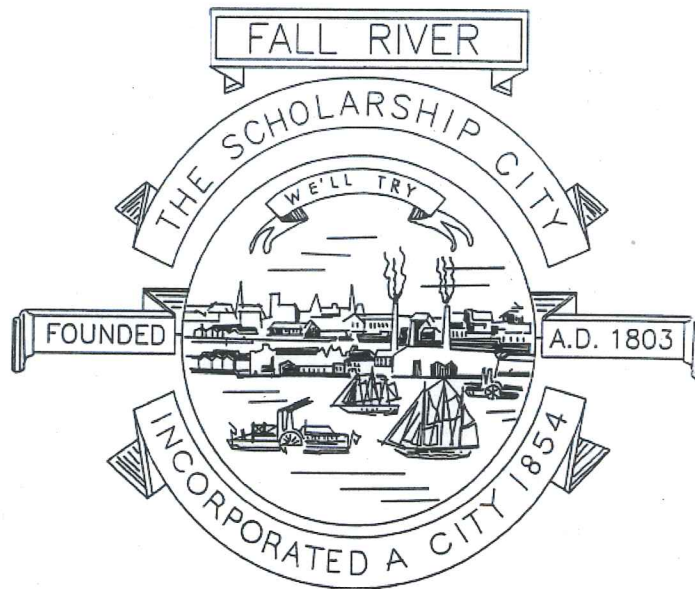


City of Fall River, Massachusetts

Jasiel F. Correia II, Mayor

Fall River Community Development Agency

Michael P. Dion, Executive Director/CFO



2019-2020 Annual Plan (Year 5)

Community Development Block Grant Program

Home Investment Partnership Program

Emergency Solutions Grant Program

Submitted to the U.S. Department of
Housing & Urban Development



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Executive Summary

AP-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)

1. Introduction

The City of Fall River is pleased to submit its Year Five Annual Action Plan (AP). The AP addresses underserved needs in areas such as community development, housing, homelessness and special needs. It also strives to meet the three objectives of HUD targeted at people earning up to 80 percent of the Area Median Income (AMI):

- Creating suitable living environments;
- Providing decent, affordable housing; and
- Creating economic opportunities.

The funding for Fiscal Year 2019 (July 1, 2019 – June 30, 2020) is Year 28 of the Home Investment Partnerships Program (HOME), Year 33 of the Emergency Solutions Grant Program (ESG), and Year 45 of the Community Development Block Grant Program (CDBG). As required by law, the CPD grants identified above are leveraged by various local, State and other Federal funding sources.

The Fall River Community Development Agency (CDA) is the lead in managing and administering the HOME, ESG and CDBG programs. CDA and the City administration are responsible for identifying the needs in the development of the Five-Year Consolidated Plan, the strategies to address those needs developed in the Year Five Annual Plan, and the outcomes reported in the Consolidated Annual Performance and Evaluation Report (CAPER). CDA also takes the lead on the Continuum of Care (CoC) grant application for funding for housing and services for the homeless, participates in Fall River's Homeless Service Providers Coalition, serves on the Mayor's Task Force to End Homelessness, sits on the Leadership Council and the Steering Committee of the South Coast Regional Network, and serves as a liaison between the citizens, service providers, subrecipients, City government and HUD.

The 2019-2020 Year Five Annual Plan development process included discussions, consultations, meetings, and the solicitation of information and data relative to housing, homelessness and community development needs and reviewing proposed use of funds and program performance. Information regarding the planning process was advertised in *The Herald News*, *O Jornal*. A public hearing was held to gather information on the needs of the City residents, and another public hearing was held to present the proposed Year Five Annual Plan. All subrecipient agencies and many Fall River citizens participated in the process.

An important objective of the City of Fall River's planning is to provide decent, affordable housing. The City will continue its efforts to upgrade and preserve existing affordable housing stock and make the dream of homeownership come true through its various homebuyer, rehabilitation and Community Housing Development Organizations (CHDO) program activities. The primary sources of funds are the HOME, Affordable Housing Preservation (AHP), and CDBG programs. Federal requirements provide for 100% of the HOME Program funds to be used to assist low income households. There are incentivizing lead abatement and handicap accessibility programs that have given families and those with physical challenges a better standard of living.

This Annual Plan consists of an Executive Summary, Consultation section, Expected Resources, Goals and Objectives, Affordable housing and Public housing, Homeless activities and Other activities.

2. Summarize the objectives and outcomes identified in the Plan

This could be a restatement of items or a table listed elsewhere in the plan or a reference to another location. It may also contain any essential items from the housing and homeless needs assessment, the housing market analysis or the strategic plan.

Housing Objectives:

- Provide rehabilitation assistance to preserve and upgrade the housing stock and promote historical preservation
- Provide homeownership assistance to expand affordable housing opportunities for first-time homebuyers
- Provide fair housing services to affirmatively further fair housing choice
- Lead and asbestos remediation
- ADA compliant accessibility

Housing Outcomes:

- The number of housing units rehabilitated
- The number of affordable units developed through new construction or conversion of non-housing structures
- The number of re-occupied vacant/deteriorated units
- The number of new homeownership opportunities
- The reduction of the number of fair housing complaints
- The number of housing units deleaded and free of hazardous materials
- Increase the number of handicap accessible units

Homelessness Objectives:

- Provide community and supportive services for low and moderate income persons and those with special needs
- Support efforts to develop/complete the Continuum of Care System for the homeless through the provision of emergency shelters, transitional housing, permanent supportive housing, and supportive housing services

Homelessness Outcomes:

- Reduce the number of first time homeless
- Reduce the length of time homeless
- Increase the number of persons exiting to or retaining permanent housing
- Reduce the rate of returns to homelessness
- Increase income from employment and non-employment sources
- Increase outreach to engage all unsheltered homeless
- End chronic homelessness by 2017, veteran's homelessness by 2016, and family, youth and children homelessness by 2020

The Fall River CoC has the following homeless strategy goals in place to help the homeless transition to permanent housing and independent living:

- Create new permanent housing beds for chronically homeless persons; prioritize all other beds for chronically homeless persons
- Connect all homeless persons with all appropriate mainstream benefits
- Insist that all homeless programs have Low Barrier Designation
- Recommend that all homeless programs use a HousingFirst approach
- Increase percentage of homeless persons staying in permanent housing over six months by improving and increasing access to mainstream resources, and supporting and promoting tenancy preservation and retention services
- Increase percentage of participants in all CoC-funded projects that are employed at program exit by expanding adult basic education programs, identifying, creating and developing partnerships with job trainers and outreaching to private industry for employment opportunities

In order to prevent low-income households from becoming homeless, the City has designated 44% of ESG funding for prevention and rapid re-housing, and the CoC has set the following goals:

- Increase the number of housing retentions
- Reduce number of emergency shelter entries
- Reduce the number of first-time homeless
- Increase number of clients connected to mainstream resources
- Increase in skills (i.e., budgeting, life skills, etc.)
- Increase in income (i.e., connected to education/training/employment)

Community Development Objectives and Outcomes:

- Provide a suitable living environment
- Provide decent affordable housing
- Create economic opportunities: Availability/Accessibility, Affordability and Sustainability

3. Evaluation of past performance

This is an evaluation of past performance that helped lead the grantee to choose its goals or projects.

Even with facing the Great Recession and the reduction of federal grant monies in the CDBG and HOME Programs, the City of Fall River has been very successful in implementing its 2015-2019 Consolidated Plan initiatives. The City was successful in attaining its housing goals to upgrade and preserve the existing housing stock, reduce the effect of lead paint and to make the dream of homeownership a reality. Through the ESG Program the City continued to make a suitable living environment accessible for homeless families and individuals. The City continues to administer a successful homeless prevention and rapid re-housing program to prevent homelessness. The City continued to offer a variety of public service programs, public infrastructure improvement projects, public facilities upgrading and an economic job creation program to address the three HUD national objectives by making a suitable living environment affordable, accessible and sustainable, making economic opportunities available, and sustaining decent affordable housing.

4. Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

It is the intent of the City of Fall River to encourage and facilitate the participation of residents in the formulation of priorities, strategies and funding allocations related to the Year Five Annual Plan process, emphasizing involvement by low and moderate-income persons, especially those living in low and moderate-income neighborhoods. Fall River also encourages participation of diverse populations, including people who do not speak English and persons with disabilities.

The City provides advanced public notice once any of the following documents are available: the Proposed Annual Action Plan or Consolidated Plan, any proposed Substantial Amendment, and the Annual Performance Report. In addition, the City provides public notice of all public hearings related to the funds or to the planning process covered by this Annual Action Plan.

Public notices are published/advertised in the *The Herald News* (Fall River daily newspaper), and *O Jornal* (Portuguese language weekly newspaper) as a display advertisement in a non-legal section of the newspaper. Notices are given through mailings to neighborhood organizations, public housing resident

groups, faith-based organizations in lower income neighborhoods and agencies providing services to lower income people.

The Annual Plan development and citizen participation process implemented in Fall River continues to place heavy reliance upon program beneficiaries, other Fall River residents (particularly very low and low-income persons, those living in slum and blighted areas where funds could be expected to be used, residents of public and assisted housing developments, minority and non-English speaking persons, and persons with mobility, visual, or hearing impairments), public and private service providers, for-profit and nonprofit agencies, and neighborhood and community groups in the identification of needs and problems and the development of strategies and eligible activities, projects, and programs to address them.

Public hearings are held at key stages of the process to obtain the public's views and to provide the public, to the greatest extent possible, with responses to their questions and comments. The City holds public hearings to obtain input regarding community needs during development of a Consolidated Plan, to review proposed uses of the funds in each Annual Action Plan, and to assess how funds were spent during the previous program year as reported in the Annual Performance Report. All public hearings are held at locations accessible to people with disabilities. If non-English speaking or hearing impaired residents request assistance to participate in a public hearing, the City will provide appropriate assistance to the greatest extent possible.

To further identify housing, homeless and community development needs and priorities, a Consolidated Plan Survey was mailed to CDBG, ESG, HOME program providers, municipal departments, agencies and individuals, nonprofit corporations, neighborhood groups and organizations, and elected City Council and School Committee members. Additional copies were made available at the Office of Mayor, Main Public Library and Community Development Agency.

The Year Five Annual Action Plan development process also included consultations, meetings, and solicitations of information and data relative to housing, homeless, and community development needs, and the review of proposed use of funds and program performance.

The consultation phase of plan development involved many agencies representing housing services, social services, fair housing services, health services, homeless services, HOPWA services, lead-based paint removal services, government – state, county & local, metro. planning agencies, and the public housing authority.

5. Summary of public comments

This could be a brief narrative summary or reference an attached document from the Citizen Participation section of the Con Plan.

The City outreached to many elected officials, local non-profit organizations, to past and present sub recipients of CDBG, HOME, ESG and COC grant funds, to institutions of higher education and the general public for the participation throughout the Consolidated Planning process. The City invited them to submit suggestions, ideas, requests for funding and comments.

