

DRAFT



**Consolidated Annual Performance and
Evaluation Report (CAPER)**

City of Plano, Texas

PY 2019

**PREPARED FOR THE UNITED STATES DEPARTMENT OF
HOUSING AND URBAN DEVELOPMENT**

CAPER

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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.

Each year, at the recommendation of the Community Relations Commission, Plano City Council allocates funding from the U.S Department of Housing and Urban Development (HUD) to eligible activities, which may include housing activities, economic development, and public services. For Program Year (PY) 2019, which covers the period from October 1, 2019 to September 30, 2020, the City of Plano received an entitlement of \$1,864,370 in Community Development Block Grant (CDBG) and HOME Investment Partnerships (HOME) funds and collected \$152,888 in CDBG and HOME program income. Additionally, due to the COVID-19 Pandemic, the City was allocated \$828,593 of first round CDBG-Coronavirus (CDBG-CV) funding for activities that prevent, prepare for, and respond to COVID-19. The total expended for CDBG, CDBG-CV, and HOME, in the amount of \$2,158,624, includes funds from PY 2019 and prior years. All unexpended federal funds will carry over to PY 2020. General fund expenditures totaled \$555,974. With the assistance of nonprofit organizations, the combined federal and general funds enabled the City to accomplish specific goals set forth in the 2015-2019 Consolidated Plan (Con Plan).

The City of Plano recognizes the important role of nonprofit organizations in addition to City-administered programs. A total of three organizations received new allocations of CDBG funding to help the City of Plano serve residents during PY 2019. The City of Plano requires 100% of persons assisted with HUD funds to be at or below 80% of the area median income (AMI) for the Dallas Metro Statistical Area (MSA) as determined by HUD. During the past program year, 520 individuals and 25 households living in the City of Plano received CDBG or HOME-funded services. These services helped them maintain and, in many cases, improve their economic situations.

The City allocates general fund dollars annually to be distributed as Robert W. Buffington Community Services Grants (BCSG). These funds supplement federal resources available to accomplish Con Plan goals. The program year for BCSG funds coincides with the HUD program year. In 2019, \$569,400 in general funds were set aside for BCSG grants. The City partnered with 14 nonprofit organizations to provide public services to Plano residents with BCSG funds. Though the City does not have an income guideline for BCSG funds, most BCSG organizations report they assist those who have the greatest need and are low income. Based on PY 2019 final agency reports, 2,487 Plano residents and households were assisted with BCSG funds. Three BCSG organizations did not fully expend their grants due to barriers and transitions related to COVID-19. This resulted in \$13,426 in BCSG funds returned to the City's budget.

PY 2019 at a glance

HOUSING



Housing Rehabilitation

City of Plano +
Rebuilding
Together North
Texas

24
homeowners



City of Plano First Time Homebuyer Program

One
homebuyer

PUBLIC SERVICES

Texas Muslim Women's Foundation



28 domestic
violence survivors

Homelessness Prevention Program



440 persons

Boys and Girls Clubs of Collin County



52 youth

OTHER GRANT FUNDS

BUFFINGTON COMMUNITY SERVICES GRANT

City of Plano General
Funds

Grants to 14 organizations
serving Plano residents providing
senior services, transitional
housing, youth programs, health
services, meals, counseling,
education, and more

2,487 people

HOMELESS HOUSING & SERVICES PROGRAM

Texas Department of
Housing and Community
Affairs

Rapid Rehousing Program

- Housing assistance
- Case management
- Supportive services

26 people

COLLIN COUNTY CARES - EHLE

Collin County / U.S.
Treasury Coronavirus
Relief Fund

Emergency housing and
food assistance for
households experiencing a
loss of income due to
the COVID-19 Pandemic.

670 households

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
Homeless Prevention and Rapid Rehousing	Homeless	HOME: \$0	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	22	0	0.00%	22	0	0.00%
Homeless Prevention and Rapid Rehousing	Homeless	CDBG: \$127,507 / CDBG-CV: \$230,518	Homelessness Prevention	Persons Assisted	575	922	160.34%	592	440	74.32%
Homeless Shelter and Services	Homeless	CDBG: \$44,545	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	23	100.00%	0	23	100.00%
Homeless Shelter and Services	Homeless	CDBG: \$0 (funds included under public services above)	Homeless Person Overnight Shelter	Persons Assisted	250	96	38.40%	58	5	8.62%

Homeownership	Affordable Housing	CDBG: \$9,780 / HOME: \$45,000	Direct Financial Assistance to Homebuyers	Households Assisted	25	14	56.00%	6	1	1.67%
Housing Rehabilitation	Affordable Housing	CDBG: \$755,728 / HOME: \$269,450	Homeowner Housing Rehabilitated	Household Housing Unit	125	137	109.60%	24	24	100.00%
Job Training	Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	60	0	0.00%	0	0	0.00%
Public Services - Medical/Dental	Non-Housing Community Development	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	100	0	0.00%	0	0	0.00%
Public Services - Special Needs	Homeless Non-Homeless Special Needs	CDBG: \$53,455	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1,500	750	50.00%	222	52	23.42%

Public Services - Transportation	Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	150	0	0.00%	0	0	0.00%
Small Business Assistance	Non-Housing Community Development	CDBG-CV: \$50,000	Jobs created/retained	Jobs	10	0	0.00%	10	0	0.00%
Small Business Assistance	Non-Housing Community Development	CDBG-CV: \$59,830	Businesses assisted	Businesses Assisted	10	0	0.00%	10	0	0.00%
Supply of Units	Affordable Housing	HOME: \$183,155	Homeowner Housing Added	Household Housing Unit	30	14	46.67%	1	0	0.00%

