

**City of Plano**

**DRAFT**

# Consolidated Annual Performance and Evaluation Report

31 // DECEMBER // 21

“

Community development has a long history of innovation and learning from experience.

- Ben Bernanke

”

**Neighborhood Services Department  
777 E. 15th Street  
Plano, TX 75074**



## **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) 2020, which covers the period from October 1, 2020 to September 30, 2021, the City of Plano received an entitlement of \$1,408,317 in Community Development Block Grant (CDBG) and \$550,232 in HOME Investment Partnerships (HOME) funds and collected \$279,579 in CDBG and HOME program income. Additionally, due to the COVID-19 Pandemic, the City was allocated \$828,593 of first round and \$1,407,268 of third 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 \$2,156,782, includes funds from PY 2020 and prior years. All unexpended federal funds will carry over to PY 2021. General fund expenditures totaled \$570,380. With the assistance of nonprofit organizations, the combined federal and general funds enabled the City to accomplish specific goals set forth in the 2020-2024 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 2020. 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, 177 individuals and 19 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 2020, \$570,380 in general funds were set aside for BCSG grants. The City partnered with 15 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 2020 final agency reports, 5,421 Plano residents and households were assisted with BCSG funds. All BCSG organizations fully expended their grants.

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# PY 2020 at a glance

## HOUSING

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### Housing Rehabilitation

City of Plano +  
Rebuilding  
Together North  
Texas  
19  
homeowners



### City of Plano First Time Homebuyer Program

6  
homebuyers

## PUBLIC SERVICES

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### Texas Muslim Women's Foundation



26 domestic  
violence survivors

### Homelessness Prevention Program



416 persons

### Boys and Girls Clubs of Collin County



40 youth

## OTHER GRANT FUNDS

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### BUFFINGTON COMMUNITY SERVICES GRANT

City of Plano General  
Funds

Grants to 15 organizations  
serving Plano residents providing  
senior services, transitional  
housing, youth programs, health  
services, meals, counseling,  
education, and more

5,421 people

### HOMELESS HOUSING & SERVICES PROGRAM

Texas Department of  
Housing and Community  
Affairs

#### Rapid Rehousing Program

- Housing assistance
- Case management
- Supportive services

26 people

### EMERGENCY RENTAL ASSISTANCE PROGRAM

U.S. Treasury Coronavirus  
Relief Fund

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

635 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
Grant Administration	Administration	CDBG: \$ 281,706/ HOME: \$55,023	Other	Other	0	0	N/A	N/A	N/A	N/A
Homeless Shelter and Services	Homeless	CDBG: \$45,825	Homeless Person Overnight Shelter	Persons Assisted	60	0	0.00%	20	26	130.00%
Homeless Shelter and Services	Homeless	CDBG: \$48,534.26	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	25	0	0.00%	175	82	46.86%
Homelessness Prevention	Homeless	CDBG: \$122,000	Homelessness Prevention	Persons Assisted	500	80	16.00%	114	111	97.37%
Homeownership	Affordable Housing	CDBG: \$8,000/ HOME: \$150,000	Direct Financial Assistance to Homebuyers	Households Assisted	15	0	0.00%	3	6	200.00%
Housing Rehabilitation	Affordable Housing	CDBG: \$885,546 / HOME: \$159,378	Homeowner Housing Rehabilitated	Household Housing Unit	85	0	0.00%	22	19	86.36%

Public Services - Job Training	Non-Homeless Special Needs	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	32	0	0.00%	0	0	0.00%
Public Services - Special Needs	Non-Homeless Special Needs	CDBG: \$56,955	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	450	0	0.00%	157	40	25.48%
Public Services - Transportation	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	160	0	0.00%	0	0	0.00%
Supply of Units	Affordable Housing	HOME: \$	Rental units constructed	Household Housing Unit	5	0	0.00%	1	0	0.00%
Supply of Units	Affordable Housing	HOME: \$	Homeowner Housing Added	Household Housing Unit	4	0	0.00%	1	0	0.00%
Tenant Based Rental Assistance	Affordable Housing	CDBG: \$0 / HOME: \$312,740	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	38	9	0.00%	22	6	27.27%