The CDA developed a survey to obtain feedback from the public on what are the Housing, Homeless and Community Development needs and priorities of the City. Ten thousand hard copies of the survey were distributed and also made available at several locations throughout the city. A web based survey was also advertised through the city's website and on Facebook. The results from the web and hard copy were consistent with the general priorities of organizations that were consulted. This survey was used to determine the priority needs listed in the Five Year Consolidated Plan and the Year Five Annual Action Plan.

Public hearings were held on January 3, 2019 and March 6, 2019. On December 3, 2018 the Citizens Participation Guide was published in the Fall River Herald News and O'Jornal. The public hearings were advertised in the Fall River Herald News and O'Jornal on December 17, 2018. Request for Funding were made available at the CDA and the deadline for submission was January 16, 2019.

The Draft Consolidated Plan was made available on February 22, 2019 through March 25, 2019. During the 30 day comment period there were no public comments.

6. Summary of comments or views not accepted and the reasons for not accepting them

None

7. Summary

CDA has worked diligently in identifying the needs, developing strategies and implementing programs and services that can be evaluated in a performance measure environment. This Year Five Annual Action Plan details those needs and sets the strategies for making the City of Fall River successful in creating suitable living environments, providing decent, affordable housing, and creating economic opportunities for its residents.

CDA is always looking for feedback on the programs we fund. If you have any questions regarding the Year Five Annual Plan please contact Michael P. Dion, Community Development Agency Executive Director/CFO at 508-679-0131.

PR-05 Lead & Responsible Agencies – 91.200(b)

1. Agency/entity responsible for preparing/administering the Consolidated Plan

Describe the agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
CDBG Administrator	FALL RIVER	Community Development Agency
HOME Administrator	FALL RIVER	Community Development Agency
ESG Administrator	FALL RIVER	Community Development Agency

Table 1 – Responsible Agencies

Narrative (optional)

The responsibility of coordinating the planning, development, and submission of the *City of Fall River Year Five Annual Action Plan (AP)* was assigned by Mayor Jasiel F. Correia II to the Fall River Community Development Agency (CDA). CDA serves as the lead agency in coordination, preparation and administration of the Consolidated Plan, Annual Action Plan, and the Consolidated Annual Performance Evaluation Report (CAPER). CDA administers CDBG, HOME, ESG and McKinney-Vento funds.

The City of Fall River is committed to improving the quality of life of low and moderate- income residents that call Fall River their home. CDA's primary goal is to first recognize the unique needs of our diverse community, its neighborhoods and its people. By listening to our citizens, we will continue to develop programs that address fair and affordable housing, public safety, infrastructure, education and economic development needs. We will expand our work with neighborhood leaders to foster new ideas, bring about positive changes and strengthen our commitment to public service. We will utilize our experience to develop, maintain and enhance programs that target, stabilize and improve neighborhoods where our residents most need help.

Consolidated Plan Public Contact Information

Annual Action Plan
2019

The responsibility of coordinating the planning, development, and submission and administration of the *City of Fall River Year Five Annual Action Plan* was assigned by Mayor Jasiel F. Correia II to the Fall River Community Development Agency (CDA). The Year Five Annual Action Plan Public Contact Information is as follows:

City of Fall River

Community Development Agency

One Government Center

Fall River, Massachusetts 02722

(508) 679-0131

Michael P. Dion, Executive Director/CFO

Mdion@fallriverma.org

AP-10 Consultation – 91.100, 91.200(b), 91.215(l)

1. Introduction

In the development of the Five Year Consolidated Plan and Year Five Annual Action Plan, the Community Development Agency has held public hearings and meetings with community stakeholders and social service providers. The Agency consulted the general public through the issuance of a survey. The survey identified the community development needs, housing needs and the needs of the homeless. The City has relied heavily on public hearings, survey results and consultations in the development of this Plan. Throughout the implementation of the Five Year Plan and development of the Annual Action Plans, the CDA will continue to encourage participation from the public and stakeholders.

Provide a concise summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(l))

The City actively participates in a local group of social service providers, faith-based organizations and other stakeholders to identify gaps in homelessness; actively participates in a local task force to end homelessness; actively participates in a regional effort to end homelessness; develops affordable housing with nonprofit corporations; and regularly meets with the Housing Authority to review current and future service goals.

The City continues to participate in the Fall River/New Bedford Housing Partnership. The Partnership consists of local lending institutions, mortgage and credit counseling agencies, and local and state housing advocacy groups. The Partnership provides foreclosure prevention counseling opportunities, educates consumers about purchase and rehabilitation programs for foreclosed properties, and offers innovative loan products for affordable home ownership.

Under the McKinney-Vento grant, using Tenant-Based Rental Assistance (TBRA), the City links Steppingstone, Inc. (a residential treatment provider serving homeless addicts) with the Fall River Housing Authority to provide rental assistance to formerly homeless individuals and families. The City, as grantee on all 11 McKinney-Vento grants, works closely with all program managers to ensure program compliance and timely expenditure of funds.

The Fall River Homeless Coalition of Service Providers consists of local governmental agencies, private non-profit substance abuse agencies, elder service agency, mental health agencies, veterans agencies, and housing agencies. This group meets monthly to coordinate services to eradicate homelessness, improve access to mainstream resources and to help families maintain housing.

The Fall River COC, in coordination with the New Bedford and Taunton/Attleboro COCs, has planned and begun implementation of Coordinated Entry as of December 1, 2015. "The CALL" streamlines the intake

and assessment process and intends to reduce the time people spend moving from provider to provider before finding the right match.

The City coordinates with SRPEDD (Southeastern Regional Planning and Economic Development District) to develop state and federally funded transportation projects that benefit Fall River and the metropolitan region as a whole.

In December 2004, the Mayors Task Force to End Homelessness, made up of governmental department heads, service providers, consumers and business leaders, was formed to develop a strategic plan to end the cycle of homelessness. Due to changing economic situations, the Task Force has broadened to acknowledge all homeless individuals and families, as well as those underhoused and at risk of homelessness.

The City's Consolidated Plan and Year Five Annual Action Plan is prepared in coordination with the City's Master Plan, the City's Open Space and Recreation Plan, the City's 10-Year Plan to End Homelessness and the Fall River Housing Authority Five Year and Year Five Plan which included outreach to citizens, community groups, local agencies and nonprofit organizations.

Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness.

To streamline assistance, FRCoC implemented The CALL, Coordinated Entry operated by Catholic Social Services. Operational Standards, intake forms with a vulnerability index, real-time bed availability and a centralized waitlist were devised. CSS also implemented 1-800-HOMELESS to complement The CALL. It is overseen 24 hours to address inquiries in a timely fashion. The FRCoC established www.FallRiverHomeless.com to promote and educate the public of available services with a message board for providers and those seeking assistance.

When a person/family presents as homeless or at risk, they are referred to The CALL. If the client is at risk of homelessness, staff provides recommendations to divert the caller to other housing options, or the client is referred to prevention services. All other front doors are referrals to The CALL so everyone is subject to the same screening process.

Catholic Social Services opened Francis House, a CoC permanent supportive housing program for 8 unaccompanied youth ages 18-24, in December 2012. The young men are identified as disabled and homeless in shelter or in uninhabitable situations.

The Veterans Subcommittee has currently identified 4 homeless veterans in Fall River and is working regionally to engage and house them. Bristol County received an award of 18 MRVP subsidies to house homeless veterans and 15 MRVP vouchers for chronically homeless persons. Safe Harbor and Project FAIHR provide case management, peer support and wrap-around services to the clients who receive the

2 different voucher categories. 89% of FR programs have Chronic Homeless Designation (dedicated or prioritized), 100% have Low Barrier Designation, 100% have HousingFirst Designation. There are 11 veterans housed in Fall River with VASH vouchers accessed through the Providence VA, including 2 families and 9 individuals. Two local SSVF programs, Veterans Transition House and Veterans, Inc., offer services to assist eligible veterans and their families who are homeless or at risk.

Other veterans housing programs in Fall River: Community Housing Resource Board and the City's Veterans Service Officer have 6 units with veterans preference; Community Action for Better Housing and the City VSO have 6 units for veterans; JRI has 8 units with veterans preference as part of a 17-unit HOME Program project; CSS has 2 PSH beds for individuals and 1 unit for a family all chronically homeless with veterans preference.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS

The Emergency Solutions Grant is used in Fall River to pay for Essential Services and Operational Costs for Steppingstone's First Step Inn, The Women's Center, Our Sisters Place, and for Rapid Re-Housing and Homeless Prevention services provided by Catholic Social Services. The programs provide shelter, counseling, prevention, re-housing and other support services to homeless of subpopulations such as domestic violence, substance abuse and mental illness.

The Fall River CoC, in coordination with New Bedford and Taunton/Attleboro CoCs, has been using a Coordinated Entry process as of 12/1/2015. "The CALL", operated by Catholic Social Services streamlines the intake and assessment process and intends to reduce the time people spend shuffling among providers before finding the right match. All CoC programs are mandated to participate in CE, and other homeless programs are expressing interest. The intent is to serve the most vulnerable population first, including the chronically homeless with severe disabilities.

CDA solicits proposals from non-profit care providers to participate in the ESG Program. Submitted proposals comply with HUD Federal Register 24 CFR Parts 91 and 576. CDA initiated a formal Request for Funding application. The RFF contains information about the organization, a description of the project, amount and use of funds being requested, matching funds and other pertinent information. The RFF had to be submitted by 5:00 p.m. January 16, 2019 at the CDA office. An RFF submission does not commit CDA to award a contract to pay for costs associated with preparation of the RFF, or to procure or contract for services or supplies. Renewal applications in compliance with present contractual and HUD regulations are given a preference. CDA formed a subcommittee in order to consult with the Continuum

of Care to develop performance standards for evaluation based on ESG subrecipients program goals and objectives.

HMIS was established in 2004 and policies, procedures and governance were immediately put into place. The CoC has an HMIS-dedicated grant through the McKinney-Vento Grant application. HMIS is coordinated across the CoC by the Community Development Agency, the grantee. Policies and procedures were also developed at start-up, and all policies, procedures, and governance agreements were updated during 2018.