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

Progress on 2015-2019 Consolidated Plan: Year Five

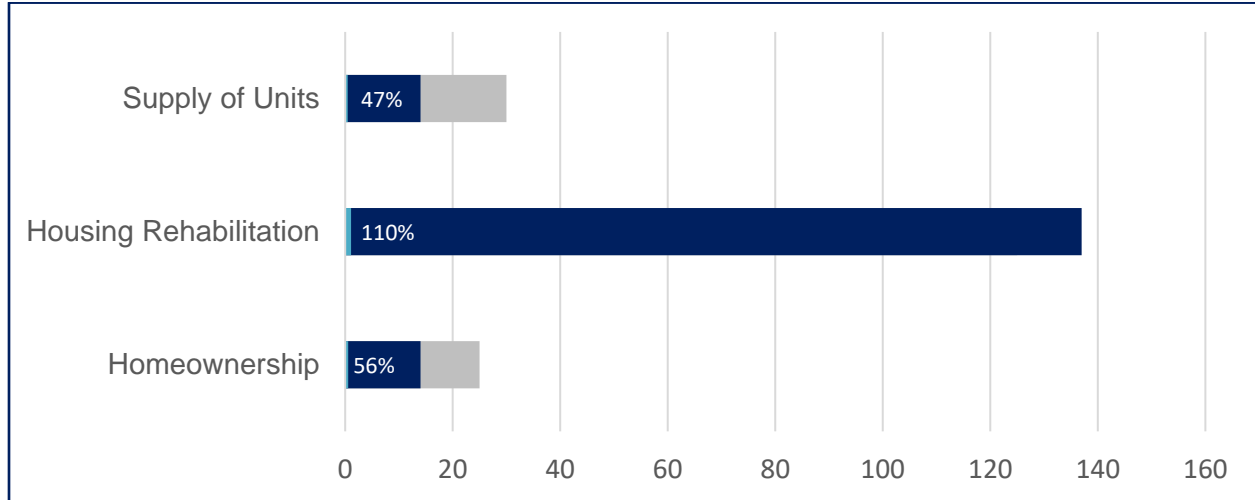


Chart 1 – Con Plan Progress: Housing

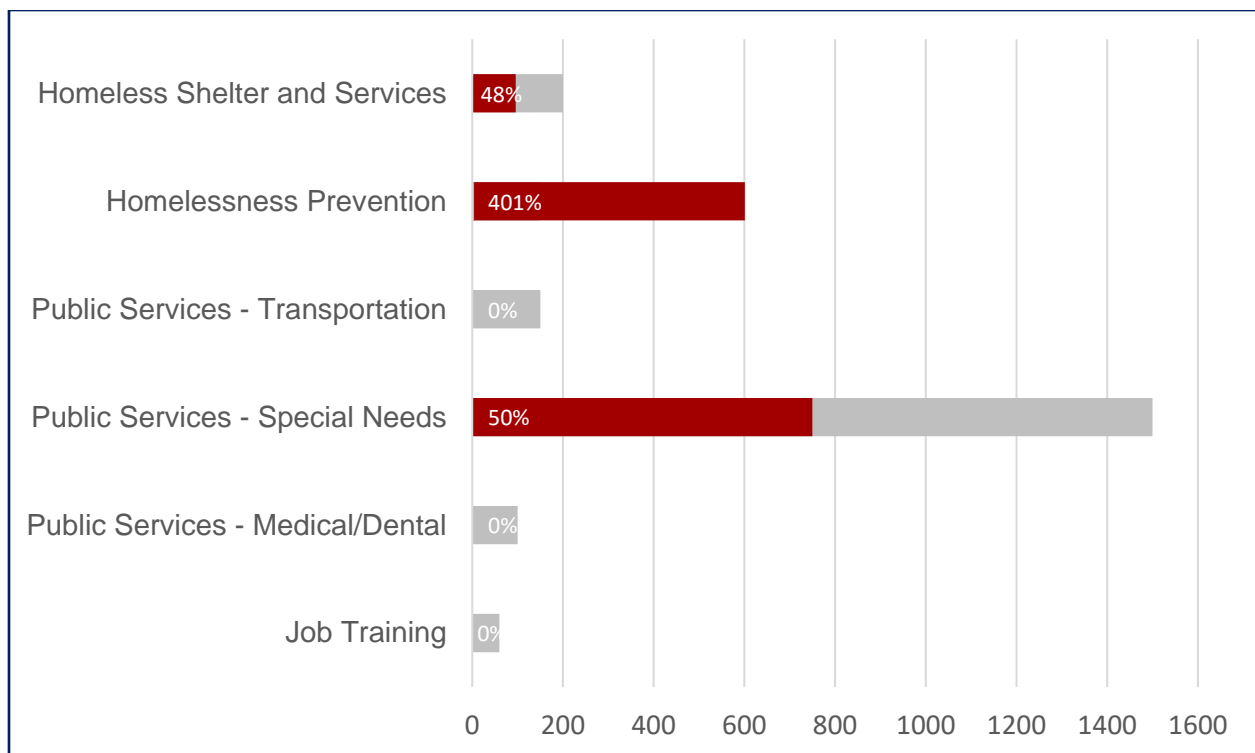


Chart 2 – Con Plan Progress: Public Services

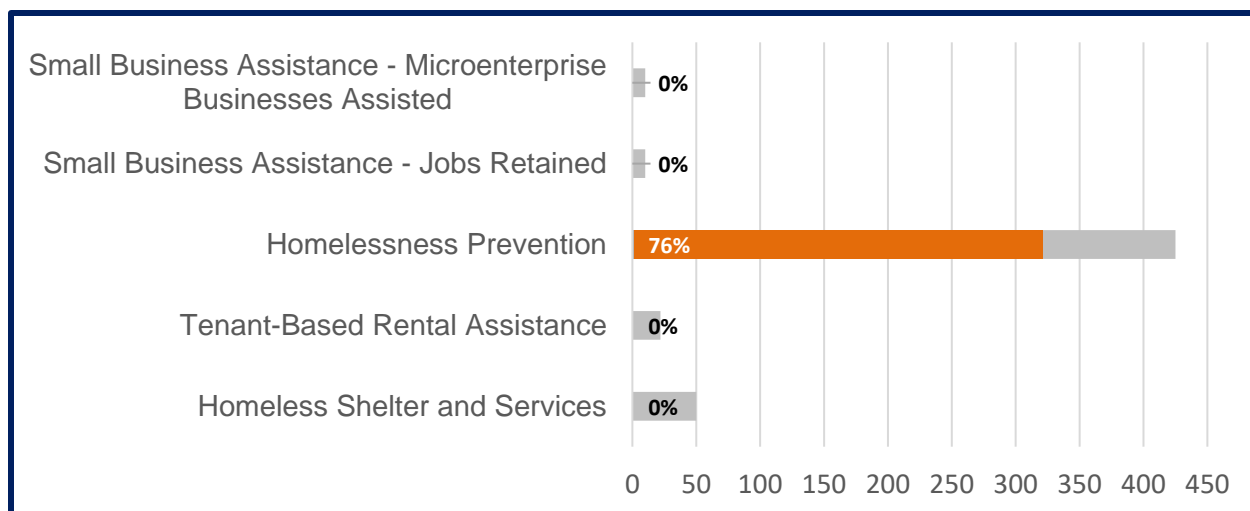


Chart 3 – Con Plan Progress: COVID-19 Response Programs

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.

