

City of Plano

DRAFT 2022 - 2023 Consolidated Annual Performance Report

Prepared for the
United States Department of Housing and Urban
Development



Plano
City of Excellence



PY 2022 at a glance

HOUSING



Housing Rehabilitation

City of Plano

28
homeowners

PUBLIC SERVICES

Texas Muslim Women's Foundation



37 Domestic
Violence Survivors

Homelessness Prevention Program



116 Persons

Boys and Girls Clubs of Collin County



42 Youth

The Family Place



59 Persons

OTHER GRANT FUNDS

BUFFINGTON COMMUNITY SERVICES GRANT

City of Plano General Funds

Grants to 18 organizations serving Plano residents providing senior services, transitional housing, youth programs, health services, meals, counseling, education, and more

3,805 People

HOMELESS HOUSING & SERVICES PROGRAM

Texas Department of Housing and Community Affairs

Rapid Rehousing Program

- Housing assistance
- Case management
- Supportive services

31 people

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) 2022, which covers the period from October 1, 2022, to September 30, 2023, the City of Plano received an entitlement of \$1,447,148 in Community Development Block Grant (CDBG) and \$618,704 in HOME Investment Partnerships (HOME) funds and collected \$234,595 in CDBG and HOME program income. The City also continued to utilize CDBG-Corona Virus (CDBG-CV) funds that were allocated in the previous years. The total expended in PY 2022 for CDBG, CDBG-CV, and HOME, in the amount of \$2,306,518, includes funds from PY 2020 and prior years. All unexpended federal funds will carry over to PY 2023. General fund expenditures totaled \$551,452. With the assistance of nonprofit organizations, the combined federal and general funds enabled the City to accomplish specific goals outlined in the 2020-2024 Consolidated Plan (Con Plan).

The City of Plano recognizes the critical role of nonprofit organizations in addition to City-administered programs. A total of four organizations received new allocations of CDBG funding to help the City of Plano serve residents during PY 2022. 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, 291 individuals and 28 households living in Plano received CDBG, CDBG-CV, or HOME-funded services. These services helped them maintain and, in many cases, improve their economic situations.

The City allocates general fund dollars annually 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 2022, \$551,452 in general funds were set aside for BCSG grants. The City partnered with 18 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 with the greatest need and low income. Based on PY 2022 final agency reports, 3,805 Plano residents and households were assisted with BCSG funds. All except three of the BCSG organizations fully expended their grants.

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:\$281,430 HOME:\$61,870	Other	Other	0	0	0.00%	0	0	0.00%
Homeless Shelter and Services	Homeless	CDBG: \$44,332	Homeless Person Overnight Shelter	Persons Assisted	60	132	220%	20	37	185%
Homeless Shelter and Services	Homeless	CDBG: \$54,000	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	25	2	8.00%	40	0	0.00%
Homelessness Prevention	Homeless	CDBG:\$117,691 CDBG-CV:\$37,544	Homelessness Prevention	Persons Assisted	500	333	62.60%	114	116	101%
Homeownership	Affordable Housing	CDBG: \$8,000 HOME:\$150,000	Direct Financial Assistance to Homebuyers	Households Assisted	15	6	40.00%	3	0	0.00%
Housing Rehabilitation	Affordable Housing	CDBG:\$923,480 HOME:\$197,037	Homeowner Housing Rehabilitated	Household Housing Unit	85	77	90.59%	20	28	140%

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: \$65,740	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	450	265	58.89%	51	101	198%
Public Services - Transportation	Non-Homeless Special Needs	CDBG: \$0	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: \$0	Rental units constructed	Household Housing Unit	5	0	0.00%	0	0	0.00%
Supply of Units	Affordable Housing	HOME: \$0	Homeowner Housing Added	Household Housing Unit	4	0	0.00%	2	0	0.00%
Tenant Based Rental Assistance	Affordable Housing	HOME: \$174,615	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	38	8	21.05%	0	0	0.00%

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

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

To address housing goals related to rehabilitation, the City provided funds to rehabilitate single-family housing. The City's Housing Rehabilitation Program (HRP) provided eight limited repairs and 20 emergency repairs to low- to moderate-income Plano homeowners during the program year, spending \$1,474,787 in CDBG funds. Habitat for Humanity of Collin County used \$40,000 in CDBG and \$160,000 in HOME funding to rehabilitate an owner-occupied home and purchased a home for an acquisition, rehabilitation, resale project for one low income homebuyer. Both projects will be completed in PY 2023 and accomplishments will be stated in the PY 2023 CAPER. The City met and exceeded its anticipated one-year goal for housing rehabilitation. Additionally, the First Time Homebuyer Program held eleven Homebuyer Education Classes, with a total of 70 individuals participating this program year. Three households did receive approval to purchase homes, however they were unable to locate homes due to the challenging housing market.