2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction's consultations with housing, social service agencies and other entities

Table 2 – Agencies, groups, organizations who participated

1	Agency/Group/Organization	Citizens for Citizens
	Agency/Group/Organization Type	Housing Services - Housing Services-Children
	What section of the Plan was addressed by Consultation?	Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with Citizens for Citizens continuously throughout the year. Both agencies work together to provide ancillary services to the low income population. Citizens for Citizens was invited to take part in the public hearings.
2	Agency/Group/Organization	COMMUNITY ACTION FOR BETTER HOUSING
	Agency/Group/Organization Type	Housing Regional organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with Community Action for Better Housing, Inc. continuously throughout the program year. The anticipated outcome is to continue to focus on the development of affordable housing by purchasing, rehabbing and renting housing units to income eligible households
3	Agency/Group/Organization	NEW BEDFORD WOMEN'S CENTER
	Agency/Group/Organization Type	Services-Victims of Domestic Violence Services-homeless Services - Victims
	What section of the Plan was addressed by Consultation?	Homeless Needs - Families with children

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA continuously consults with the Women's Center on many homelessness issues concerning domestic violence throughout the year. Executive Director Ms. Lima offered testimony at the public hearings. The organization described its program services and needs in the community. The organization takes part in the monthly Continuum of Care meetings and is a member of the city's Homeless Providers Network. The anticipated outcome is to continue to focus on reducing homelessness and to provide service to victims of domestic violence.
4	Agency/Group/Organization	Fall River Office of Economic Development
	Agency/Group/Organization Type	Services-Education Services-Employment
	What section of the Plan was addressed by Consultation?	Economic Development
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with FROED throughout the program year. FROED was invited to take part in the planning process and public hearings as they related to this plan. The anticipated outcome is FROED's continued focus on economic development through the offering of low interest loans and grants to increase employment opportunities to residents of Fall River
5	Agency/Group/Organization	Bristol Workforce Investment Board
	Agency/Group/Organization Type	Services-Education Services-Employment
	What section of the Plan was addressed by Consultation?	Economic Development
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with the WIB continuously throughout the year. The WIB participates with FRCDA in grant applications to procure funding for employment opportunities for the city's low income population. The anticipated outcome is a continued focus on providing economic development opportunities.

6	Agency/Group/Organization	SER-Jobs for Progress, Inc
	Agency/Group/Organization Type	Services-Education
	What section of the Plan was addressed by Consultation?	Economic Development
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with SER-Jobs throughout the program year. SER-Jobs was invited to take part in the citizens participation public hearings. The anticipated outcome is a continued focus on ESL and economic opportunities for city residents.
7	Agency/Group/Organization	Steppingstone
	Agency/Group/Organization Type	Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-homeless
	What section of the Plan was addressed by Consultation?	Homeless Needs - Chronically homeless Homelessness Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with Steppingstone throughout the year. Steppingstone is a very integral in providing services to the City's homeless population. Steppingstone receives funding through the ESG and COC Grant. Steppingstone is also part of the Homeless Service Providers Network and attends monthly Continuum of Care meetings. The anticipated outcome is to continue to focus on the problem of homelessness and also to continue to provide services to our homeless population. Steppingstone in conjunction with the Bristol County Sheriff's Office administers the ROAR Program. This program is very essential to the social adjustment of inmates transitioning out of jail to society.

8	Agency/Group/Organization	CATHOLIC SOCIAL SVCS OF FALL RIVER INC
	Agency/Group/Organization Type	Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-homeless Services - Victims
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with Catholic Social Services throughout the year. Martha Reed provided testimony at the public hearing. CSS has for many years been a partner with the City to address homelessness. CSS has taken the lead to implement the City's Coordinated Assessment for homelessness. CSS is also a part of the Homeless Service Providers Network and attends monthly Continuum of Care meetings. The anticipated outcome is to continue to focus on how to end homelessness in the City.
9	Agency/Group/Organization	FALL RIVER COMMUNITY HOUSING RESOURCE BOARD, INC.
	Agency/Group/Organization Type	Housing Services - Housing Service-Fair Housing
	What section of the Plan was addressed by Consultation?	Housing Need Assessment

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with CHRB on an ongoing basis throughout the program year. CHRB has received HOME funding for many years as a CHDO for the primary purpose to buy, rehabilitate and sell/rent affordable housing units throughout the City. The anticipated outcome is a continued focus on providing homeownership and rental opportunities to low income households.
10	Agency/Group/Organization	City of Fall River-Park Department
	Agency/Group/Organization Type	Other government - Local
	What section of the Plan was addressed by Consultation?	Parks
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with the Fall River Park Department throughout the year. The Fall River Park Department works closely with FRCDA to improve neighborhood parks and playgrounds in low and moderate income areas. The anticipated outcome is to continue focus on improving parks and playgrounds so that City residents can enjoy these valuable resources.
11	Agency/Group/Organization	City of Fall River-Planning Department
	Agency/Group/Organization Type	Other government - Local
	What section of the Plan was addressed by Consultation?	Planning
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with the Fall River Planning Department throughout the year. FRCDA consults the Planning Department when implementing a project to make sure the project is consistent with the City's Master Plan and Open Space and Recreation Plan. The anticipated outcome is to continue to focus on identifying projects that are consistent with these two plans.

12	Agency/Group/Organization	Fall River Housing Authority
	Agency/Group/Organization Type	Housing PHA Services - Housing
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Public Housing Needs
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The FRCDA and FRHA are constantly consulting each other throughout the year. FRHA plays a very important role in the development of FRCDA's Consolidated and Annual Action Plans. The anticipated outcome is a continued focus on providing affordable housing opportunities to residents of the Housing Authority.
13	Agency/Group/Organization	Fall River Homeless Coalition of Service Providers
	Agency/Group/Organization Type	Services-homeless Planning organization Business and Civic Leaders
	What section of the Plan was addressed by Consultation?	Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with the Coalition on an ongoing basis throughout the year. FRCDA is a member of the coalition. The coalition meets monthly were discussions take place on topics of housing and program services for the homeless. The coalition has an integral part in the development of the Continuum of Care grant. The anticipated outcome is the continued focus to deliver much needed services to the city's homeless population.

14	Agency/Group/Organization	Fall River Mayor's task Force to End Homelessness
	Agency/Group/Organization Type	Housing Services-homeless Planning organization Business and Civic Leaders
	What section of the Plan was addressed by Consultation?	Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The Mayor's Task Force to End Homelessness is consulted on a monthly basis throughout the program year. FRCDA is a member of the task force. The work of the task force is instrumental in the overall planning and implementation of the Continuum of Care Grant. The task force was invited to the public hearings. The anticipated outcome is the continued focus of homelessness programs and their effectiveness.
15	Agency/Group/Organization	Fall river Veteran's Office
	Agency/Group/Organization Type	Housing Services - Housing Other government - Local
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Needs - Veterans
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with Veterans Agent Raymond Hague throughout the program year to discuss veterans housing and homelessness. The anticipated outcome is a continued focus on the housing and homeless needs of veterans.

16	Agency/Group/Organization	VETERANS TRANSITION HOME
	Agency/Group/Organization Type	Housing
	What section of the Plan was addressed by Consultation?	Homelessness Needs - Veterans
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with the Veterans Transition House on an ongoing basis throughout the year. The VTH is a member of the Homeless Network Providers and helps in the development of the city's Continuum of Care Grant. The anticipated outcome is the continued focus of providing services to the city's homeless population.
17	Agency/Group/Organization	UMASS Dartmouth
	Agency/Group/Organization Type	Housing
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Lead-based Paint Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with UMASS throughout the program year. The college just completed a housing study for the city in which the FRCDA played a major role in the development. FRCDA will be implementing with the help of UMASS several of the report's recommendations. The anticipated outcome is the identification and ongoing monitoring of FRCDA's programs.
18	Agency/Group/Organization	Lower Highland Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Association

	<p>What section of the Plan was addressed by Consultation?</p>	<p>Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Market Analysis Economic Development Anti-poverty Strategy</p>
	<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.</p>
19	<p>Agency/Group/Organization</p>	<p>North End Neighborhood Association</p>
	<p>Agency/Group/Organization Type</p>	<p>Civic Leaders Neighborhood Organization</p>
	<p>What section of the Plan was addressed by Consultation?</p>	<p>Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy</p>

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.
20	Agency/Group/Organization	People Improving Communities and Neighborhoods Inc.
	Agency/Group/Organization Type	Housing
	What section of the Plan was addressed by Consultation?	Housing Need Assessment
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDCA consulted with PICAN throughout the program year. Executive Director William Perkins provided testimony at the public hearing. FRCDCA and PICAN, a CHDO work very closely together in providing housing opportunities to first-time homebuyers. The anticipated outcome is a continued focus on the housing needs of city residents and providing homeownership opportunities to first-time homebuyers.
21	Agency/Group/Organization	Sandy Beach Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.
22	Agency/Group/Organization	Flint Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy Lead-based Paint Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.

23	Agency/Group/Organization	SALVATION ARMY
	Agency/Group/Organization Type	Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-homeless Services-Health Services-Education Regional organization
	What section of the Plan was addressed by Consultation?	Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDAs consult with the Salvation Army on an ongoing basis throughout the program year. The Salvation Army is part of the Homeless Providers Network and an integral part in servicing the low income population. The Salvation Army was invited to take part in the public hearings. The anticipated outcome is a continued focus to identify services to improve the lives of low income residents.
24	Agency/Group/Organization	Steepbrook Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Association
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homeless Needs - Families with children Non-Homeless Special Needs Market Analysis Economic Development Anti-poverty Strategy

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.
25	Agency/Group/Organization	Greater Fall River Recreation Committee Inc.
	Agency/Group/Organization Type	Services-Children Services-Health Services-Education
	What section of the Plan was addressed by Consultation?	Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consulted with Greater Fall River Recreation Committee Inc. on an ongoing basis throughout the program year. FRCDA works with FRRC to identify the recreational needs of city residents. The anticipated outcome is the prioritization of recreational programming.
26	Agency/Group/Organization	Maplewood Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Association
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.
27	Agency/Group/Organization	Corky Row Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Association
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.
28	Agency/Group/Organization	FR Kelly Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Association

	<p>What section of the Plan was addressed by Consultation?</p>	<p>Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy</p>
	<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.</p>
29	<p>Agency/Group/Organization</p>	<p>Bank Street Neighborhood Association</p>
	<p>Agency/Group/Organization Type</p>	<p>Civic Leaders Neighborhood Association</p>
	<p>What section of the Plan was addressed by Consultation?</p>	<p>Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy</p>
	<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.</p>

30	Agency/Group/Organization	Bristol Elders Services
	Agency/Group/Organization Type	Services-Elderly Persons
	What section of the Plan was addressed by Consultation?	Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with Bristol Elder on an ongoing basis throughout the year. Bristol Elder was invited to take part in the public hearings. The FRCDA consults with Bristol Elder to identify the needs and the development of programs for elders in the city. The anticipated outcome is a commitment to identify opportunities to improve the lives of the elderly.
31	Agency/Group/Organization	Below the Hill Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Association
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.