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

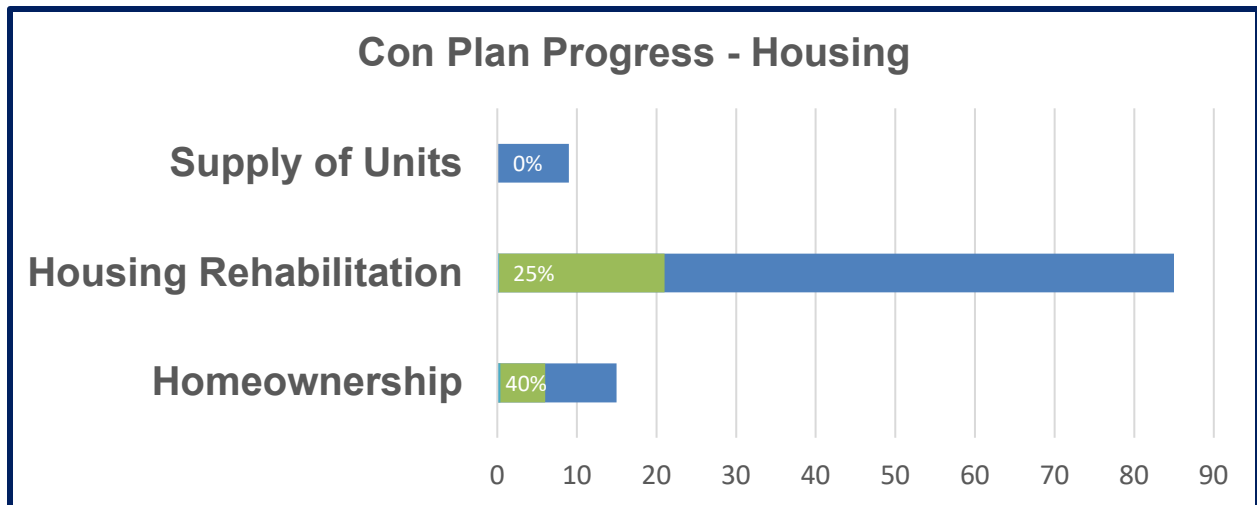


Chart 1 – Con Plan Progress: Housing

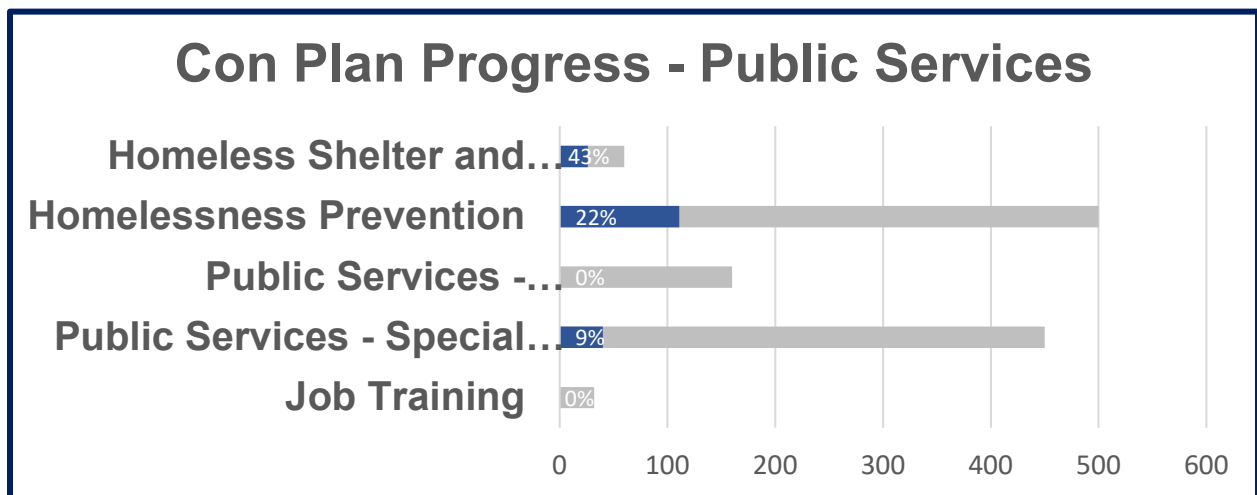
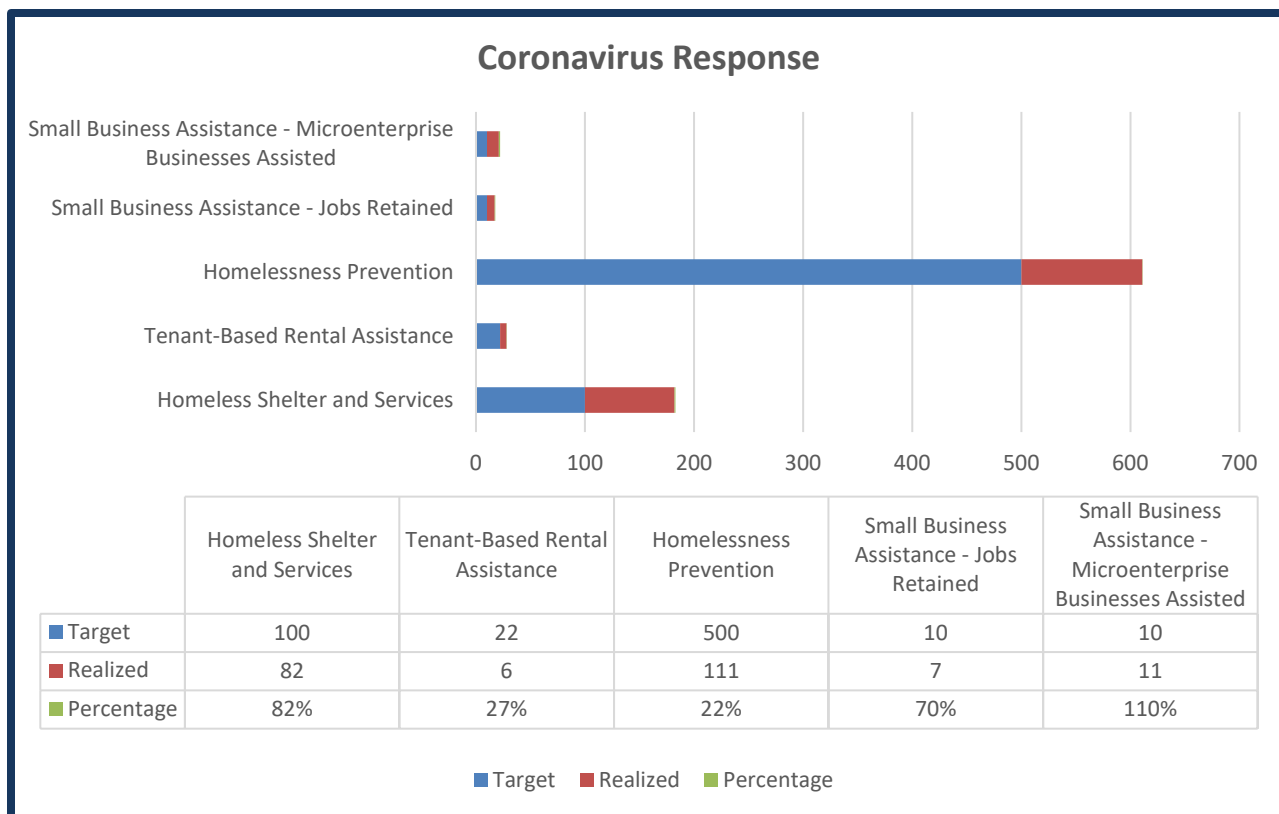


Chart 2 – Con Plan Progress: Public Services



**Chart 3 – ConPlan Progress: Coronavirus Response**



**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 five limited repairs and 15 emergency repairs to low- to moderate-income Plano homeowners during the program year, spending \$621,701.18 in CDBG funding and an additional \$151,378 in HOME funds. Rebuilding Together North Texas used \$13,930 in CDBG funding to provide home repairs to one household. The City did not meet its anticipated one-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 \$251,062 to assist 416 at-risk individuals with maintaining their residence. This number included 111 for current year Homelessness Prevention fund recipients and 305 residents affected by COVID-19.