To address housing goals related to rehabilitation, the City provided funds to rehabilitate single-family housing. The City’s Housing Rehabilitation Program (HRP) provided 23 limited repairs and 17 emergency repairs to low to moderate income Plano homeowners during the program year, spending \$755,728 in CDBG funding. HRP used an additional \$269,450 in HOME funds to complete work on two homeowner reconstruction projects, which began in PY 2018. Rebuilding Together North Texas used \$19,506 in CDBG funding to provide home repairs to two households, one of which is still under construction and will be completed in PY 2020. The City successfully met and exceeded its five year goal for housing rehabilitation.

Other housing goals related to homeownership and supply of units are primarily supported by HOME funding and described in Section CR-20.

To address goals related to public services, the City funded programs related to domestic violence, homelessness prevention, and after-school care. The City’s Homelessness Prevention Program utilized \$127,507 to assist 119 at-risk individuals with maintaining their residence, falling short of the one year goal of 167. However, the five-year goal of 150 was exceeded by serving 601 individuals.

Boys and Girls Clubs of Collin County used \$53,455 to provide after-school enrichment programs to 52 children. Texas Muslim Women’s Foundation (TMWF) used \$44,545 to provide culturally-sensitive services to 28 domestic violence survivors, five of whom received overnight shelter. Goals for both Public Services – Special Needs and Homeless Shelter and Services fell short of the one year and five year goals. However, the City used Buffington Community Services Grant (BCSG) funds to support additional public service programs. Over the five year Con Plan period, the City provided public services to a total

of 31,218 Plano residents, including 856 individuals who received homeless services.

While the City did not meet its five-year goal of providing medical/dental services to 100 individuals using HUD funds, health services were provided to 4,881 individuals using BCSG funds during the five year period.

During the 2015-2019 Con Plan period, the City did not make progress on its goals of Transportation and Job Training. The City did not receive any proposals for these services from local agencies during its 2015, 2016, and 2017 consolidated grant processes. In its 2018 and 2019 grant processes, the City received proposals from an organization that provides access to job training through a tuition assistance and case management program. However, during both grant processes, this organization's application did not receive the minimum score necessary to be considered for funding by the City of Plano's Community Relations Commission.

On May 11, 2020, the City amended its PY 2019 Action Plan to allocate a total of \$1,444,200 to programs that prevent, prepare for, and respond to COVID-19. These funds include first round CDBG-CV and re-programmed PY 2018 and 2019 HOME and CDBG funds. As shown in the table beginning on page 3, this amendment added new goals and indicators, including Tenant-Based Rental Assistance and Small Business Assistance. The amendment also increased existing goals and indicators, including Homelessness Prevention, which is estimated to serve an additional 425 persons, and Homeless Shelter and Services, which is estimated to serve an additional 50 persons. While these COVID-19 response goals were established in PY 2019, they are expected to be accomplished at the conclusion of PY 2020 (September 30, 2021).

Using CDBG-CV funds, the City created a Small Business Grant Program to assist businesses experiencing economic impacts related to the COVID-19 Pandemic. In PY 2019, eight microenterprise businesses were assisted with up to three months of operating costs, utilizing \$59,830. Additionally, five businesses with up to 15 employees were granted \$10,000 each to retain one low to moderate income employee for a period of three months. The assisted businesses had not completed the three month reporting period at the conclusion of PY 2019. Performance for this program will be reported on the PY 2020 CAPER.

The City increased its Homelessness Prevention budget by a total of \$695,898 in CDBG-CV and CDBG funds to provide emergency housing support to Plano residents who experienced an economic impact due to COVID-19. In PY 2019, the City used \$230,518 in CDBG-CV funds to assist 321 individuals impacted by COVID-19 with maintaining their residence.

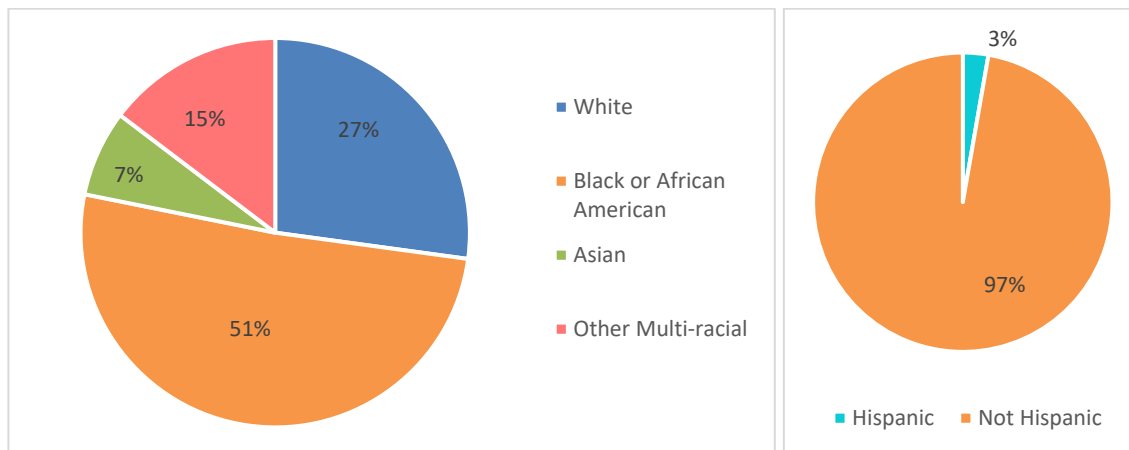
The City also reserved CDBG-CV and HOME funds to support shelter and permanent housing responses for people experiencing homelessness in Plano. These funds will help prevent the spread of COVID-19 among Plano's homeless population and provide Tenant-Based Rental Assistance for homeless persons who have been impacted or displaced by COVID-19. These programs will begin serving residents in PY 2020.

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	HOME
White	147	1
Black or African American	276	2
Asian	39	0
American Indian or American Native	0	0
Native Hawaiian or Other Pacific Islander	0	0
American Indian/Alaskan Native & African American	0	0
Other multi-racial	80	0
Total		
Hispanic	14	1
Not Hispanic	528	2

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



Charts 3 and 4 - Assistance to racial and ethnic populations with CDBG and HOME funds

Narrative

Table 2 represents households and individuals served across the City's various CDBG and HOME programs. CDBG and HOME funds were used to help all Plano residents, regardless of race and/or ethnicity. When reviewing the above Table 2, approximately 73% of the households and individuals assisted with these funds classified themselves as a racial minority. Approximately 3% of individuals reported an ethnicity of Hispanic. All people assisted with CDBG and HOME funds had an income at or below 80% of the area median income.