32	Agency/Group/Organization	Meridian Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Associations
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.
33	Agency/Group/Organization	Copicut Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Associations
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Anti-poverty Strategy Lead-based Paint Strategy

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.
34	Agency/Group/Organization	South End Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Association
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.
35	Agency/Group/Organization	Niagara Neighborhood Association
	Agency/Group/Organization Type	Civic Leaders Neighborhood Association

	<p>What section of the Plan was addressed by Consultation?</p>	<p>Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy</p>
	<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.</p>
36	<p>Agency/Group/Organization</p>	<p>Highland Neighborhood Association</p>
	<p>Agency/Group/Organization Type</p>	<p>Civic Leaders Neighborhood Association</p>
	<p>What section of the Plan was addressed by Consultation?</p>	<p>Housing Need Assessment Homeless Needs - Chronically homeless Homelessness Strategy Market Analysis Economic Development Anti-poverty Strategy</p>
	<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>The neighborhood association received the Year Five Annual Action Plan Timetable, the Guide to Development of the Year Five Annual Action Plan and a Request for Funding Application. Neighborhood leaders were asked what the needs and priorities are in their neighborhoods during Consolidated Plan development. This discussion helps in planning on how to focus the use of CDBG funding.</p>

37	Agency/Group/Organization	Fall River Board of Realtors
	Agency/Group/Organization Type	Housing Services - Housing Regional organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Market Analysis Economic Development
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with the Board of Realtors on an ongoing basis throughout the year and has participated as a guest speaker at their monthly meetings. FRCDA discusses trends in the housing market and programs available to homebuyers. The anticipated outcome is a continued focus on funding for first-time homebuyer programs.
38	Agency/Group/Organization	Youthbuild - Fall River
	Agency/Group/Organization Type	Housing Services - Housing Services-Employment Regional organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Market Analysis Economic Development Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with Youthbuild Fall River on an ongoing basis throughout the program year. FRCDA with Youthbuild identifies potential housing redevelopment projects in neighborhoods. The anticipated outcome is the identification of redevelopment opportunities.

39	Agency/Group/Organization	New Bedford- Fall River Housing Partnership
	Agency/Group/Organization Type	Housing Services - Housing Service-Fair Housing Regional organization Planning organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Public Housing Needs Market Analysis
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	The city co-chairs the Fall River New Bedford Housing Partnership. The partnership provides educational seminars on credit management, foreclosure prevention and first-time homebuyer education. The anticipated outcome is a continued focus on homeownership counseling and programs.
40	Agency/Group/Organization	HEALTHFIRST FAMILY CARE CENTER INC.
	Agency/Group/Organization Type	Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Victims of Domestic Violence Services-homeless Services-Health Services-Education Health Agency Regional organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Anti-poverty Strategy

	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA consults with Healthfirst throughout the year. Healthfirst is a member of the Homeless Providers Network in the City. One outcome of consultation with Healthfirst is determining the best way to prioritize CDBG and ESG funding.
41	Agency/Group/Organization	Southeastern Regional and Economic Development District
	Agency/Group/Organization Type	Other government - State Other government - County Other government - Local Regional organization Planning organization Business and Civic Leaders
	What section of the Plan was addressed by Consultation?	Economic Development Transportation
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	FRCDA and the City works closely with SRPEDD on many regional efforts that affect the City. SRPEED is currently under contract with the City to develop The City's Open Space and Recreation Plan.
42	Agency/Group/Organization	City of Fall River Health Dept.
	Agency/Group/Organization Type	Services-Children Services-Elderly Persons Services-Persons with Disabilities Services-Persons with HIV/AIDS Services-Health Health Agency Other government - Local
	What section of the Plan was addressed by Consultation?	Health

	<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>FRCDCA consults with City of Fall River Health Department throughout the year. The Health Department is a member of the Homeless Providers Network in the City. One outcome of consultation with the Health Department is determining the best way to prioritize HOME funding on how to reduce the effects of lead paint poisoning in children. The Health department, Department of Public Health for the State of Massachusetts and FRCDCA work to identify the number of children in Fall River who have lead poisoning.</p>
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Identify any Agency Types not consulted and provide rationale for not consulting

None

Other local/regional/state/federal planning efforts considered when preparing the Plan

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Community Development Agency	The City of Fall River has established a ten year plan to end chronic homelessness. The Plan's recommendations for permanent supportive housing, shelter services, transitional housing, permanent housing and homelessness prevention mirror the goals of the Annual Plan.
Master Plan 2009-2030	City of Fall River Planning Board	The City of Fall River established a Master Plan in 2009. This plan is serving as a guide for the development and management of the City. The Plan deals with four underlying themes to guide Fall River's future; Neighborhood Stabilization, Sustainability, Economic Development, and City Character. This plan talks about improving existing housing, providing recreational opportunities, increasing economic development opportunities and providing services that support families and elderly, all of which are priorities in the Five Year Consolidated Plan. This Master Plan will help guide how CDBG, HOME and ESG resources are utilized.

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Open Space and Recreation Plan	Open Space and Recreation Task Force	This plan makes a commitment to increase the number of and improve access to recreational facilities for people of all abilities and from all neighborhoods. This plan helps the CDA on how to strategize spending of CDBG monies as they relate to park and playground improvements, new public facilities and also public services dealing with recreation.
Fall River Housing Authority Agency Plan	Fall River Housing Authority	The Fall River Housing Authority writes their Annual Agency Plan which describes their housing goals, modernization efforts and housing needs in Fall River. This Plan helps CDA determine how to invest CD HOME monies and HEARTH Act monies. This Plan helps establish CDA's housing goals. CDA and the FRHA both determine that the FRHA Annual Plan and the City's Five Year Con Plan are consistent with each other.
Analysis of Impediments to Fair Housing	Community Development Agency	The Fall River Community Development Agency prepares both the Five Year Consolidated Plan and also the AI. Actions to address impediments to fair housing are incorporated into the Five Year Consolidated Plan, the Year One Action Plan and the yearly Consolidated Annual Performance Evaluation Report.
Strategic Plan	Bristol Workforce Investment Board	WIB's plan strives to increase the occupational skill attainment, employment, earning of participants, improve the quality of the workforce, reduce dependency on public assistance, and enhance the productivity and competitiveness of the region. This includes expanding education, training, employment, and career opportunities for at-risk populations. The goal of the plan aligns with the goals in the Consolidated Plan. The use of ESG funding stabilizes the basic needs of the workforce. The use of CDBG monies for job creation and job retention creates opportunities for the newly trained workforce. In addition, the investment to attract new businesses is validated by the creation of a skilled workforce called for in the WIB Strategic Plan.

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Comprehensive Economic Development Strategy	Southeastern Regional Planning and Economic Development	The plan promotes the expansion of industrial land, preservation of existing business and industry, maintain and enhance the quality of life, support the development of transportation projects for economic development, pursue sustainable development, improve the education and skills of the workforce and attract high skill/high wage businesses. The plan reflects the Consolidated Plan in regards to large and job capital improvement projects, maintaining existing job creation.

Table 3 – Other local / regional / federal planning efforts

Narrative (optional)

AP-12 Participation – 91.105, 91.200(c)

1. Summary of citizen participation process/Efforts made to broaden citizen participation Summarize citizen participation process and how it impacted goal-setting

The City of Fall River has created a document entitled: "Citizen Participation Plan" that establishes the process the City of Fall River must follow for the preparation of the Annual Action Plan. This document is continually updated to ensure that the proper procedures are being followed.

The planning and citizen participation process starts each November when Fall River CDA staff creates a "Planning Process Timetable" so that each citizen participation requirement is scheduled in advance to guarantee that the proper time and notifications are adhered to. In early December a citizen participation outreach package is developed and sent out via email and regular mail to elected officials, non-profit agencies, city neighborhood associations, various city departments and other interested parties. The City encourages participation from residents in low income areas and public housing. The City also invites minorities, non-English speaking person and persons with disabilities to participate. The outreach package contains the following:

- Letter from Fall River CDA briefly explains the upcoming Annual Action Plan and dates for the public hearings.
- A Guide to Development that explains the process for both the Annual Plan and Consolidated Plan in detail. This includes "Background", "Purpose", "Program Year", "Contents of Consolidated Plan", "Citizen Participation" and anticipated funding for the coming program year.
- A Citizen's Guide that makes residents, public agencies and other parties aware of the amount of federal funds available, the range of activities that may be undertaken, availability of technical assistance in preparing proposals and the availability of applications for funding.
- Request for Funding application.

In early December the Citizen's Guide is published in the *Fall River Herald News* and the Portuguese newspaper *OJornal* along with placing it on the city's website. The Citizen's Guide contains various information including the public hearing dates. In mid-December a Public Hearing notice is placed in the *Fall River Herald News* and the *OJornal* specifically to announce the location, date and time of the January public hearing for the development of the Annual plan. This same notice is placed on the Citizen Access cable TV along with posting it inside Government Center.

In January, Fall River conducts a public hearing held at Government Center located within the City Council Hearing Chamber. The location is accessible to people with disabilities. Testimony expressed at the public hearing is utilized in preparation of the proposed Annual Plan summary, which are published in order to provide citizens the opportunity to examine and to comment on its contents. At this point another public hearing is scheduled for March and the same process for advertising the first public hearing takes place during the month of February. The public is notified that the summary is available at the Fall River CDA, the City Clerk's office and the Main Public Library for public review.

Once all public comments are considered the Annual Action Plan are finalized and the activities designed to address local needs are then budgeted with the available funds. The final version is then made public and submitted to HUD. Based on survey results and citizen participation the City determined its priority needs and set goals that the City feels are attainable over the next five years.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
1	Public Hearing	<p>Minorities</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	<p>The public hearing held on January 3, 2019 was attended by 10 people. The March 6, 2019 public hearing was attended by no one.</p>	<p>There is a great need for public services like youth recreational programs, educational programs, senior services. Several homeless providers commented on the need for increase services to the homeless, especially victims of domestic violence.</p>	None	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
2	Newspaper Ad	<p>Non-English Speaking - Specify other language: Portugese</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	<p>The advertising appears in the Fall River Herald News, O'Jornal and Tribune prior to public hearings.</p>	No comments received	None	
3	Internet Outreach	<p>Minorities</p> <p>Persons with disabilities</p> <p>Non-targeted/broad community</p> <p>Residents of Public and Assisted Housing</p>	<p>Public hearings were posted to the City's website. Draft Annual Action Plan was posted to internet during the public comment period.</p>	No comments received	None	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
4	Cable Access Television	Minorities Persons with disabilities Non-targeted/broad community Residents of Public and Assisted Housing	Public hearings were posted on Citizen Access Cable Television Channel 18 and 95.	No comments received	None	

Table 4 – Citizen Participation Outreach

Expected Resources

AP-15 Expected Resources – 91.220(c)(1,2)

Introduction

The Fall River Community Development Agency (CDA) will work closely and collaboratively with Federal, State, and local government to identify grant funding opportunities that can be used in conjunction with CDBG, HOME, ESG and COC grant monies to further the priorities identified in this Year Five Annual Action Plan. The CDBG program provides resources to address a wide range of unique community development needs. The ESG program provides funds to support essential services related to emergency shelter, emergency shelter operation and renovation, short-term and medium-term assistance for individuals and families who are homeless or at risk of homelessness, housing relocation and stabilization services for individuals and families who are homeless or at risk of homelessness. The Home program is used to fund a wide range of activities including building, buying, and/or rehabilitating affordable housing for rent or homeownership to low-income people. The COC program is used to provide permanent supportive housing, and supportive services to chronic homeless individuals and families. The CDA will partner with the Fall River Housing Authority, local CHDOs, homeless providers, social service providers and anti-poverty programs to obtain grant funding to improve the lives of the low-income residents of the City.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1			Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$	