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 \$155,235 to assist 116 at-risk individuals with maintaining their residence. This number included 95 for current year Homelessness Prevention fund recipients and 21 residents affected by COVID-19.

The Public Services – Special Needs annual goal was exceeded through the services offered by Boys and Girls Clubs of Collin County and The Family Place through the use of CDBG funds. Boys and Girls Clubs of Collin County used \$39,181 to provide after-school enrichment programs to 42 children. The Family Place provided counseling and therapy to 59 children and their adult family members that have survived abuse and are now living in homeless shelters, through the use of \$8,220 in CDBG funds and \$394 in Buffington Community Services Grant (BCSG) funds. Texas Muslim Women's Foundation (TMWF) used \$44,332 to provide culturally-sensitive services to 37 domestic violence survivors, 8 of whom received overnight shelter. The City used Buffington Community Services Grant (BCSG) funds to support additional public service programs. In the third year of Con Plan period, the City provided public services to 3,805 Plano residents, including 92 individuals who received homeless services.

The City did not make progress on its Transportation and Job Training goals. The City did not receive proposals for these services from local agencies during its 2022 consolidated grant processes. The City continues to actively seek nonprofit partners to assist us in achieving this

goal.

While the COVID-19 response goals were first established in PY 2019, they continued going forward in PY 2022. The City's Homelessness Prevention Program served 21 individuals with the reallocated 2019 CDBG-CV funds. In PY 2023, the City will be reallocating remaining CDBG-CV funds for new, eligible activities, as directed by City Council.

In June 2023, the City began utilizing HOME-ARP funds to provide services for those who are homeless or at risk of homelessness. As of September 30, 2023, a total of 69 households have received rental and a small portion of utility assistance. The Tenant-Based Rental Assistance Program has approved 17 households and six have been housed. The financial accounting will be reported in the FY 2023 due to the inability to use prior year flags in HUD's Integrated Disbursement and Information System.

PY 2022 Federal Grant Administration:

In order for the City to carryout programs and perform activities during PY 2022, grant administration was crucial. Therefore, below is a breakdown of how grant administration funds were used for City personnel.

Administrative costs are set-aside for overall grant oversight, including the City's single-audit federal requirement, federal trainings, software costs, non-profit agency capacity building and outside fees associated with furthering the Continuum of Care through collaboration. Staff within the Neighborhood Services (NSD) and Finance department assist with our federal grant

administration.

CDBG Grant Administration – maximum 20% of total CDBG allocation \$281,430

Administered by:

City Staff – Seven (7) partial FTEs in NSD and Finance Department

- Community Services Grants Administrator (~95%)
- Two (2) Housing and Community Services Coordinator ~ 50% and 55%
- Two (2) Rehabilitation Coordinators at 7% each maximum
- Two (2) Accountants at 4% each maximum

HOME Grant Administration – maximum 10% of total HOME allocation \$61,870

Administered by:

City Staff – Four (4) partial FTEs in NSD and Finance Department

- Two (2) Housing and Community Services Coordinators at 35% and 40% (approx.)
- Two (2) Accountants at 1% and 2% (approx.)

Activity: HOME Rehabilitation

Housing Rehabilitation Program (City of Plano)

This program assists low-to-moderate income homeowners with Limited Repairs or Emergency

Assistance.

Source(s):

CDBG (HUD), including program income (FY 21 and 22)	\$1,474,787
HOME (HUD), including program income	\$0

Program Costs:

Direct assistance to property owners (28 properties)	\$1,290,129
Administrative Assistance, including application processing, etc. 12% of total CDBG Rehabilitation Expenditures	\$184,657

Administered by:

City Staff – Four (4) partial FTEs in NSD

- Two (2) Housing and Community Services Coordinator
- Two (2) Rehabilitation Coordinators

Activity: Home Ownership Assistance

FTHB (First Time Homebuyer Program)

The FTHB program assists low or moderate income households to purchase a home by providing down payment and closing costs assistance, in the form of deferred payment loans. First Time Homebuyer Education classes are also provided.