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	CDBG	\$2,319,848	\$1,608,359
HOME	HOME	\$525,447	\$550,265
Other	BCSG (general funds)	\$569,400	\$555,974

Table 3 - Resources Made Available

Narrative

The City of Plano began PY 2019 with \$1,349,727 in newly allocated CDBG dollars and \$514,643 in newly allocated HOME funds. The City budgeted \$120,000 for CDBG program income and \$6,750 for HOME program income. Additionally, the City received an allocation of \$828,593 in first round CDBG-CV funding, due to the COVID-19 Pandemic.

The “Resources Made Available” column in Table 3 includes CDBG, CDBG-CV and HOME entitlement funds and budgeted program income. However, these totals do not reflect the actual amount of funding available as of October 1, 2019, the first day of PY 2019. At that time, the City had prior year funds available that were allocated to projects approved in previous program years.

At the conclusion of PY 2018, the City had \$875,565 in CDBG funds and \$814,004 in HOME funds remaining to spend. When PY 2019 ended, the City had \$1,587,054 in CDBG funds and \$789,186 in HOME funds remaining to spend. Most of the funds remaining at the conclusion of PY 2019 are budgeted to City programs (Housing Rehabilitation and First Time Homebuyer) and subrecipient housing service providers (Housing Channel, Habitat for Humanity of Collin County, and Rebuilding Together North Texas). Remaining funds were also budgeted for COVID-19 response programs, including Small Business Grants, Tenant-Based Rental Assistance, Homeless Housing and Shelter, and Homelessness Prevention.

Three BCSG-funded subrecipient organizations were unable to fully expend their grants, due to temporary barriers related to COVID-19. This resulted in \$13,426 in BCSG funds returned to the City.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description

Table 4 – Identify the geographic distribution and location of investments

Narrative

Due to the eligibility criteria for the CDBG and HOME programs and their focus on low to

moderate income populations, most funds are expended in areas that have higher concentrations of low to moderate income residents, such as southeast Plano and many areas located to the immediate east and west of US-75. However, funds are expended in all areas of the City, as all programs are available city-wide, and low and moderate income persons reside in all areas of the City. See the map at Appendix A showing the income distribution of areas that have at least 32.9% low to moderate income households, per HUD's Exception rule for the City of Plano.

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.

The City of Plano requires nonprofit agencies producing affordable single family homes to leverage outside funds to complete the construction and/or rehabilitation of homes for low-income buyers. Like the First Time Homebuyer program, this permits the nonprofit agency and homebuyer to have greater equity in the home and also allows more people to benefit from City programs. The City of Plano utilizes match for HOME funds by calculating the interest saved by homebuyers due to obtaining reduced interest or interest free loans and by the deferred payment gap loans made by the developers. The City also uses cash contributions and in-kind volunteer labor provided for HOME construction projects.

Due to project delays related to the COVID-19 Pandemic, the City requested a match liability waiver from HUD, reducing its match liability for PY 2019 and 2020 to zero. However, in PY 2019, Habitat for Humanity was able to contribute \$100,455.74 in matching funds, prior to the onset of the Pandemic.

Fiscal Year Summary – HOME Match	
1. Excess match from prior Federal fiscal year	\$635,082.89
2. Match contributed during current Federal fiscal year	\$100,455.74
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	\$735,538.63
4. Match liability for current Federal fiscal year	\$ 0.00
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	\$735,538.63

Table 5 – Fiscal Year Summary - HOME Match Report

Match Contribution for the Federal Fiscal Year								
Project No. or Other ID	Date of Contribution	Cash (non- Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
712	12/23/2019	\$55,000.00						\$55,000.00
712	01/24/2020	\$5,818.00						\$60,818.00
712	02/26/2020	\$7,700.00						\$68,518.00
712	03/11/2020	\$200.00						\$68,718.00
712	06/17/2020	\$200.00						\$68,918.00
712	08/26/2020	\$200.00						\$69,118.00
712	09/22/2020	\$200.00						\$69,318.00
712	Various	\$31,137.74						\$100,455.74

Table 6 – Match Contribution for the Federal Fiscal Year

HOME MBE/WBE report

Program Income – Enter the program amounts for the reporting period				
Balance on hand at beginning of reporting period \$	Amount received during reporting period \$	Total amount expended during reporting period \$	Amount expended for TBRA \$	Balance on hand at end of reporting period \$
29,273.41	10,803.82	32,803.17	0	7,274.06

Table 7 – Program Income

Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period						
	Total	Minority Business Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Contracts						
Number	2	0	0	0	0	2
Dollar Amount	269,366	0	0	0	0	269,366
Sub-Contracts						
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0
	Total	Women Business Enterprises	Male			
Contracts						
Number	2	0	2			
Dollar Amount	269,366	0	269,366			
Sub-Contracts						
Number	0	0	0			
Dollar Amount	0	0	0			

Table 8 - Minority Business and Women Business Enterprises

Minority Owners of Rental Property – Indicate the number of HOME assisted rental property owners and the total amount of HOME funds in these rental properties assisted						
	Total	Minority Property Owners				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0

Table 9 – Minority Owners of Rental Property

Relocation and Real Property Acquisition – Indicate the number of persons displaced, the cost of relocation payments, the number of parcels acquired, and the cost of acquisition						
Parcels Acquired	0	0				
Businesses Displaced	0	0				
Nonprofit Organizations Displaced	0	0				
Households Temporarily Relocated, not Displaced	0	0				
Households Displaced	Total	Minority Property Enterprises				White Non-Hispanic
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non-Hispanic	Hispanic	
Number	0	0	0	0	0	0
Cost	0	0	0	0	0	0

Table 10 – Relocation and Real Property Acquisition

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	22	0
Number of Non-Homeless households to be provided affordable housing units	277	194
Number of Special-Needs households to be provided affordable housing units	0	13
Total	299	207

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	268	182
Number of households supported through The Production of New Units	1	0
Number of households supported through Rehab of Existing Units	24	24
Number of households supported through Acquisition of Existing Units	6	1
Total	299	207

Table 12 – Number of Households Supported

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

The City met its one year housing rehabilitation goal and exceeded the five year goal, completing 12 more projects than originally anticipated. Further detail on housing rehabilitation is described in Section CR-05.

To address goals related to homeownership, the City of Plano's First Time Homebuyer program assisted one household with purchasing a home in Plano during the program year. A total of \$9,780 in CDBG funding and \$45,000 in HOME funding was used for this program. In addition to offering down payment and closing costs, the City also provided educational classes to 106 potential homebuyers.

The City fell short of its five year goal for homeownership due to the unforeseen changes to Plano's housing market at the beginning of the five year Con Plan cycle. The housing market in Plano has affected the number of First Time Homebuyer (FTHB) Program participants that have been able to acquire existing homes. Homes that are priced

modestly in Plano often need extensive repairs or are quickly purchased by another buyer, making it more challenging for low to moderate income households to purchase an affordable home.