Boys and Girls Clubs of Collin County used \$56,955 to provide after-school enrichment programs to 40 children. Texas Muslim Women's Foundation (TMWF) used \$45,825 to provide culturally-sensitive services to 40 domestic violence survivors, four of whom received overnight shelter. The Public Services – Special Needs goal fell short of the one-year goal, but the Homeless Shelter and Services exceeded the one-year goal. The City used Buffington Community Services Grant (BCSG) funds to support additional public service programs. In the first year of the new Con Plan period, the City provided public services to 5,421 Plano residents, including 710 individuals who received homeless services.

The City did not make progress on its goals of Transportation and Job Training. The City did not receive proposals for these services from local agencies during its 2020 consolidated grant processes.

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 will help 50 persons. While these COVID-19 response goals were established in PY 2019, they are ongoing and expected to be accomplished after PY 2021 (September 30, 2022).

The City increased its Homelessness Prevention budget by a total of \$1,738,219 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 2020, the City used \$251,061.98 in CDBG-CV funds to assist 167 individuals impacted by COVID-19 with maintaining their residence.

The City implemented the Tenant-Based Rental Assistance Program with a budget of \$312,740.

Volunteers of America – Texas began serving Plano residents in Category 1 (literally homeless) or Category 2 (imminent risk of homelessness – within the next 14 days). Volunteers of America housed 6 Plano residents and utilized \$67,231 in HOME funds.

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.

## 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	114	4
Black or African American	216	2
Asian	48	0
American Indian or American Native	1	0
Native Hawaiian or Other Pacific Islander	0	0
<b>Total</b>	<b>379</b>	<b>6</b>
Hispanic	34	4
Not Hispanic	345	2

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

### Narrative

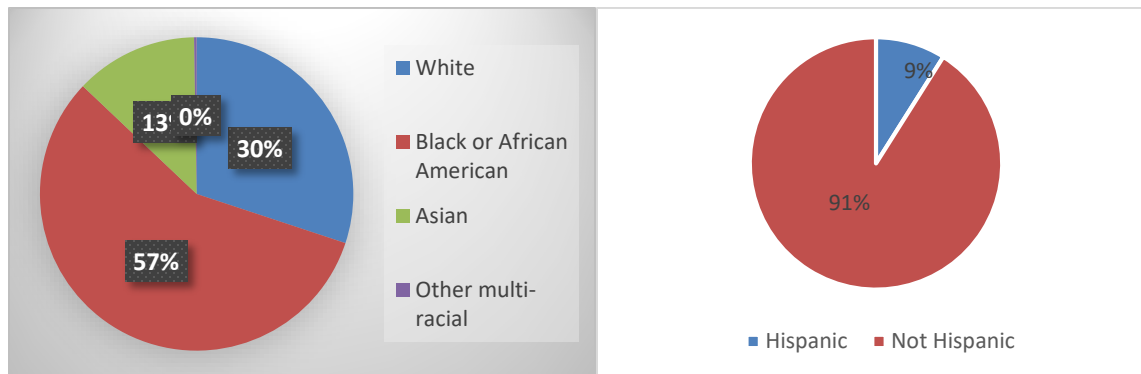


Table 2 represents households and individuals served across the City's various CDBG and HOME programs. CDBG and HOME funds were used to help all Plano residents, regardless of race and ethnicity. When reviewing Table 2, approximately 79% of the households and individuals assisted with these funds classified themselves as a racial minority. About 9% of individuals reported ethnicity of Hispanic. All people helped 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	public - federal	1,508,317	\$1,801,257
CDBG-CV	public - federal	2,235,861	\$371,536
HOME	public - federal	556,982	\$298,492
Other	BCSG (genera funds)	570,380	\$570,380

Table 3 - Resources Made Available

### Narrative

At the conclusion of PY 2019, the City had \$1,587,054 in CDBG funds and \$789,186 in HOME funds remaining to spend. When PY 2020 ended, the City had \$1,466,893 in CDBG funds and \$1,259,956 in HOME funds remaining to spend. Most of the funds remaining after PY 2020 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). The remaining funds were budgeted for COVID-19 response programs, including Small Business Grants, Tenant-Based Rental Assistance, Homeless Housing and Shelter, and Homelessness Prevention.