Source(s):

CDBG (HUD) – Program administration, classes	\$8,000
HOME (HUD)	\$0

Program Costs:

Direct assistance to property owners	\$0
--------------------------------------	-----

First Time Homebuyer Class and administration:

- 70 people were assisted through the Homebuyer Education Classes
- Three (3) applicants were approved for FTHB assistance

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	100	0
Black or African American	131	0
Asian	32	0
American Indian or American Native	0	0
Native Hawaiian or Other Pacific Islander	0	0
Other- Multicultural	28	0
Total	291	0
Hispanic	63	0
Not Hispanic	228	0

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 66% of the households and individuals assisted with these funds classified themselves as a racial minority. About 21% 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	1,547,148	2,035,752
HOME	public - federal	625,454	221,870
Other	public - local	581,340	551,452

Table 3 - Resources Made Available

Narrative

At the conclusion of PY 2022, the City had expended \$532,122 in 2021 CDBG entitlement and program income funds and \$1,503,630 in 2022 CDBG entitlement and program income funds. There is \$396,834 in HOME funds remaining which have been allocated to activities. The City continued to fund case management services for Plano residents that are working with Hope's Door New Beginnings and Texas Muslim Women's Foundation to obtain an Emergency Housing Voucher.

The "Resources Made Available" column in Table 3 includes \$100,000 budgeted CDBG program income and \$1,447,148 in CDBG entitlement funds. For HOME funds the "Resources Made Available" amount includes \$6,750 of budgeted HOME program income and \$618,704 in HOME entitlement funds.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Plano	100	100	City-wide

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.

Fiscal Year Summary – HOME Match	
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

The following Tables 6,7,8,9, and 10 do not reflect accomplishments as the City of Plano did not undertake HOME activities met reported requirements during PY 2022.

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
0	0	0	0	0	0	0	0	0

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 \$
0	0	0	0	0

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	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0
Sub-Contracts						
Number	0	0	0	0	0	0
Dollar Amount	0	0	0	0	0	0
	Total	Women Business Enterprises	Male			
Contracts						
Number	0	0	0			
Dollar Amount	0	0	0			
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

The City of Plano did not undertake any activities that required relocation and real property acquisition.

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	0	0
Number of Non-Homeless households to be provided affordable housing units	72	144
Number of Special-Needs households to be provided affordable housing units	0	0
Total	72	144

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	49	116
Number of households supported through The Production of New Units	2	0
Number of households supported through Rehab of Existing Units	20	28
Number of households supported through Acquisition of Existing Units	1	0
Total	72	144

Table 12 – Number of Households Supported

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

The City met and exceeded most of its annual goals, with the exception of the, “Acquisition of Existing Units” and “Production of New Units” goal. The City continued to provide assistance to residents that are income eligible for our Homellessness Prevention program assistance and exceeded the goal by assisting 116 people (50 households). The City’s Housing Rehabilitation program exceeded the goal by eight households. Habitat for Humanity acquired one existing unit for rehabilitation and resale during PY 2022. However, this accomplishment will be reported in PY 2023 when the single family home is sold to a low-income household. The housing market continued to be challenging in PY 2022, which affected the production of new affordable units.

Discuss how these outcomes will impact future annual action plans.

The increase in the housing market also affects those who desire to rent a home instead of purchase a home. The city of Plano continues to have a challenging rent market that increases the housing cost burden for all residents, regardless of incomes. During PY 2022 the Neighborhood Services and Planning Departments are utilizing the expertise of a consultant to prepare data and provide a housing analysis that will assist the City in addressing housing concerns through a housing policy that is inclusive of the needs of Plano residents across age and income levels.

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	245	0
Low-income	51	0
Moderate-income	23	0
Total	319	0

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 2022 were extremely low-income, earning no more than 30% of the area median income. 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). Housing Forward, 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, and at the Harrington Library, all of which are described further below.

The City utilizes Community Services Division staff person to assist unsheltered persons with locating suitable shelter and support services and entry into HMIS placement on the CoC Housing Priority List. The Police Department, Parks and Recreation Department and Community Services Division visit various locations throughout the city to provide assistance to our unhoused residents. Additionally, the Neighborhood Service Building's rather unique location in the city's downtown area has become a stop for those seeking housing to stop by and receive assistance. 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.

During PY 2022, 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 coordinates with the City's Homeless Services Coordinator in the Neighborhood Services Department to 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 \$44,332 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 37 people, 8 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:

- \$58,500 to The Samaritan Inn to support their Transitional Shelter Program, which provides shelter and supportive services to individuals and families experiencing homelessness and served 45 people.