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	2,886,062	2,000	650,000	3,538,062	0	
HOME	public - federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction for ownership TBRA	1,096,713	200,000	1,300,000	2,596,713	0	
ESG	public - federal	Conversion and rehab for transitional housing Financial Assistance Overnight shelter Rapid re-housing (rental assistance) Rental Assistance Services Transitional housing	237,218	0	40,000	277,218	0	

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
Continuum of Care	public - federal	Services Transitional housing Other	0	0	0	0	0	

Table 5 - Expected Resources – Priority Table

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied

The City leverages its federal funding (CDBG, HOME, ESG and COC) with state, local and private funding. The HOME program requires an annual match based on the amount of HOME funds drawn down from the City's HOME Trust Fund account for the program year. The City of Fall River qualifies for a 50% reduction in the match requirement due to a fiscal distress criterion. The City will use the following sources to meet the required annual match:

Federal Programs

- Low Income Housing Tax Credits (LIHTC)
- Section 202 Supportive Housing for the Elderly
- Housing Choice Vouchers (Section 8)
- Neighborhood Stabilization Program 3

State Programs

- Energy Conservation Programs
- MassHousing Soft Second Loan Program
- MassHousing Homebuyer Program

- Massachusetts Rental Voucher Program (project-based and mobile)
- Alternative Housing Voucher Program
- Get The Lead Out Program
- Homeowner Septic Repair Loan Program
- Massachusetts Attorney General Home Corps Grant
- Massachusetts Attorney General Receivership Program Grant

Private and Local Support

- Affordable Housing Preservation Fund (AHP)
- CHDO proceeds

The Emergency Solutions Grant (ESG) program requires that the City's yearly ESG entitlement amount is matched by 100%. The three programs operated through this grant are matched with state grants from the Massachusetts Department of Public Health, Massachusetts Department of Children and Families, Catholic Charities Appeal money from the Diocese of Fall River, MA , fees, private donations, and fundraising activities.

The HEARTH Act of 2009 mandates that Project Subrecipients of all Continuum of Care programs must demonstrate at time of application that they can provide a match for all eligible program costs except leasing. The match may be cash or in-kind and must equal 25% of all eligible costs under the CoC Program interim rule with the exception of leasing costs. The service providers submit evidence of matching funds from governmental, private or non-profit entities, and must be evidenced by a Memorandum of Understanding.

The Community Development Block Grant Program (CDBG) does not require a match. Several programs funded with CDBG apply for other state and federal grants as a source of leveraging and some programs receive local grants and also charge a small minimal fee to take part in programs that they offer.

If appropriate, describe publically owned land or property located within the jurisdiction that may be used to address the needs identified in the plan

The Fall River Redevelopment Authority owns a 95 acre parcel in the Life Science Park that will be used for economic development. The land could be sold to one company or be subdivided and sold to several companies for the promotion of job creation activities.

Discussion

The City of Fall River and its subrecipient providers are continually developing strategies to secure funds and resources to leverage CDBG, HOME, ESG and COC Grant programs.

Annual Goals and Objectives

AP-20 Annual Goals and Objectives

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Improve access to affordable owner housing	2015	2019	Affordable Housing	Community Wide - Entire City Geographic Area	Affordable Housing - First-time Homebuyer	CDBG: \$150,000	Direct Financial Assistance to Homebuyers: 9 Households Assisted
2	Improve quality existing affordable rental housing	2015	2019	Affordable Housing	Community Wide - Entire City Geographic Area	Affordable Housing - Rehabilitation	HOME: \$2,062,536	Rental units rehabilitated: 7 Household Housing Unit
3	Increase supply of affordable housing - CHDO	2015	2019	Affordable Housing	Community Wide - Entire City Geographic Area	Affordable Housing - Production of new units Affordable Housing - CHDO units	HOME: \$164,506	Rental units rehabilitated: 3 Household Housing Unit

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
4	Increase the supply of lead safe housing	2015	2019	Affordable Housing	Community Wide - Entire City Geographic Area	Affordable Housing - Rehabilitation	HOME: \$75,000	Rental units rehabilitated: 10 Household Housing Unit
5	Increase the supply of handicapped housing	2015	2019	Affordable Housing	Community Wide - Entire City Geographic Area	Affordable Housing - Rehabilitation	HOME: \$15,000	Homeowner Housing Rehabilitated: 1 Household Housing Unit
6	HOME Administration	2015	2019		Community Wide - Entire City Geographic Area	Program Administration	HOME: \$129,671	Other: 1 Other
7	Provide Housing Related Services to Homeless	2015	2019	Homeless	Community Wide - Entire City Geographic Area	Provide Housing Related Services to Homeless	ESG: \$129,852	Tenant-based rental assistance / Rapid Rehousing: 9 Households Assisted Homelessness Prevention: 5 Persons Assisted
8	Provide shelter services to homeless	2015	2019	Homeless	Community Wide - Entire City Geographic Area	Provide Housing Related Services to Homeless	ESG: \$125,903	Homeless Person Overnight Shelter: 275 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
9	ESG Administration	2015	2019	Homeless	Community Wide - Entire City Geographic Area	Program Administration	ESG: \$17,791	Other: 1 Other
10	Increase Employment Opportunities	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Economic Development - Employment Opportunities	CDBG: \$430,000	Jobs created/retained: 20 Jobs
11	Provide Recreational and Educational Youth Service	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Community Development - Public Services	CDBG: \$285,000	Public service activities other than Low/Moderate Income Housing Benefit: 980 Persons Assisted
12	Provide Comprehensive Child Care Services	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Community Development - Public Services	CDBG: \$56,000	Public service activities other than Low/Moderate Income Housing Benefit: 155 Persons Assisted
13	Provide Senior Services	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Community Development - Public Services	CDBG: \$316,277	Public service activities other than Low/Moderate Income Housing Benefit: 1268 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
14	Improve Park and Playground Facilities	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	CDBG - Public Facilities & Infrastructure	CDBG: \$129,162	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 6615 Persons Assisted
15	Provide Neighborhood Policing Services	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Community Development - Public Services	CDBG: \$478,000	Public service activities other than Low/Moderate Income Housing Benefit: 38235 Persons Assisted
16	Provide Planning Research and Reports	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Planning	CDBG: \$93,021	Other: 1 Other
17	Administration	2015	2019	Administration	Community Wide - Entire City Geographic Area	Program Administration	CDBG: \$484,591	Other: 1 Other
18	CDBG Housing Rehabilitation/Administration Program	2015	2019	Affordable Housing	Community Wide - Entire City Geographic Area	Program Administration	CDBG: \$213,011	Other: 1 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
19	Section 108 Loan Guarantee Repayment	2015	2016	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Section 108 Loan Guarantee Repayment	CDBG: \$933,000	Other: 1 Other
20	Demolition of Blighted Buildings	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Demolition of Blighted Buildings		Buildings Demolished: 1 Buildings
21	Street, Sidewalk and Water Improvements	2017	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	CDBG - Public Facilities & Infrastructure	CDBG: \$100,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 1 Persons Assisted
22	Improve Storefront Facades	2015	2019	Non-Housing Community Development	Community Wide - Entire City Geographic Area	Economic Development - Storefront Facade Improve	CDBG: \$20,000	Businesses assisted: 10 Businesses Assisted

Table 6 – Goals Summary

Goal Descriptions

1	Goal Name	Improve access to affordable owner housing
	Goal Description	Some potential home buyers are kept out of the homeownership market because their income is not adequate to make the mortgage payments required by financial institutions. Sometimes these buyers lack the resources to make the necessary downpayment and pay required closing costs. Assistance will be made available to qualifying low and moderate-income first-time homebuyers that wish to acquire a home and use it as their principal residence. Financial assistance can be applied to a purchase write down, downpayment, closing costs, prepaid interest subsidy, or any combination. Financial assistance given will be not greater than \$10,000. The homebuyer must contribute 1.5% of his/her money. Financing may be structured as a low-interest loan with a payment schedule that allows for the principal borrowed and interest accrued to be forgiven in full or immediately due and payable in accordance with the loan terms. The CDA estimates that it will assist 9 first-time homebuyers yearly.
2	Goal Name	Improve quality existing affordable rental housing
	Goal Description	Because of the age of the City's housing the stock, the Owner and Investor Rental Rehabilitation Program enables the City to improve the quality of the rental housing stock for homeowners and investors. Low-interest loans with one-year deferred payment schedules will be made available on a citywide basis for owner-occupied and investor-owned residential rental structures. These 1% interest loans are fully amortized for up to 30 years, and require fixed monthly payments. Most loans are deferred for one year while the rehabilitation takes place. The annual goal for investor rental rehabilitation is to complete 7 units.
3	Goal Name	Increase supply of affordable housing - CHDO
	Goal Description	This program makes funding available to non-profit developers with the cost of developing new affordable housing and homeownership housing units through new construction for substantial rehabilitation of existing units. The City of Fall River will set aside not less than 15% of its Program Year funds allocation for qualified local Community Housing Development Organizations (CHDOs). This year's annual goal is to rehabilitate 3 units.

4	Goal Name	Increase the supply of lead safe housing
	Goal Description	This program provides loans to abate lead paint hazards in homeownership and rental housing occupied by low-income individuals or families. These loans are available up to \$7,500 per unit or up to \$30,000 per housing complex when participating in any owner-occupied or rental rehabilitation programs. No monthly payments are required. The loan does not have to be paid back unless the property is sold during the affordability period. This year's annual goal is to lead abate 10 units.
5	Goal Name	Increase the supply of handicapped housing
	Goal Description	This program provides grants in the amount up to \$15,000 that take the form of a deferred loan. This program is available to homeowners with disabilities or investors with disabled tenants, earning less than 80% of the Area median income, for making accessibility modifications, such as making the unit wheelchair accessible. The loan is forgiven after program compliance is satisfied. This year's goal is to assist 1 individual with a handicap accessibility loan.
6	Goal Name	HOME Administration
	Goal Description	Perform planning and administrative functions of the CD HOME investment Partnership Program.
7	Goal Name	Provide Housing Related Services to Homeless
	Goal Description	This program is funded through the Emergency Solutions Grant that supports funds for homelessness prevention services and rapid re-housing services. Homelessness Prevention and Rapid Re-Housing will provide financial assistance and services to prevent individuals and families from becoming homeless and help those who are experiencing homelessness to be quickly re-housed and stabilized. The funds will provide for a variety of assistance, including: short-term or medium-term rental assistance and housing relocation and stabilization services, including such activities as mediation, credit counseling, security and/or utility deposits, utility payments, moving cost assistance and case management.
8	Goal Name	Provide shelter services to homeless
	Goal Description	The Emergency Solutions Grant will fund essential services and operations for the First Step Inn-Single Male and Female Shelter, and Our Sisters' Place. These programs provide shelter, counseling and other support services to homeless families and individuals of subpopulations such as domestic violence, substance abusers and the mentally ill.