The City of Plano began PY 2020 with \$1,408,477 in newly allocated CDBG dollars and \$550,232 in newly allocated HOME funds. The City budgeted \$100,000 for CDBG program income and \$6,750 for HOME program income. Additionally, the City received an allocation of \$828,593 in the first round and \$1,407,268 of third-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 amount of funding available as of October 1, 2020, the first day of PY 2020. At that time, the City had prior-year funds available that were allocated to projects approved in previous program years.

### 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 in Appendix A showing the

income distribution of sites with at least 42.34% 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 or rehabilitation of homes for low-income buyers. Like the First Time Homebuyer program, this permits the nonprofit agency and homebuyer to have more significant equity in the home and 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 the developers' deferred payment gap loans. 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 2020 to zero.

<b>Fiscal Year Summary – HOME Match</b>	
1. Excess match from prior Federal fiscal year	0
2. Match contributed during current Federal fiscal year	0
3 .Total match available for current Federal fiscal year (Line 1 plus Line 2)	0
4. Match liability for current Federal fiscal year	0
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	0

**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

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 begin-ning 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 \$

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	6	0	1	1	1	2
Dollar Amount	\$500,485	\$0	\$0	\$49,863	\$127,881	\$322,741
Sub-Contracts						
Number	0	0	0	0	0	0
Dollar Amount	\$0	\$0	\$0	\$0	\$0	\$0
	Total	Women Business Enterprises	Male			
Contracts						
Number	6	1	3			
Dollar Amount	\$500,485	\$40,716	\$177,744			
Sub-Contracts						
Number	0	0	0			
Dollar Amount	\$0	\$0	\$0			

**Table 8 - Minority Business and Women Business Enterprises**

<b>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</b>						
	<b>Total</b>	<b>Minority Property Owners</b>				<b>White Non-Hispanic</b>
		<b>Alaskan Native or American Indian</b>	<b>Asian or Pacific Islander</b>	<b>Black Non-Hispanic</b>	<b>Hispanic</b>	
Number	0	0	0	0	0	0
Dollar Amount	\$0	\$0	\$0	\$0	\$0	\$0

**Table 9 – Minority Owners of Rental Property**

<b>Relocation and Real Property Acquisition</b> – 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	0	0
Number of Non-Homeless households to be provided affordable housing units	70	448
Number of Special-Needs households to be provided affordable housing units	0	0
<b>Total</b>	<b>70</b>	<b>448</b>

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	45	6
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	21	21
Number of households supported through Acquisition of Existing Units	3	6
<b>Total</b>	<b>69</b>	<b>33</b>

Table 12 – Number of Households Supported

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

The City did not meet its one-year housing rehabilitation goal, but it is seeing a resurgence of requests for assistance as the pandemic is waning. 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 two households with purchasing a home in Plano during the program year. \$20,000 in CDBG funding and \$90,000 in HOME funding were used for this program. In addition to offering

down payment and closing costs, the City also provided educational classes to 119 potential homebuyers.

The housing market in Plano has affected the number of First Time Homebuyer (FTHB) Program participants who have acquired existing homes over the past several years. 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. However, this first year of the new Consolidated Plan realized a healthy uptick in home purchases under the City's FTHB Program.

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 build 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 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 were 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 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 448 households. Of those served, 337 households were economically impacted by the COVID-19 pandemic. The City will continue this program in PY 2021 to help residents affected by the COVID-19 pandemic. In PY 2021, the City will also continue to provide HOME Tenant-Based Rental Assistance to an estimated 22 homeless households that COVID-19 has economically impacted.