To address goals related to supply of units, Housing Channel used \$180,000 in HOME funding to acquire and rehabilitate two single family homes for sale to low to moderate income homebuyers. Of the \$180,000, \$90,000 was expended in late PY 2018 and included in last year's CAPER. These projects are expected to be completed in PY 2020. Additionally, Habitat for Humanity of Collin County used \$93,155 in HOME funding to acquire and rehabilitate one single family home, which is under construction and expected to be completed in PY 2020.

The City did not meet its five year housing supply goal. The housing market boom that began in 2015 has continued to create challenges for developers to produce the anticipated number of new units. Land value has increased, and the number of available infill lots needed to produce new units is limited. Despite these challenges, in PY 2019, the City's HOME-funded subrecipient developers acquired and began rehabilitation on three existing single-family units, referenced above, to convert them to affordable, modest housing for low to moderate income buyers. Construction on these projects was delayed at the onset of the COVID-19 Pandemic but has since resumed. These units will be completed and sold to qualified buyers in PY 2020.

In May 2020, the City amended its one year action plan to outline the use of its new CDBG-CV funds and re-allocate existing CDBG and HOME funds for COVID-19 response. As a result, the goal for number of households to receive rental assistance increased by 199, including those estimated to be served in the Homelessness Prevention and Tenant-Based Rental Assistance programs.

While the City of Plano did not undertake HOME-funded rental projects during the program year, the City provided short-term rental assistance using CDBG and CDBG-CV funds through its Homelessness Prevention Program, serving 182 households. Of those served, 130 households were economically impacted by the COVID-19 Pandemic. The City will continue this program in PY 2020, in order to reach the goal of serving an estimated 177 households (425 persons) affected by the COVID-19 Pandemic. In PY 2020, the City will also begin progress toward providing HOME Tenant-Based Rental Assistance to an estimated 22 homeless households who have been economically impacted by COVID-19.

Discuss how these outcomes will impact future annual action plans.

The 2015-2019 Con Plan was developed in 2014, at a time when the housing market in North Texas had barely begun its current upward trend. Since that time, the median home sale price in Plano has increased from \$233,000 to \$365,000. The increase in funds necessary to acquire units and land, coupled with higher labor costs, has constrained the City's ability to meet the Con Plan goals related to supply of units and homeownership. In its new 2020-24 Con Plan, the City has set new goals based on current market trends and will continue to make adjustments to goals as needed on its annual action plans.

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	373	0
Low-income	126	1
Moderate-income	43	2
Total	542	3

Table 13 – Number of Households Served

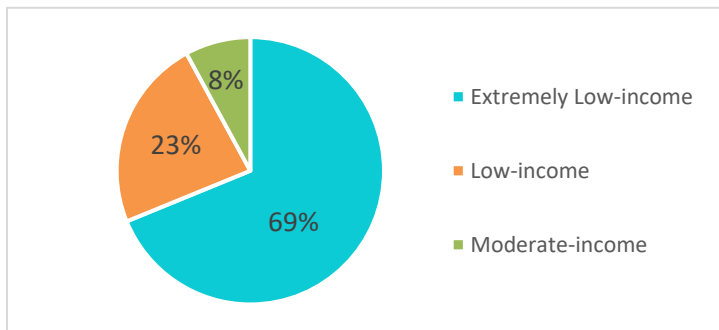


Chart 5 – Number of Households Served by Income

Narrative Information

All of the City’s HUD-funded programs are limited to low to moderate income persons. Beneficiaries are required to provide income information by family size or meet presumed beneficiary criteria, such as homelessness or victim of domestic violence. The majority of people served in PY 2019 were extremely low-income, earning no more than 30% of the area median income. This is an increase from last year of 17 percentage points. This can be explained by the fact that a larger overall proportion of persons served this year were from the Homelessness Prevention Program, due to the increase in need related to COVID-19. The persons served in this program are in the extremely low income category at a higher rate than most other programs, as they enter the program facing severe financial crisis, often due to job loss.

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

The City of Plano strives to utilize best practices and implement data-driven strategies to address homelessness in its jurisdiction and participates in regional coordination of homeless services through active leadership and participation in both the Collin County Homeless Coalition (CCHC) and the TX-600 Dallas City/County & Irving Continuum of Care (CoC). Metro Dallas Homeless Alliance (MDHA), the CoC lead agency, employs a Coordinated Assessment Case Manager in Plano at the Assistance Center of Collin County. This individual provides assessment, resource coordination, and housing/shelter placement for unsheltered homeless persons. City staff works closely with the Case Manager through a referral relationship and by providing documentation of homelessness through data collected during PIT counts, at the Harrington Library, and through the Hospital Homeless Initiative, all of which are described further below.

Prior to the onset of the COVID-19 Pandemic, the City utilized a Community Services Division staff person at Harrington Library once a week to assist unsheltered persons with locating suitable shelter and support services, as well as entry into HMIS and placement on the CoC Housing Priority List. During the Pandemic, this position continued to work with people experiencing homelessness remotely, in coordination with other City staff who encounter homeless persons during their work, including the Police Department, Property Standards Division, and Parks and Recreation. Community Services Division staff also organize and coordinate the homeless Point-in-Time (PIT) count for Plano each year, in coordination with the CoC and CCHC. Data collected during the PIT is used to determine priority needs and allocation of resources for the City's homeless population.

The City continued to administer its Hospital Homeless Initiative to address the needs of Plano's homeless residents admitted into area hospitals. Once contacted by hospital staff, City staff meets with the patient to determine shelter eligibility and complete an intake form for HMIS input. Staff then contacts emergency shelters and transitional living programs that best fits the needs of the patient to determine availability and coordinate intake, including transportation if needed. Follow-up is conducted to confirm the patient entered the program. During PY 2019, eight persons were assessed and received service coordination through the initiative. Services have continued remotely throughout the Pandemic.