9	Goal Name	ESG Administration
	Goal Description	Perform planning and administration functions for the Emergency Solutions Grant Program.
10	Goal Name	Increase Employment Opportunities
	Goal Description	The Fall River Redevelopment Authority located at One Government Center working in partnership with several identified local lending institutions will offer financial assistance for fixed assets and/or working capital to leverage private financing of businesses and industries expanding or locating in Fall River. This tool is a way of creating employment opportunities for lower-income Fall River residents. CDBG economic development dollars will be used to create and retain jobs, attract new businesses and support business retention. FRRA's focus is to assist small businesses, commercial revitalization, and support for community agencies that provide support for entrepreneurship.
11	Goal Name	Provide Recreational and Educational Youth Service
	Goal Description	Greater Fall River ReCreation Committee Inc. located at 45 Rock Street, Fall River, MA hosts a full schedule of activities for lower-income residents of all ages and youth with developmental disabilities, including organized and supervised athletics, art, educational and cultural programs, hobby classes, computer training, outings, field days, and holiday events. The YMCA Educational Achievement Center's educational programming will help combat the low educational attainment crisis among low income families. By providing high quality, curriculum based small group instruction that expands on school day learning, the YMCA will support struggling students to improve their academic outcomes. The Center will be a hub for year around academic support programming both after school and in the summer. The academic enrichment programs are provided at no cost to the children or their families. Additionally, the Center will be providing literacy programs for parents and preschool age children. The Community Engagement Center at the Resiliency Preparatory Academy will promote community learning and engagement, educational and workforce development and will offer supportive services. The Center is to provide each RPA student with the opportunity to identify a career path, receive training in that area, earn high school credits, and attain academic and personal success.

12	Goal Name	Provide Comprehensive Child Care Services
	Goal Description	People Incorporated Inc., located at 450 Locust Street, Fall River, MA operates the People Inc. Preschool. The Preschool provides comprehensive child care and development opportunities for children ages 2.9 to 6 years of age of lower-income parent(s) who are seeking employment, are enrolled in training programs, are pursuing educational advancement, or are determined eligible in accordance with regulations of the Massachusetts Department of Early Education and Care.
13	Goal Name	Provide Senior Services
	Goal Description	Fall River Council on Aging provides nutritional, social, recreational, and counseling programs for senior citizens at the Flint, Niagara, Downtown and North End Senior Drop-In Centers.
14	Goal Name	Improve Park and Playground Facilities
	Goal Description	Fall River Park Department will create and upgrade parks, playgrounds, ball fields and recreational facilities servicing lower-income residents and neighborhoods.
15	Goal Name	Provide Neighborhood Policing Services
	Goal Description	Fall River Police Department operates the LMI Neighborhood Police Program that identifies, services, and targets designated high-crime areas with walking beat, cruiser patrols and bike patrols.
16	Goal Name	Provide Planning Research and Reports
	Goal Description	Perform planning and administrative functions of the CDBG Program.
17	Goal Name	Administration
	Goal Description	Administration of the CDBG Program.

18	Goal Name	CDBG Housing Rehabilitation/Administration Program
	Goal Description	CDBG funds will be used to finance the administration of the housing rehabilitation program. CDBG will serve as leveraging for the HOME Program. If additional CDBG funding becomes available, additional units will be rehabilitated, and the assistance will be in the form of low-interest loans to bring substandard dwelling units in owner-occupied structures into compliance with minimum housing standards.
19	Goal Name	Section 108 Loan Guarantee Repayment
	Goal Description	Repayment of the Section 108 Loan Guarantee. This is the second payment on the current Section 108 Loan. The use of the loan was for upgrades to fire department equipment.
20	Goal Name	Demolition of Blighted Buildings
	Goal Description	Program to demolish buildings in low income census tracts.
21	Goal Name	Street, Sidewalk and Water Improvements
	Goal Description	Improvements of streets, sidewalks and water main systems in areas deemed as low income census tracts.
22	Goal Name	Improve Storefront Facades
	Goal Description	A program to provide grants to businesses located in low income census tracts to improve storefront facades.

Projects

AP-35 Projects – 91.220(d)

Introduction

Below is a list of projects that the City of Fall River will undertake to meet the goals, needs and priorities listed in the Strategic Plan section of the Consolidated Plan and also in the Annual Action Plan.

Projects

#	Project Name
1	HOME-Housing
2	HOME-Community Housing Development Organizations
3	HOME Administration
4	ESG Shelter/ Homeless Prev/ Rapid Rehousing/Admin
5	Section 108 Guarantee Loan - Fire Equipment
6	Economic Development
7	Greater Fall River Re-Creation Committee Inc.
8	CDBG Housing Rehabilitation/Administration
9	People Incorporated Inc. Preschool
10	Flint Senior Drop-in Center
11	Niagara Senior Drop-in Center
12	North End Senior Drop-in Center
13	South Main Street Drop-in Center
14	Park and Playground Improvements
15	LMI Neighborhood Policing
16	Planning and Management
17	Program Administration
18	Street/Sidewalk/Water Main Improvements
19	Storefront Facade Improvement Program
20	Community Engagement Center
21	YMCA Educational Achievement Center

Table 7 - Project Information

Describe the reasons for allocation priorities and any obstacles to addressing underserved needs

The allocation for funding the above projects was based on the priorities that were presented to the City based upon results from citizen participation in the development of this Consolidated and Annual Plan.

The following is a list of obstacles to addressing undeserved needs:

Community Development Component - Aside from limitations (i.e. cap on public services) with the use of funds and the availability of sufficient funding, there are no particular obstacles to meeting underserved needs.

Housing Component - Limited grant funding has become a major stumbling block for construction and rehabilitation of housing in the City. In 2010 the City received \$1.2 million in HOME funds as opposed to \$692,391 in 2015, a nearly \$500,000 reduction. This fact alone has led to a reduction in the amount of construction and rehabilitation projects the City is able to accomplish.

While the City has seen a drastic reduction in HOME funding the price of construction and rehabilitation has increased. This higher cost is being generated by an increased cost in labor and material. This higher cost has caused an inflationary problem on current funding. For the last few years the HOME grant has been close to level funding but with the cost of acquisition, labor and material increasing the actual grant monies is able to do less each year.

Special Needs Component- Housing - The strategy of new construction is needed to address the needs of non-homeless persons with special needs. Given the cost of new construction for special needs is beyond the city's ability to finance through entitlement programs of local revenue, the overall strategy must rely upon the City assisting other entities, non-profit corporations and the Fall River Housing Authority to develop projects using State and/or Federal funding sources.

Special Needs Component - Non-Housing - The decreasing budgets of state departments and social service agencies serve as an obstacle to providing a sufficient number of programs to assist the special needs populations including elderly and frail elderly, persons with disabilities, female heads of households, persons with HIV/AIDS, persons with alcohol or drug abuse issues and at-risk youth.

The City will continue to search out other grant opportunities to help meet the populations undeserved needs.

AP-38 Project Summary
Project Summary Information

Annual Action Plan
2019

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1	Project Name	HOME-Housing
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Improve access to affordable owner housing Improve quality existing affordable rental housing Increase the supply of lead safe housing Increase the supply of handicapped housing
	Needs Addressed	Affordable Housing - First-time Homebuyer Affordable Housing - Rehabilitation
	Funding	HOME: \$2,302,535
	Description	Program objectives include maintenance of the supply of affordable housing through homeowner and rental housing rehabilitation, rental housing acquisition, and first-time homebuyer assistance, hazardous waste abatement (lead, asbestos, etc.), accessibility construction and continuation of rental assistance resources to benefit eligible LMI persons.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The program will assist the creation of 17 affordable housing units: <ul style="list-style-type: none"> • 9 first-time homebuyer households • 7 rental housing units • 1 unit needing accessibility construction
	Location Description	Locations will be determined when loan application is approved.
	Planned Activities	Program objectives include maintenance of the supply of affordable housing through homeowner and rental housing rehabilitation, rental housing acquisition, and first-time homebuyer assistance, hazardous waste abatement (lead, asbestos, etc.), accessibility construction and continuation of rental assistance resources to benefit eligible LMI persons.
2	Project Name	HOME-Community Housing Development Organizations
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Increase supply of affordable housing - CHDO
	Needs Addressed	Affordable Housing - CHDO units
	Funding	HOME: \$164,507
	Description	15% of the HOME Program fund allocation will be set-aside for local CHDO's for investment in housing to be developed, sponsored, or owned by CHDO's.
	Target Date	6/30/2020

	Estimate the number and type of families that will benefit from the proposed activities	Under this program three units of affordable housing will be created. These units will be made available to either renters as or below 60% of the area median income or homebuyers whose income is at or below 80% of the area median income.
	Location Description	Locations will be determined at approval of loan application.
	Planned Activities	Purchase and rehabilitation of rental housing and the new construction of single family homes for the purpose of homeownership.
3	Project Name	HOME Administration
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	HOME Administration
	Needs Addressed	Program Administration
	Funding	HOME: \$129,671
	Description	Perform planning and administrative functions of the CD HOME Investment Partnership Program.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Fall River Community Development Agency, One Government Center, Fall River, MA 02722
	Planned Activities	Perform planning and administrative functions of the CD HOME Investment Partnership Program.
4	Project Name	ESG Shelter/ Homeless Prev/ Rapid Rehousing/Admin
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Housing Related Services to Homeless Provide shelter services to homeless ESG Administration
	Needs Addressed	Provide Housing Related Services to Homeless
	Funding	ESG: \$277,218

	Description	The Emergency Solutions Grant is used in Fall River to pay for essential services and operational costs for Steppingstone's First Step Inn, The Women's Center's Our Sisters Place, and homeless prevention and rapid rehousing services provided by Catholic Social Services. These programs provide shelter, counseling, prevention, re-housing and other support services to homeless families and individuals of subpopulations such as domestic violence, substance abusers and the mentally ill.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	Our Sister's Place - 25 homeless female persons and children who are victims of domestic violence. Steppingstone Inc. - First Step Inn (Male and Female Single Shelter) - 250 single male and female homeless persons. Catholic Social Services - (Homeless Prevention and Rapid Re-Housing) - 5 households needing homeless prevention and 9 households needing rapid rehousing services.
	Location Description	Our Sister's Place - Location is suppressed (Domestic Violence Shelter) Steppingstone Inc. First Step Inn (Male and Female Single Shelter) - 134 Durfee Street, Fall River, MA 02720 Catholic Social Services (Homelessness Prevention and Rapid Re-Housing) - 1600 Bay Street, Fall River, MA 02724
	Planned Activities	Our Sisters' Place - Domestic violence shelter servicing battered women and their children. ESG funding supports staffing, utility costs and operational costs. Steppingstone Inc. First Step Inn (Male and Female Single Shelter) - Emergency shelter for single men and women who are homeless. The program provides shelter and supportive services to transition them out of homelessness and toward dependency. Catholic Social Services - 5 households needing homeless prevention services and 9 households needing rapid re-housing services. The program provides housing stabilization services, case management, homeless prevention and rapid re-housing financial assistance.
5	Project Name	Section 108 Guarantee Loan - Fire Equipment
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Section 108 Loan Guarantee Repayment