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

The 2020-2024 Con Plan was developed in 2019 when the housing market in North Texas was in the midst of its current upward trend. Plano's median home sale price has continued to increase and from 2019 to 2021 it has increased from \$365,000 to \$435,000. 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 the 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 adjust 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.**

<b>Number of Households Served</b>	<b>CDBG Actual</b>	<b>HOME Actual</b>
Extremely Low-income	373	1
Low-income	294	5
Moderate-income	96	2
<b>Total</b>	<b>763</b>	<b>8</b>

**Table 13 – Number of Households Served**

### **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. Most people served in PY 2019 were extremely low-income, earning no more than 30% of the area median income. Thirty percent represents an increase from last year of 17 percentage points. Overall, the growth can be explained by a more significant proportion of persons served from the Homelessness Prevention Program this year 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 a 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.

Before 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 and entry into HMIS placement on the CoC Housing Priority List. During the Pandemic, this position continued to work with people experiencing homelessness remotely, coordinating 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, coordinating 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 fit the patient's needs to determine availability and coordinate intake, including transportation if needed. Follow-up is conducted to confirm the patient entered the program. During PY 2020, 15 persons were assessed and received service coordination through the initiative. Services have continued remotely throughout the Pandemic.

During PY 2020, the City continued the coordinated effort for responding to homelessness across multiple City departments. These efforts included forming a group in the City's Neighborhood Police Officer unit that responds to calls related to homelessness and mental health crises. This group will coordinate 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 \$45,825 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 26 people, four 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:

- \$72,940 to The Samaritan Inn to support their Transitional Shelter Program, which provides shelter and supportive services to individuals and families experiencing homelessness and served 57 people;
- \$18,235 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 127 people; and,
- \$21,526 to City House to support their Transitional Living program, which provides transitional housing for homeless youth ages 18-21 and served 52 people; and
- 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 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.

**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, and assistance with obtaining mainstream benefits and counseling. In FY 2020, \$379,750 in CDBG funds and \$251,062 in CDBG-CV funds were used to help 448 Plano residents at risk of homelessness remain housed. Of the total individuals assisted, 337 were economically impacted by COVID-19.

In addition to CDBG-CV funds, the City also received \$7.6M in U.S. Treasury CARES Act funding to administer the Emergency Rental Assistance Program (ERAP). The City of Plano oversaw assistance to residents of Plano, providing housing and utility assistance to 710 households from February 14, 2021, to September 30, 2021. All households served through ERAP experienced a loss of income or increase in costs due to COVID-19, and no duplication of benefits occurred

between the City and other 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. The City of Plano chose City House to administer the program in collaboration with the Assistance Center of Collin County, 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 Plano residents exit the program, follow-up is conducted, and outcome data is 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 help chronically homeless individuals 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 the 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 eligible for a Mainstream voucher, 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 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 units previously reported as public housing that have transitioned to Project based Voucher through the Repositioning application process at HUD. Additionally, the Housing Authority currently has 908 regular Housing Choice Vouchers, forty (40) VASH (Veterans Affairs Supportive Housing) vouchers, explicitly designated for homeless veterans, 515 Texoma TP/PBV vouchers (as of 2/1/2021)\*\*, and thirty-nine (39) mainstream vouchers. Of the 1,463 allocated vouchers, 574 are currently in use (of the 908 possible), based on current PHA funding. Thirty (30) vouchers are reserved for homeless persons with disabilities, but there have been issues finding people that meet the criteria.

City staff works 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 options 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 2014 to January of 2015 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 is 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 to benefit 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 of \$2 per capita to help meet underserved needs and assist agencies in accomplishing their missions. During PY 2020, \$570,380 was awarded to 15 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 support resolutions to developers applying for Housing Tax Credits (HTC) within the City of Plano. In PY 2020, 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 address the emergency housing and economic needs in Plano. 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, a meeting place for laborers and contractors to connect for work. Seven thousand nine hundred ninety-two labor placements were made during PY 2020, with an average daily placement rate of 45%.