During PY 2019, the City began planning an enhanced, coordinated effort for responding to homelessness across multiple City departments. These efforts included the formation of a group in the City's Neighborhood Police Officer unit that responds to calls related to homelessness and mental health crises. This group will work in coordination with a new

Homeless Services Coordinator position in the Neighborhood Services Department, who will provide outreach, housing placement, and case management to Plano's homeless population.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City used \$44,545 in CDBG funds to support Texas Muslim Women's Foundation, which provides culturally-sensitive services, including access to emergency shelter for women and children fleeing domestic violence. The organization served a total of 28 people, five of whom received overnight shelter. City general fund monies, in the form of Buffington Community Services Grants (BCSG), were used to fill in the funding gap between emergency shelter and transitional housing needs and available CDBG funding for public services. The City provided BCSG funds for the following programs:

- \$62,010 to The Samaritan Inn to support their Transitional Shelter Program, which provides shelter and supportive services to individuals and families experiencing homelessness and served 40 people;
- \$25,804 to Hope's Door New Beginnings Center to support their Survivor Services program, which includes emergency shelter for women and children fleeing domestic violence and served 178 people;
- \$33,101 to Emily's Place to support their Transformational Housing program, which provides transitional housing to women and children survivors of domestic violence and served five people;
- \$22,323 to City House to support their Transitional Living program, which provides transitional housing for homeless youth ages 18-21 and served 72 people; and
- \$18,603 to City House to support their Runaway Homeless Youth program, which provides emergency shelter to youth ages 0-17 and served 66 people.

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

The City's Homelessness Prevention Program provides temporary housing assistance, coupled with case management and connection to other supportive services such as financial education, credit counseling, job search assistance, food pantry, clothing, assistance with obtaining mainstream benefits, and counseling. In FY 2019, \$127,507 in CDBG funds and \$230,518 in CDBG-CV funds were used to help 440 Plano residents at-risk of homelessness remain housed. Of the total individuals assisted, 321 were economically impacted by COVID-19.

In addition to CDBG-CV funds, the City also received \$11.9M in U.S. Treasury CARES Act funding from Collin County to assist in administering the Collin County Cares –

Emergency Housing and Living Assistance (EHLA) program. The City of Plano oversaw assistance to residents of Plano and several other Collin County zip codes, providing housing and food assistance to 670 households from June 1, 2020 to October 31, 2020. All households served through EHLA experienced a loss of income due to COVID-19, and no duplication of benefits occurred between the City and County programs.

Finally, the City also assisted low and moderate income residents through social service programs that address a wide range of needs, including: counseling, youth education and advocacy, information and referral, and services for seniors and people with disabilities.

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

In 2018, the City met a population threshold that made it eligible to receive Homeless Housing and Services Program (HHSP) funding from the Texas Department of Housing and Community Affairs (TDHCA). The City first received this funding in September 2018 and conducted a competitive Request for Proposals process to select an organization to provide a Rapid Rehousing Program to serve Plano's homeless population. City House, with Assistance Center of Collin County as a collaborative partner, was selected to administer the program, which provides up to 12 months of flexible housing assistance and case management. Over the last two years, the program housed a total of 48 persons experiencing homelessness. As persons exit the program, follow up is conducted and outcome data tracked to ensure program effectiveness.

In addition to its Rapid Rehousing Program, the City of Plano also collaborates with service providers to assist homeless persons in finding shelter, resources, and permanent housing as quickly as possible. City staff works closely with the Coordinated Assessment Case Manager to assist individuals who are chronically homeless and those who have experienced a shorter period of homelessness. Homeless individuals and families with children are often referred to the Samaritan Inn, a transitional housing shelter, as well as the Coordinated Assessment Case Manager. Homeless veterans are first referred to Veterans Center of North Texas for services and the VA for HUD-VASH vouchers. The City also coordinates with Plano Housing Authority to identify individuals who may be eligible for a Mainstream voucher, which are reserved for homeless, non-elderly adults with a disability. Shelter and housing for unaccompanied youth is found through coordination with City House.

The City maintains leadership positions and active membership with the Collin County Homeless Coalition and the CoC. The CoC lead agency has a staff person that assists with locating affordable housing units, and also employs the Coordinated Assessment Case Manager. These two staff persons work closely to coordinate housing for homeless persons who have been assessed through the Coordinated Access System.

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

Actions taken to address the needs of public housing

The Plano Housing Authority (PHA) administers the Public Housing and Housing Choice Voucher programs, which are instrumental in providing stability for low income families in the Plano area. The PHA currently manages 23 public housing units and 990 Housing Choice Vouchers. Forty (40) of the 990 vouchers are VASH (Veterans Affairs Supportive Housing), designated specifically for homeless veterans. Thirty (30) of the 958 vouchers are Mainstream vouchers, reserved for homeless persons with a disability. Of the total 990 allocated vouchers, 696 are currently in use, which is the maximum amount possible based on current PHA funding. City staff work collaboratively with PHA by facilitating referrals to the Mainstream voucher program for Plano's homeless residents that meet eligibility criteria. City and PHA staff meet regularly to discuss programs and how both entities can work together.

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

City staff continued to work with PHA staff to ensure that voucher program participants are aware of opportunities at the City for homeownership through programs such as the First Time Homebuyer (FTHB) program and that FTHB participants are aware of opportunities to purchase homes that PHA rehabilitates and sells.

Actions taken to provide assistance to troubled PHAs

The Plano Housing Authority does not have a "troubled" designation.

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 Plano enlisted the help of a consultant from August to January of 2015 in order to review public policies that serve as a barrier to affordable housing. A review of the City's code of ordinances, including but not limited to building code, land use, and fee structures, showed that the City of Plano's ordinances are consistent with those that promote affordable housing. In February 2019, Plano City Council passed a new ordinance to allow backyard cottages, providing increased housing diversity that can be beneficial particularly to special populations including seniors, persons with disabilities, and young adults. The City also works with developers to incentivize affordable housing development in the form of reimbursement for public improvements and other fee waivers.

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

Recognizing Federal resources alone are not sufficient to meet community needs, the City of Plano created the Buffington Community Services Grant (BCSG) in 1998. The grant consists of general funds in the amount of \$2 per capita to help meet underserved needs and assist agencies in accomplishing their missions. During PY 2019, \$569,400 was awarded to 14 social service agencies to provide public services to Plano residents.

Over the last several years, North Texas has experienced a housing market boom, and Plano is no exception. To combat the decrease in available affordable housing, Plano City Council continues to provide resolutions of support to developers applying for Housing Tax Credits (HTC) within the City of Plano. In PY 2019, four applications were made in Plano. Three applications received a Resolution of Support, and one received a Resolution of No Objection.

During PY 2018, the City, through a consultant, finalized its Housing Trends Analysis for Plano. The report analyzes current housing stock and provides examples of best practices and strategies to guide future development, taking into account the spectrum of income levels held by Plano residents and the type of housing needed to support Plano's workforce. In August 2019, City staff provided three preliminary housing policy framework recommendations to City Council. City staff planned to return to City Council in Spring 2020 with policy objectives consistent with these recommendations. However, since the onset of the COVID-19 Pandemic, the City has prioritized its Pandemic response programs to ensure the emergency housing and economic needs in Plano are addressed. City staff plans to return to Council with the policy objectives after the Pandemic has entered a recovery phase.