	Needs Addressed	Section 108 Loan Guarantee Repayment
	Funding	CDBG: \$933,000
	Description	Payment of Section 108 Loan Guarantee and the purchase of fire equipment for the Fall River Fire Department.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Community Development Agency, One Government Center, Fall River, MA 02722
	Planned Activities	Payment of Section 108 Loan Guarantee and the purchase of fire equipment for the Fall River Fire Department.
6	Project Name	Economic Development
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Increase Employment Opportunities
	Needs Addressed	Economic Development - Employment Opportunities Economic Development - Storefront Facade Improve
	Funding	CDBG: \$430,000
	Description	The Fall River Redevelopment Authority in conjunction with identified local lending institutions will provide assistance for fixed assets and/or working capital to leverage private financing of business and industries expanding or locating in Fall River as a means of addressing the priority need to create and retain employment opportunities.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	A total of 20 jobs will be created and at least 51% of those jobs will be made available to low income persons.
	Location Description	Fall River Redevelopment Authority, One Government Center, Fall River, MA 02722

	Planned Activities	The Fall River Redevelopment Authority will work closely with the City and local lending institutions on economic development efforts at stabilizing and attracting new business to create employment opportunities for low and moderate income people.
7	Project Name	Greater Fall River Re-Creation Committee Inc.
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Recreational and Educational Youth Service
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$245,000
	Description	Greater Fall River Re-Creation provides a variety of programs ranging from recreational, educational, cultural, outreach, health and wellness programs. Approximately 85% of participants come from extremely low to low income households, 30% of enrolled participants are minorities and 80% of the participants come from a single family household.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The Program will service 600 participants in 12 different programs and will undertake 10 special activities that will benefit approximately 10,000 persons. Approximately 85% of the participants come from extremely low to low income households. Thirty percent of enrolled participants are minorities and 80% of the participants come from a single family household.
	Location Description	45 Rock Street, Fall River, MA 02720

8	Planned Activities	<p>Greater Fall Re-Creation provides a variety of programs ranging from recreation, education, cultural, health and wellness programs. Below is a list activities that will be undertaken next year:</p> <p>Recreation Programs: basketball, judo, gymnastics, cheerleading, soccer, wrestling, tennis and sailing. Education Programs: HiSET program, tutoring, mentoring, conflict resolution, positive role models and GED testing. Cultural Programs: art classes, dance classes, improvisation, videography and music. Health and Wellness Programs: Greater Fall River Fitness Challenge, neighborhood fitness center, group exercise classes, Zumba, Yoga, nutrition classes and the Summer Lunch Program. Special Events: Halloween Party, Family Fun Days, Concerts, Kid's Kick-Off to Summer, Children's Holiday Parade, Christmas Celebration, Senior Dances, Dinner with Santa, Soap Box Derby and Judo Tournaments.</p> <p>Re-Creation works in conjunction with neighborhood associations, social service and health agencies, as well as public and parochial school systems to further expand opportunities for our youth. Re-Creation's programs help combat delinquency and risky behaviors by providing after school, evening and weekend programs that keep our children busy and off the streets.</p>
	Project Name	CDBG Housing Rehabilitation/Administration
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	CDBG Housing Rehabilitation/Administration Program
	Needs Addressed	Program Administration
	Funding	CDBG: \$213,011
	Description	This activity will use CDBG funds to finance the administration of the Agency's housing rehabilitation program.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The number of units will be recorded under another category.
	Location Description	Community Development Agency, One Government Center, Fall River, MA 02722
	Planned Activities	This activity will use CDBG funds to finance the administration of the Agency's housing rehabilitation program.

9	Project Name	People Incorporated Inc. Preschool
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Comprehensive Child Care Services
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$56,000
	Description	The People Incorporated Preschool provides comprehensive early education and care services to children whose families may be continuing their education, or who may be seeking, entering or sustaining employment. Having the support of the Center allows parents to pursue opportunities with the knowledge that their child is in a safe and nurturing environment. The program serves children of all abilities from ages of 2.9 to 6 years. Families served are predominantly working individuals whose income falls within the extremely low income category.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The Preschool will service 155 children, ages 2.9 to 6 years of age. The parents of these children must be continuing their education, or are seeking, entering or sustaining employment. Families served are predominately working individuals whose income falls within the extremely low income category.
	Location Description	450 Locust Street, Fall River, MA 02720

	Planned Activities	<p>The People Incorporated Preschool provides comprehensive early education and care services to children whose families may be continuing their education, or who may be seeking, entering or sustaining employment. Having the support of the Center allows parents to pursue opportunities with the knowledge that their child is in a safe and nurturing environment. The program serves children of all abilities from ages of 2.9 to 6 years. Families served are predominantly working individuals whose income falls within the extremely low income category.</p> <p>The Center is contracted to MA DEEC to provide early education and care services for children eligible for the MA Department of Social Services Supportive Contract and the MA DEEC Income Eligible Contract. In addition, the center accepts PACE voucher and private pay students.</p> <p>The program offers students a full preschool experience in an inclusionary model. All children are provided with the opportunity for breakfast, lunch and 2 snacks per day. The food program adheres to USDA/Child and Adult Care Food Program guidelines and local board of health criteria. In addition, all children receive a screening within 4-6 weeks of enrollment and a standardized assessment 2-4 times per year. Team meetings are scheduled with the parent, teacher and family advocate to discuss any concerns and plan for future goals. The health and educational needs of the student and family needs are met through the support of family advocates.</p>
10	Project Name	Flint Senior Drop-in Center
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Senior Services
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$136,693
	Description	Fall River has the 7th largest population of elders in the state of Massachusetts. The Fall River Council on Aging operates the Flint Senior Drop-in Center. The Center assists Fall River's elderly residents, age 60 and older with informational, educational, social and health activities.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The Flint Senior Drop-in Center will service approximately 9,090 elderly persons and approximately 459 unduplicated elderly persons.

	Location Description	1423 Pleasant Street, Fall River, MA 02723
	Planned Activities	<p>Educational, informational and social programs and activities will be provided at the Flint Senior Drop-In Center. The program and activities include Zumba classes, arts and crafts, breakfast events, Community & Health Education sessions, blood pressure clinics, the COA cinema pub, whippoorwills senior chorus, low impact aerobics, yoga, luncheons, whist/pitch leagues, and bingo.</p> <p>The Center holds prescription drug take-backs and also flu clinics on a yearly basis. The seniors also give back to the community with donating large quantities of canned goods to the Catholic Social Services Food Pantry. They also donate clothing and toys to the Young Parents' Learning Center.</p> <p>The bimonthly COA newsletter, Footprints, is distributed to over 5,500 seniors, providing valuable information. The newsletter contains information regarding upcoming senior center programs, nutrition education, personal safety, local and long distance medical transportation, flu clinics, health care, Prescription Advantage, SHINE news, fair housing issues, legal affairs, income tax information, Medicare, community services, senior scams, consumer advisories, fire safety and COA activities.</p>
11	Project Name	Niagara Senior Drop-in Center
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Senior Services
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$92,322
	Description	Fall River has the 7th largest population of elders in the state of Massachusetts. The Fall River Council on Aging operates the Niagara Senior Drop-in Center. The Center assists Fall River's elderly residents, age 60 and older with informational, educational, social and health activities.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The Niagara Senior Drop-in Center will service approximately 16,345 elderly persons and approximately 452 unduplicated elderly persons.
	Location Description	550 Tucker Street, Fall River, MA 02721

	Planned Activities	<p>Educational, informational and social programs and activities will be provided at the Niagara Senior Drop-In Center. The program and activities include Zumba classes, arts and crafts, breakfast events, Community & Health Education sessions, blood pressure clinics, the COA cinema pub, whippoorwills senior chorus, low impact aerobics, yoga, luncheons, whist/pitch leagues, and bingo.</p> <p>The Center holds prescription drug take-backs and also flu clinics on a yearly basis. The seniors also give back to the community with donating large quantities of canned goods to the Catholic Social Services Food Pantry. They also donate clothing and toys to the Young Parents' Learning Center.</p> <p>The bimonthly COA newsletter, Footprints, is distributed to over 5,500 seniors, providing valuable information. The newsletter contains information regarding upcoming senior center programs, nutrition education, personal safety, local and long distance medical transportation, flu clinics, health care, Prescription Advantage, SHINE news, fair housing issues, legal affairs, income tax information, Medicare, community services, senior scams, consumer advisories, fire safety and COA activities.</p>
12	Project Name	North End Senior Drop-in Center
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Senior Services
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$81,387
	Description	Fall River has the 7th largest population of elders in the state of Massachusetts. The Fall River Council on Aging operates the North End Senior Drop-in Center. The Center assists Fall River's elderly residents, age 60 and older with informational, educational, social and health activities.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The North End Senior Drop-in Center will service approximately 12,500 elderly persons and approximately 268 unduplicated elderly persons.
	Location Description	101 President Avenue, Fall River, MA 02720

	Planned Activities	<p>Educational, informational and social programs and activities will be provided at the North End Senior Drop-In Center. The program and activities include Zumba classes, arts and crafts, breakfast events, Community & Health Education sessions, blood pressure clinics, the COA cinema pub, whippoorwills senior chorus, low impact aerobics, yoga, luncheons, whist/pitch leagues, and bingo.</p> <p>The Center holds prescription drug take-backs and also flu clinics on a yearly basis. The seniors also give back to the community with donating large quantities of canned goods to the Catholic Social Services Food Pantry. They also donate clothing and toys to the Young Parents' Learning Center.</p> <p>The bimonthly COA newsletter, Footprints, is distributed to over 5,500 seniors, providing valuable information. The newsletter contains information regarding upcoming senior center programs, nutrition education, personal safety, local and long distance medical transportation, flu clinics, health care, Prescription Advantage, SHINE news, fair housing issues, legal affairs, income tax information, Medicare, community services, senior scams, consumer advisories, fire safety and COA activities.</p>
13	Project Name	South Main Street Drop-in Center
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Senior Services
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$5,875
	Description	Fall River has the 7th largest population of elders in the state of Massachusetts. The Fall River Council on Aging operates the South End Senior Drop-in Center. The Center assists Fall River's elderly residents, age 60 and older with informational, educational, social and health activities.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The South End Senior Drop-in Center will service approximately 5,020 elderly persons and approximately 89 unduplicated elderly persons.
	Location Description	114 South Main Street, Fall River, MA 02722