The City also partners with the Dallas Area Real Time Rapid Rehousing collaborative to provide \$100,000 to both Hope's Door New Beginning and Texas Muslim Womens's Foundation to provide assistance to those residents receiving Emergency Housing Vouchers through this cross-governmental collaboration.

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 2022, \$117,691 in CDBG funds and \$37,544 in CDBG-CV funds were used to help 116 Plano residents at risk of homelessness remain housed.

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

Since 2018, the City has been eligible to receive Homeless Housing and Services Program (HHSP) funding from the Texas Department of Housing and Community Affairs (TDHCA). The Rapid Rehousing program is administered by The Salvation Army, which provides up to 12 months of flexible housing assistance and case management. Over the last three years, the program housed a total of 79 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 is an active member of the Collin County Homeless Coalition, as well as the TX-600 Continuum of Care (CoC). City staff works collaboratively with the lead CoC agency, Housing Forward, to bring services to Collin County through regional efforts.

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

Actions taken to address the needs of public housing

Plano Housing Authority (PHA) is the local public housing agency in Plano. PHA currently has 908 Housing Choice Vouchers (HCV), 39 Mainstream Vouchers, 40 Veterans Affairs Supportive Housing (VASH) vouchers and 23 single-family, scattered site Public Housing units. PHA vouchers can be used within a 25-mile radius of PHA's office and are not limited to Plano city limits. Thirty-nine (39) vouchers are reserved for homeless persons with disabilities from the ages of 18-61. The criteria surrounding these vouchers makes it difficult to issue the mainstream vouchers.

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's code of ordinances, including but not limited to building code, land use, and fee structures, were reviewed by the consulting agency in 2018 during the development of the 2020 Analysis of Impediments. The review 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 2022, \$551,452 was awarded to 18 social service agencies to provide public services to Plano residents.

During PY 2022, City staff enlisted the help of consultants to undergo a Housing Plan that focuses on housing for all Plano residents. This plan is expected to be completed during PY 2023 and will serve as a guiding framework for future housing development within our city.

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. Five thousand eight hundred fifty-two labor placements were made during PY 2022, with an average daily placement rate of 28%. 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;
- Housing Forward (Continuum of Care);
- DFW Regional Local Government Collaboration of Housing Departments;
- Collin County Social Services Association; and
- Collin County Council of Family Violence;

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

During PY 2022, the Community Services Division had two 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.

As mentioned above, the City utilized general fund dollars to support programs at 18 nonprofit organizations serving Plano residents. During PY 2022, 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 comprehensive health and social services 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, Tenant-Based Rental Assistance, The Samaritan Inn, Hope's Door New Beginning Center, City House, and Texas Muslim Women's Foundation.

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 18 nonprofit organizations serving Plano residents. During PY 2022, 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 comprehensive health and social services 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, Tenant-Based Rental Assistance, The Samaritan Inn, Hope's Door New Beginning Center, 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 80 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, Housing Forward (Continuum of Care), and Collin County Social Service Association. 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:

- Participating in a DFW Regional Collaboration of Local government housing/homeless services departments.
- 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:

- 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 six free property maintenance workshops, including one exclusively for women, 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.

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 2022. 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. 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 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 website. Together with networking and referrals, these efforts resulted in 44.2% (\$452,949) 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.

Additional Information

Effective August 24, 2021, 24 CFR § 75.3 regulation was amended, which changed the Section 3 reporting requirements for projects funded with CDBG or a combination of CDBG and HOME funds. The revised requirements exclude reporting on housing rehabilitation and housing construction projects that receive less than \$200,000 in CDBG or a combination of CDBG and HOME funding. For FY 2022-2023, no housing rehabilitation or housing construction projects were funded at or above \$200,000 regulatory threshold.

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 26, 2023, 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 will be held on December 11 before City Council. A 15-day public comment period will be held from November 27 to December 11. All comments received by the public during this comment period will be submitted to HUD with the CAPER Report.

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.

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

No.

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

N/A

CR-50 - HOME 24 CFR 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 24 CFR §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. 24 CFR 91.520(e) and 24 CFR 92.351(a)

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 2022, the City used \$240,816 program income on 28 homeowner rehabilitation projects.

Describe other actions taken to foster and maintain affordable housing. 24 CFR 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 24 CFR 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 2022, 28 homeowners were provided emergency and regular home rehabilitation projects through the Housing Rehabilitation Program. The City also provided funding to Habitat for Humanity to acquire a single family home for rehabilitation and resale to a low income household.