Unemployment and under-employment can also act as an obstacle to meeting the needs

of the underserved. The City of Plano continued to operate the Day Labor Center, which serves as a meeting place for laborers and contractors to connect for work. A total of 5,432 labor placements were made during PY 2019, with an average daily placement rate of 34%. Due to the Pandemic, the Day Labor Center was temporarily closed for three months. However, the center reopened on June 15, 2020 with enhanced safety protocols, to prevent the spread of COVID-19.

City of Plano staff are also active participants in local social service organizations and coalitions. The City participated in the following organizations that met to collaborate on how to best meet the needs of the underserved:

- Collin County Homeless Coalition;
- Metro Dallas Homeless Alliance (Continuum of Care);
- Collin County Social Services Association;
- Collin County Council of Family Violence;
- Collin County Early Childhood Coalition; and
- Collin County Health and Wellness Alliance.

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

During PY 2019, the Community Services Division had three Certified Lead Risk Assessors on its staff. Lead-based paint hazards are addressed through both CDBG and HOME-funded housing programs, including Housing Rehabilitation, First Time Homebuyer, and subrecipient programs. As homes enter these programs, they are evaluated for lead-based paint and, when necessary, such hazards are mitigated, as required by HUD regulations.

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

As mentioned above, the City utilized general fund dollars to support programs at 14 nonprofit organizations serving Plano residents. During PY 2019, the City approved funds for a variety of programs that primarily assist low to moderate income persons and groups with special needs. Some of these programs included a home-based mentoring program for parents, a preventive health care program for seniors, a therapy program for survivors of sexual assault, and a STEM education program for youth.

Additionally, using CDBG, state funds, and City general funds, the City supported several programs aimed at self-sufficiency. These programs combine housing assistance with supportive services and include: Homelessness Prevention, Rapid Rehousing, The Samaritan Inn, Hope's Door New Beginnings Center, Emily's Place, City House, and Texas Muslim Women's Foundation.

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

The City of Plano utilizes City staff to deliver its First Time Homebuyer and Housing Rehabilitation programs, while nonprofit organizations partner with the City to assist in carrying out other housing, homeless, and community development goals. In order to enhance institutional structure on an ongoing basis, Community Services Division staff actively collaborates with outside agencies through various coalitions and networking groups, as listed in the next section. In June 2019, the City purchased a subscription to the Foundation Directory Online database, which is a robust directory and search tool that nonprofits can utilize to access new funding opportunities. Since that time, over 75 nonprofits in the community have used the database in an effort to expand their capacity. Other efforts include networking with neighboring participating jurisdictions through the National Community Development Association.

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

In order to enhance coordination, Community Services Division staff actively collaborates with outside agencies through various coalitions and networking groups, which include: the Collin County Homeless Coalition, Metro Dallas Homeless Alliance (Continuum of Care), Collin County Social Service Association, Collin County Early Childhood Coalition, and the Collin County Health and Wellness Alliance. Through these affiliations, City staff form relationships with key staff from local agencies, enabling them to provide residents a “warm hand-off” to social service providers who can address their specific needs. Other efforts include: networking with neighboring participating jurisdictions through the National Community Development Association, advocating for elimination of duplicate services among public service agencies, and coordinating with Plano Housing Authority to provide information to the public about the process for obtaining a Housing Choice Voucher or public housing.

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

The City took the following actions this year to foster fair housing choice and to address contributing factors and impediments identified in the AI:

- Facilitated access to below-market-rate units by providing three Resolutions of Support to developers applying to the State of Texas’s Competitive, 9% Housing Tax Credit Program;
- Provided detailed information and referral for any persons who contacted the City needing information on how to file a fair housing complaint;
- Continued to provide support for the overall vitality and stability of low to moderate income neighborhoods through general-funded programs. These programs include 1) Love Where You Live, in which the City and community volunteers

“adopt” a neighborhood over the course of a year and complete two major service events that involve completing minor home repairs, landscaping projects, and cleaning up litter and trash from the neighborhood’s creeks, streets and properties; and 2) Plano CARES, which connects local volunteers to Plano residents who are experiencing physical or financial hardship and are unable to correct common property code violations such as tree trimming, trash removal, damaged fence removal/repair, accessory building removal/repair, and minor exterior home repair;

- Provided five free property maintenance workshops throughout the year, including one in Spanish, to help homeowners learn how to best care for their properties and maximize the life of their homes;
- Continued to provide language assistance to applicants and program participants with Limited English Proficiency on an as-needed basis. Within the Neighborhood Services Department, there are staff persons able to provide translation in Spanish, French, Farsi, Kurdish, Pashto, Turkish, Japanese, Thai, Vietnamese, and American Sign Language. If needed, outside translation services are utilized; and
- Provided information on City programs at outreach events across Plano reaching diverse populations, for a total of 28 staff hours. These events include neighborhood meetings, community resource fairs, festivals, and library events.

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

City staff attended various HUD-sponsored training sessions as well as participated in webinars during PY 2019. These efforts are to ensure staff is current with new and/or revised federal regulations regarding HUD-funded programs. Staff attended training sessions and/or webinars in the areas of CDBG/HOME regulations, COVID-19 response programs, HUD Regional Quarterly Meetings, and National Community Development Association trainings and seminars. For planning/monitoring requirements, staff conducts quarterly desk monitoring and annual onsite monitoring of programs to ensure program and comprehensive planning compliance. In addition, staff requires mandatory training for all CDBG and HOME subrecipients and publishes a "CDBG and HOME Subrecipient Compliance Manual" for those agencies and provides ongoing technical assistance as needed. The City has a designated staff person to oversee HOME-funded developers and conducts onsite visits throughout the construction phase until the homes are sold to low-income homebuyers. Developers are monitored annually using a City of Plano Monitoring checklist, which includes a HUD-prescribed HOME checklist to ensure compliance with regulations.

Staff continued marketing and outreach to Minority Business Enterprises (MBEs) by searching websites such as the Small Business Administration and local chapters of national minority associations. The City networks with the Dallas Chapter of the National Association of Builders, and the National Association of the Remodeling Industry. The City also provides announcements of available contracting opportunities to the following local entities: National Association of Minority Contractors Dallas-Ft. Worth, Regional Black Contractors Association, and Regional Hispanic Contractors Association.