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

- 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 2020, the Community Services Division had three Certified Lead Risk Assessors on its staff. Lead-based paint hazards are addressed through 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 15 nonprofit organizations serving Plano residents. During PY 2020, the City approved funds for various 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. They 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. At the same time, nonprofit organizations partner with the City to carry out other housing, homeless, and community development goals. 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, 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 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)**

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 the elimination of duplicate services among public service agencies.
- Coordinating with Plano Housing Authority to provide information to the public about 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 and one Resolution of No Objection to developers applying to the State of Texas’s Competitive 9% and Non-Competitive 4% Housing Tax Credit Programs;
- Provided detailed information and referral for any persons who contacted the City needing information on how to file a fair housing complaint;
- Continued to support 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 for 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 one free, virtual property maintenance workshop in September 2021 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, staff persons can provide translation in Spanish, French, Farsi, Kurdish, Pashto, Turkish, Japanese, Thai, and American Sign Language. If needed, outside translation services are utilized; and



## **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 2020. These efforts ensure staff is current with new or revised federal regulations regarding HUD-funded programs. Staff attended training sessions and webinars in CDBG/HOME regulations, COVID-19 response programs, HUD Regional Quarterly Meetings, and National Community Development Association training 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, including a HUD-prescribed HOME checklist to ensure compliance with regulations.

Staff continued marketing and outreach to Minority Business Enterprises (MBEs) by searching websites like 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 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](https://PlanoTX.ionwave.net) online contracting system, 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 on the [www.sam.gov](https://www.sam.gov) website. Together with networking and referrals, these efforts resulted in 57.6% (\$500,485) 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, 2020, through September 30, 2021, the City of Plano paid \$420,896 in CDBG funding to contractors providing construction services and \$2,396 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, to provide job training, employment, and contract opportunities for low-income residents. During FY 2020, 64.3% (\$270,451) 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 2020-2021 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 was reduced to comply with the Center for Disease Controls' social distance and mask guidelines. Contractors were challenged to locate workers because many were cautious in entering the property for fear of contagion. 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 remained reduced until program construction management protocols were revised to ensure housing rehabilitation clients, City staff, and laborer/contractor safety. The new construction protocols were not entirely in place until late September 2020. Thus, the pandemic offset normal HRP operations during the seasonally active construction period—March through September.

#### **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. The City placed a public notice in the Plano Star Courier on November 21, 2021, for residents to view the draft performance document. The notice informed the public that they could obtain a copy of the draft report from the Neighborhood Services Department office and via the Neighborhood Services website. The notice also informed the public where to direct their comments. A public hearing was held on December 13 before City Council. A 15-day public comment period was held from November 22 to December 14.

## **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 and re-programming \$595,026 in existing HOME and CDBG funds toward COVID-19 response programs. These funds increased and modified current goals in the Con Plan for overnight shelter and homelessness prevention and 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 continue into the new 2020-2024 Con Plan cycle until all COVID-19 relief funds are fully expended.

In August 2021, The City of Plano completed a 2<sup>nd</sup> Substantial Amendment to the 2015-2019 Consolidated Plan. The 2<sup>nd</sup> Amendment included acceptance of the 3<sup>rd</sup> round of CDBG-CV funding to prevent, prepare for, and respond to the coronavirus (COVID-19) pandemic that continues to be pervasive in our society. There were no changes to program objectives.

**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 2020, the City used \$242,204 in program income on 25 homeowner rehabilitation projects.

**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 2020, the City provided a Resolution of Support for four applications that sought Low Income Housing Tax Credits (LIHTC) to construct new affordable units within the city limits. During PY 2020, two first-time homebuyers received homeownership assistance, 20 homeowners were assisted through the Housing Rehabilitation Program, and two homeowners were assisted through Rebuilding Together North Texas's Full Scope program.

In addition to its ongoing efforts to maintain and increase the supply of affordable housing, the City provided emergency housing assistance in PY 2020 to offer stability to residents affected by the COVID-19 Pandemic. The City expanded its existing Homelessness Prevention Program and administered the Emergency Rental Assistance Program, which provided housing and utility assistance for 710 Plano households in PY 2020. Additionally, the City opened a new Tenant-Based Rental Assistance (TBRA) program to provide one year of housing assistance to approximately 22 homeless households who lost their housing and income due to COVID-19 circumstances. TBRA began accepting applications during PY 2020.