CR-58 – Section 3

Identify the number of individuals assisted and the types of assistance provided

Total Labor Hours	CDB G	HOM E	ESG	HOPW A	HTF
Total Number of Activities	0	0	0	0	0
Total Labor Hours	0				
Total Section 3 Worker Hours	0				
Total Targeted Section 3 Worker Hours	0				

Table 14 – Total Labor Hours

Qualitative Efforts - Number of Activities by Program	CDB G	HOM E	ESG	HOPW A	HTF
Outreach efforts to generate job applicants who are Public Housing Targeted Workers					
Outreach efforts to generate job applicants who are Other Funding Targeted Workers.					
Direct, on-the job training (including apprenticeships).					
Indirect training such as arranging for, contracting for, or paying tuition for, off-site training.					
Technical assistance to help Section 3 workers compete for jobs (e.g., resume assistance, coaching).					
Outreach efforts to identify and secure bids from Section 3 business concerns.					
Technical assistance to help Section 3 business concerns understand and bid on contracts.					
Division of contracts into smaller jobs to facilitate participation by Section 3 business concerns.					
Provided or connected residents with assistance in seeking employment including: drafting resumes, preparing for interviews, finding job opportunities, connecting residents to job placement services.					
Held one or more job fairs.					
Provided or connected residents with supportive services that can provide direct services or referrals.					
Provided or connected residents with supportive services that provide one or more of the following: work readiness health screenings, interview clothing, uniforms, test fees, transportation.					
Assisted residents with finding child care.					
Assisted residents to apply for, or attend community college or a four year educational institution.					
Assisted residents to apply for, or attend vocational/technical training.					
Assisted residents to obtain financial literacy training and/or coaching.					
Bonding assistance, guaranties, or other efforts to support viable bids from Section 3 business concerns.					
Provided or connected residents with training on computer use or online technologies.					
Promoting the use of a business registry designed to create opportunities for disadvantaged and small businesses.					

Outreach, engagement, or referrals with the state one-stop system, as designed in Section 121(e)(2) of the Workforce Innovation and Opportunity Act.					
Other.					

Table 15 – Qualitative Efforts - Number of Activities by Program

Narrative

Effective August 24, 2021, 24 CFR § 75.3 regulation was amended, which changed the Section 3 reporting requirements for projects funded with CBDG or a combination of CBDG and HOME funds. The revised requirements exclude reporting on housing rehabilitation and housing construction projects that receive less than \$200,000 in CBDG or a combination of CBDG and HOME funding. For FY 2022-2023, no housing rehabilitation or housing construction projects were funded at or above \$200,000 regulatory threshold. As such, the below tables have been left blank.

Appendix

Explanation of Table 1 – Accomplishments – Program Year & Strategic Plan to Date

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: \$281,430 HOME: \$61,870	Other	Other	0	0	0.00%	0	0	0.00%
Homeless Shelter and Services	Homeless	CDBG: \$44,332	Homeless Person Overnight Shelter	Persons Assisted	60	132	220%	20	37 Texas Muslim Women's Foundation	185%
Homeless Shelter and Services	Homeless	CDBG: \$54,000	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	25	2	8.00%	40	0	0.00%
Homelessness Prevention	Homeless	CDBG: \$117,691 CDBG-CV: \$37,544	Homelessness Prevention	Persons Assisted	500	333	62.60%	114	116 Assistance Center of Collin County	101%
Homeownership	Affordable Housing	CDBG: \$8,000 HOME: \$150,000	Direct Financial Assistance to Homebuyers	Households Assisted	15	6	40.00%	3	0	0.00%
Housing Rehabilitation	Affordable Housing	CDBG: \$923,480 HOME: \$197,037	Homeowner Housing Rehabilitated	Household Housing Unit	85	77	90.59%	20	28 City of Plano	140%

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: \$65,740	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	450	265	58.89%	51	101 Boys & Girls Club (42) The Family Place (59)	198%
Public Services - Transportation	Non-Homeless Special Needs	CDBG: \$0	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: \$0	Rental units constructed	Household Housing Unit	5	0	0.00%	0	0	0.00%
Supply of Units	Affordable Housing	HOME: \$0	Homeowner Housing Added	Household Housing Unit	4	0	0.00%	2	0	0.00%
Tenant Based Rental Assistance	Affordable Housing	HOME: \$174,615	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	38	8	21.05%	0	0	0.00%

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