asking for and receiving no public comments, the City Council voted \_\_\_\_\_ to pass a resolution adopting the PY2019 CAPER and forward the report to the Department of Housing and Urban Development.

*(Insert comments made)*

Public Notices were featured on the City's website and were published in the Dallas Morning News on November 29, 2020 and December 6, 2020.

### **CR-45 - CDBG 91.520(c)**

**Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.**

No changes.

**Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?**

No

**[BEDI grantees] Describe accomplishments and program outcomes during the last year.**

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**CR-45 - CDBG 91.520(c)**

**Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.**

No changes.

**Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?**

No

**[BEDI grantees] Describe accomplishments and program outcomes during the last year.**

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# Attachment

## Social Service Agencies served by City of Carrollton

### ATTACHMENT

#### Social service agencies funded through General Funds

##### Appendix 1 – Social Service Agencies and Services Offered

###### **Bea’s Kids**

P.O. Box 110165, Carrollton, TX 75011-0065

Phone: (972) 342-8175

Email: [beaskidstutoring.com](mailto:beaskidstutoring.com)

Website: [www.beaskids.org](http://www.beaskids.org)

Bea’s Kids is a non-profit 501(c)(3) organization that has been serving underprivileged children and parents since 1990. Services include educational, cultural, recreational and sports programs and activities. The program also provides food, clothing and medical/dental care. Bea’s Kids leads a crusade against hunger, illiteracy, domestic strife, parental neglect, drugs, violence, gangs, school dropouts and poverty.

###### **CASA of Denton County, Inc**

614 N. Bell Avenue, Denton, TX 76209

Phone: (940) 243-2272

Email: [gstuder@casadenton.org](mailto:gstuder@casadenton.org)

Website: [www.casadenton.org](http://www.casadenton.org)

CASA of Denton County, Inc. serves children (ages 0-18) who have been removed from their homes by Child Protective Services due to abuse or neglect. Their service area is Denton County and includes children from the portion of Carrollton within Denton County. CASA provides independent, objective guidance in court regarding the children’s best interests and is a constant provider of support during that experience.

###### **Metrocrest Services**

13801 Hutton Drive, Ste.150, Farmers Branch, TX 75234

Phone: (972) 446-2100

Email: [teubanks@metrocrestsocialservices.org](mailto:teubanks@metrocrestsocialservices.org)

Website: [www.metrocrestsodicalservices.org](http://www.metrocrestsodicalservices.org)

Metrocrest Services provides referral services, short-term emergency assistance for rent, utilities, food, clothing, medical and other financial needs in a time of family crisis. Other services include job assistance, food bank, and thrift store. Metrocrest Services collaborates and partners



with local governments, businesses, and non-profits for mobilization and maximization of resources.

**WOVEN Health Clinic**

1 Medical Parkway, Plaza One, Ste. 149, Farmers Branch, TX 75234

Phone: (972) 755-4656

Email: [lrigby@wovenhealth.org](mailto:lrigby@wovenhealth.org)

Website: [www.wovenhealth.org](http://www.wovenhealth.org)

WOVEN provides low cost primary care and a limited number of specialty services to uninsured low income residents between the ages of 16 and 65. The focus of the clinic is providing patients a medical home which will help them improve and maintain their health by regular visits with a physician, educational services and access to resources from the clinic.

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