The City of Plano utilizes its Day Labor Center in an effort to help contractors locate Section 3 residents. Annually, City staff sponsors a free contractor event for training and recruitment purposes. The City has a web page that includes a contractor application and requirements for participation in the City's housing rehabilitation program. The online application is open to all contractors. City staff has utilized the PlanoTX.ionwave.net online contracting system and procured contractors and awarded bonus points in procurement for Section 3 Businesses. In addition, staff conducted outreach efforts to relevant trades, general contractors, structural engineering and architectural firms listed in the www.sam.gov website. These efforts along with networking and referrals resulted in 62.7% (\$444,928) of total CDBG funds awarded through housing rehabilitation as MWBE construction contracts. HUD's MWBE reporting requirements exclude reporting MWBE metrics for HOME funded projects.

In addition, the City exceeded the goal of awarding 10% of construction dollars to Section 3 businesses, but did not meet its 3% threshold of non-construction dollars to Section 3

businesses. From October 1, 2019 through September 30, 2020, the City of Plano paid \$466,165 in CDBG funding to contractors providing construction services, and \$4,842 in non-construction services for the City's Housing Rehabilitation Program. HUD's Section 3 Guidelines require recipients of their funds, to the greatest extent possible, provide job training, employment and contract opportunities for low-income residents. During FY 2019, 67.2% (\$313,064) of all CDBG construction dollars and 0% non-construction contracts dollars were awarded to contractors that met Section 3 guidelines. In the CDBG category, 6% of new hires were Section 3 residents, below the Section 3 requirement of 30%.

Efforts to increase the number of new Section 3 hires during the 2019-2020 fiscal year were hampered by the COVID-19 pandemic. The City of Plano's Housing Rehabilitation Program (HRP) stopped application intake for two months as staff reorganized for shelter-in-place work transitions. The scopes-of-work of ongoing projects were reduced in order to comply with Center for Disease Controls' social distance and mask guidelines. Contractors were challenged in locating workers because many were cautious in entering property for fear of the contagion, and the reduced project scope did not necessitate hiring additional trades and laborers. Overall, contractors in the Dallas/Ft. Worth area experienced difficulty in locating subcontractors, trades, and laborers.

Once the HRP application intake commenced, project scopes-of-work remained at a reduced level until program construction management protocols were revised to ensure housing rehabilitation client, City staff and laborer/contractor safety. The new construction protocols were not fully in place until late September 2020. Thus, the pandemic offset normal HRP operations during the seasonally active construction period—March through September.

From October 1, 2019 through September 30, 2020, the City of Plano paid \$266,866 in HOME funding to contractors providing construction services, and \$2,584 in non-construction services for the City's Housing Rehabilitation Program. During FY 2019, 100% (\$266,866) of the City's HOME Housing Rehabilitation construction dollars were awarded to contractors that met Section 3 guidelines, and 0% non-construction contracts dollars were awarded to contractors that met Section 3 guidelines.

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.

This report was prepared by the Community Services Division of the Neighborhood Services Department. A public notice will be placed in the Plano Star Courier on November 29, 2020 for residents to view the draft performance document. The notice will inform the public that a copy of the draft report could be obtained at the Neighborhood Services Department office and via the Neighborhood Services website. The notice will also inform the public where to direct their comments. An open meeting will be held on November 12th before the Community Relations Commission, and a

public hearing will be held December 14th before City Council. A 15-day public comment period will be held from November 30th to December 14th. Comments will be shared with HUD and City Council.

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.

In March 2020, the City of Plano declared a local state of disaster for public health, due to the COVID-19 Pandemic. In May 2020, the City of Plano completed a substantial amendment to its 2015-2019 Consolidated Plan, adding \$828,593 in newly allocated CDBG-CV funding from HUD, as well as re-programming \$595,026 in existing HOME and CDBG funds toward COVID-19 response programs. These funds increased and modified existing goals in the Con Plan for overnight shelter and homelessness prevention, as well as added new activities, including tenant-based rental assistance and small business grants. While these activities were added as an amendment to the 2015-2019 Con Plan, they will continue into the new 2020-2024 Con Plan cycle until all COVID-19 relief funds are fully expended.

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

No, the City does not have any BEDI grants.

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

CR-50 - HOME 91.520(d)

Include the results of on-site inspections of affordable rental housing assisted under the program to determine compliance with housing codes and other applicable regulations

Please list those projects that should have been inspected on-site this program year based upon the schedule in §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

The City of Plano did not utilize HOME funds to rehabilitate or create affordable rental units.

Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units. 92.351(b)

The City of Plano did not utilize HOME funds for rental projects or homebuyer projects with greater than four units. However, the City of Plano affirmatively markets all HOME homebuyer projects to the extent feasible.

Refer to IDIS reports to describe the amount and use of program income for projects, including the number of projects and owner and tenant characteristics

During PY 2019, the City used \$32,803 in program income on two homeowner reconstruction projects. One homeowner is a household of two, with the head of household being an elderly veteran with a disability, identifying as African-American/Non-Hispanic; and the other homeowner is a four-person, female-headed household, identifying as White/Hispanic.

Describe other actions taken to foster and maintain affordable housing. 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 91.320(j)

Through policy, funding commitments, and in-house programs, the City has provided opportunities to maintain and increase its affordable housing stock. During PY 2019, the City provided a Resolution of Support for three applications which sought Low Income Housing Tax Credits (LIHTC) for the construction of new affordable units within the city limits. During PY 2019, one first time homebuyer received homeownership assistance, 23 homeowners were assisted through the Housing Rehabilitation Program, and one homeowner was assisted through Rebuilding Together North Texas's Full Scope program. Additionally, the City underwent a Housing Trend Analysis in PY 2017. This report analyzed the City's current housing stock and provided examples of best practices and strategies to guide future development, taking into account the spectrum of income levels held by Plano residents and the type of housing needed to support Plano's workforce. City staff is currently developing policy objectives consistent with three

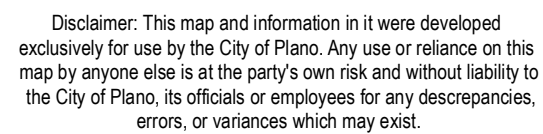
preliminary recommendations made to City Council as part of the development of a housing policy framework.

In addition to its ongoing efforts to maintain and increase the supply of affordable housing, the City provided emergency housing assistance in PY 2019 to offer stability to residents affected by the COVID-19 Pandemic. The City expanded its existing Homelessness Prevention Program and helped administer the Collin County Cares Emergency Housing and Living Assistance Program, which provided housing and food assistance for 534 Plano households in PY 2019. Additionally, the City planned a new Tenant-Based Rental Assistance (TBRA) program that will provide one year of housing assistance to approximately 22 homeless households who lost their housing and/or income due to COVID-19 circumstances. TBRA will begin accepting applications during PY 2020.

City of Plano

Legend

— Major Roads



Source: City of Plano GIS Division
Date:4/28/2016