14	Planned Activities	<p>Educational, informational and social programs and activities will be provided at the South End Senior Drop-In Center. The program and activities include Zumba classes, arts and crafts, breakfast events, Community & Health Education sessions, blood pressure clinics, the COA cinema pub, whippoorwills senior chorus, low impact aerobics, yoga, luncheons, whist/pitch leagues, and bingo.</p> <p>The Center holds prescription drug take-backs and also flu clinics on a yearly basis. The seniors also give back to the community with donating large quantities of canned goods to the Catholic Social Services Food Pantry. They also donate clothing and toys to the Young Parents' Learning Center.</p> <p>The bimonthly COA newsletter, Footprints, is distributed to over 5,500 seniors, providing valuable information. The newsletter contains information regarding upcoming senior center programs, nutrition education, personal safety, local and long distance medical transportation, flu clinics, health care, Prescription Advantage, SHINE news, fair housing issues, legal affairs, income tax information, Medicare, community services, senior scams, consumer advisories, fire safety and COA activities.</p>
	Project Name	Park and Playground Improvements
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Improve Park and Playground Facilities
	Needs Addressed	CDBG - Public Facilities & Infrastructure
	Funding	CDBG: \$129,162
	Description	<p>Fall River's park system has seen some improvement in recent years with the installation of new playgrounds, basketball courts, benches and signage at Pulaski, Chew, Ruggles, Kennedy, and Turner Parks. These park improvements have been a very important aspect in revitalizing neighborhoods. The restoration of these parks will continue to improve public health and the quality of life for city residents. The City has twenty-four parks and playgrounds scattered throughout the City and many of the city's parks still require restoration. The goal of the program is to improve access for all citizens to city parks and improve the condition of playing fields in city parks. The goal of the program is to assist 6,615 person over the next five years.</p>
	Target Date	6/30/2020

	Estimate the number and type of families that will benefit from the proposed activities	The goal of the program is to assist 6,615 persons by upgrading parks and playgrounds in low income census tracts.
	Location Description	<p>Park improvements will be done at the following parks located in low income census tracts.</p> <ul style="list-style-type: none"> • Thomas Chew Field: Census Tract 6402 Block Group 3 • Kennedy Park: Census Tract 6409 Block Groups 1&4 • Pulaski Park: Census Tract 6406 Block Group 1 • Abbott Court: Census Tract 6404 Block Group 3 • Massasoit Tot Lot: Census Tract 6414 Block Groups 1&2
	Planned Activities	<p>There are 24 parks and playgrounds scattered throughout the city and the total land area is approximately 173 acres. Being an urban community with a large low-income population, many of the citizens have turned to the parks for their leisure activities. A vast majority of the parks are currently located in low-income census tracts and all are highly utilized for numerous pass times such as field sports, jogging, walking, skate boarding, utilizing playgrounds, public events and family outings. This high usage of park land and equipment has taxed the park facilities to the maximum. Many of the parks need the replacing of infrastructure items such as fencing and sidewalks according to the Department of Community Maintenance. Kennedy Park, the largest park with 55 acres of land, has long stretches of sidewalks that are old and deteriorated. The cost to repair these sidewalks is estimated at \$2 million dollars. In addition, Kennedy Park and Maplewood Park have roads located within the park boundary that need resurfacing. Ball Field lights in six parks (Father Kelly, Kennedy, Dumont, Ruggles, North Park and Maplewood) are all in disrepair and need upgrading. During the warmer months these fields are a beehive of activity due to the numerous organized baseball leagues in the city. Tennis courts in three parks (Pulaski, Kennedy and Maplewood) need to be replaced. There are three playgrounds that are in poor condition at Abbott Court, Griffin and Maplewood Parks. Skate board facilities need to be upgraded at Lafayette, Abbott and North Park. Comfort stations at Kennedy and North park need to be restored.</p>
15	Project Name	LMI Neighborhood Policing
	Target Area	Community Wide - Entire City Geographic Area

	Goals Supported	Provide Neighborhood Policing Services
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$478,000
	Description	The Program provides police officers for daily walking and cruiser patrol assignments to designated areas during times of need. The officers are deployed to patrol areas that statistically and anecdotally require supplemental police services. This program will supplement regular Police Department sector patrols in designated low income neighborhoods, parks and playgrounds. It is aimed at reducing incidents of vandalism, arson and other crimes of general disorder against persons and properties in those lower income neighborhoods.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	The Program will provide policing services to low income census tracts that have been identified as having low-income concentration. The program will benefit a population of 53,040 persons of which 38,235 persons are low and moderate income.
	Location Description	The program will take place in four designated areas determined by low income census tracts. Please see attached map for designated areas.
16	Planned Activities	Program provides police officers for daily walking, cruiser and bicycle patrol assignments to designated areas during times of need. The officers are deployed to patrol areas that statistically and anecdotally require supplemental police services. This program will supplement regular Police Department sector patrols in designated low income neighborhoods, parks and playgrounds. It is aimed at reducing incidents of vandalism, arson and other crimes of general disorder against persons and properties in those lower income neighborhoods.
	Project Name	Planning and Management
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Planning Research and Reports
	Needs Addressed	Planning
	Funding	CDBG: \$93,021
	Description	Planning and Management of the CDBG Program
	Target Date	6/30/2020

	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Fall River Community Development Agency, One Government Center, Fall River, MA 02722
	Planned Activities	Planning and Management of the CDBG Program
17	Project Name	Program Administration
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Administration
	Needs Addressed	Program Administration
	Funding	CDBG: \$484,591
	Description	Administration of the CDBG Program
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	N/A
	Location Description	Fall River Community Development Agency, One Government Center, Fall River, MA 02722
	Planned Activities	Administration of the CDBG Program
18	Project Name	Street/Sidewalk/Water Main Improvements
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Street, Sidewalk and Water Improvements
	Needs Addressed	CDBG - Public Facilities & Infrastructure
	Funding	CDBG: \$100,000
	Description	The repair of deteriorated streets and/or sidewalks and/or water mains in neighborhoods located in low income census tracts.
	Target Date	6/30/2020

	Estimate the number and type of families that will benefit from the proposed activities	The number and type of families that will benefit from this activity will be determined when the actual street addresses are chosen.
	Location Description	One Government Center, Fall River, MA 02722
	Planned Activities	The repair of deteriorated streets and/or sidewalks and/or water mains in neighborhoods located in low income census tracts.
19	Project Name	Storefront Facade Improvement Program
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Improve Storefront Facades
	Needs Addressed	Economic Development - Storefront Facade Improve
	Funding	CDBG: \$20,000
	Description	A program to provide grants to businesses located in low income census tracts to improve their storefront facade.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	Ten businesses will be provided grants of up to \$2,000 for improvement of their storefront facade.
	Location Description	To be announced
	Planned Activities	A program to provide grants to businesses located in low income census tracts to improve their storefront facade.
20	Project Name	Community Engagement Center
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Recreational and Educational Youth Service
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$20,000

	Description	To support the operation of the Community Engagement Center at the Resiliency Preparatory Academy. The center will promote community learning and engagement, educational and workforce development and will offer supportive services. The Center is to provide each RPA student with the opportunity to identify a career path, receive training in that area, earn high school credits, and attain academic and personal success.
	Target Date	6/30/2020
	Estimate the number and type of families that will benefit from the proposed activities	Workforce development: Equip 25 students with skills, confidence and support services they need to successfully enter employment and/or higher education. Twenty five students will participate in one of the following workforce options: 1. CNA/HHA 2. Pre-Apprentice 3. Direct Support Worker 4. Early Education
	Location Description	290 Rock Street, Fall River, MA 02720
	Planned Activities	Workforce development: Equip 25 students with skills, confidence and support services they need to successfully enter employment and/or higher education. Twenty five students will participate in one of the following workforce options: 1. CNA/HHA 2. Pre-Apprentice 3. Direct Support Worker 4. Early Education Thirty students will take part in wrap around services including ESOL and SMILES mentoring.
21	Project Name	YMCA Educational Achievement Center
	Target Area	Community Wide - Entire City Geographic Area
	Goals Supported	Provide Recreational and Educational Youth Service
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$20,000

Description	The YMCA Educational Achievement Center's educational programming will help combat the low educational attainment crisis among low income families. By providing high quality, curriculum based small group instruction that expands on school day learning, the YMCA will support struggling students to improve their academic outcomes. The Center will be a hub for year around academic support programming both after school and in the summer. The academic enrichment programs are provided at no cost to the children or their families. Additionally, the Center will be providing literacy programs for parents and preschool age children.
Target Date	6/30/2020
Estimate the number and type of families that will benefit from the proposed activities	The activity will benefit 120 to 150 K-8 grade students, 30 parents and 30 preschooler. One hundred percent of the families will be low income.
Location Description	199 North Main Street, Fall River, MA 02720
Planned Activities	The YMCA Educational Achievement Center's educational programming will help combat the low educational attainment crisis among low income families. By providing high quality, curriculum based small group instruction that expands on school day learning, the YMCA will support struggling students to improve their academic outcomes. The Center will be a hub for year around academic support programming both after school and in the summer. The academic enrichment programs are provided at no cost to the children or their families. Additionally, the Center will be providing literacy programs for parents and preschool age children.

AP-50 Geographic Distribution – 91.220(f)

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed

The City of Fall River is located in the Southeast Region of the State of Massachusetts. While many CPD-funded programs are available citywide, the City will outreach and market those programs most strongly in the areas of greatest need.

Fall River's current overall percentage of low and moderate-income (LMI) population, as reported by the U.S. Department of Housing and Urban Development (HUD), is 57.8%. It has decreased from the previously calculated level of 63.3% in 2000, by 5.5%. This fact reduces the City's eligible geographic areas where a CDBG assisted activity under the area benefit national objective can be undertaken. This change took place because the federal government stopped using the census to calculate the LMI populations and started to use the American Community Survey statistics.

The areas of low-income concentration were defined by the City as those census tracts with concentration of low and moderate-income persons that is 10 percentage points higher than 51.0% of LMI population.

The City has defined areas of racial/ethnic minority concentration as any census tract where the total percentage of minority persons is twice as large as the city total percentage of minority residents (13%). There are no census tracts which are populated over this established threshold.

The following census tracts have been identified as having low-income concentration: 6402, 6403, 6404, 6405, 6406, 6408, 6409, 6410, 6411, 6412, 6413, 6414, 6415 and 6420. The higher percentage of minorities reside in census tracts 6408, 6409, 6411, 6413 and 6414 while the smallest minority populations were recorded in census tracts 6416 and 6425.

The following activities will take place in the following census tracts:

Park and Playground Improvements: Census tracts
6402, 6404, 6403, 6406, 6407, 6409, 6412, 6413, 6414, 6419, 6420, 6422.

LMI Neighborhood Policing Program: Census tracts
6401, 6402, 6403, 6404, 6405, 6406, 6407, 6408, 6409, 6410, 6411, 6412, 6413, 6414, 6417, 6419, 6420, 6421, 6422, 6424.

Most activities (CDBG, ESG, HOME) will generally be provided throughout the City, and are based upon income eligibility. Homeownership activities, preservation of at-risk affordable housing, rehabilitation of owner-occupied and rental housing, and mixed-income rental housing acquisition and development will

occur in all areas exhibiting need (subject to program guidelines), and areas of low-income and/or racial minority concentration will be targeted.

Geographic Distribution

Target Area	Percentage of Funds
Community Wide - Entire City Geographic Area	100

Table 8 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

Fall River's current overall percentage of low and moderate-income (LMI) population, as reported by the U.S. Department of Housing and Urban Development (HUD), is 57.8%. It has decreased from the previously calculated level of 63.3% in 2000, by 5.5%. This fact reduces the City's eligible geographic areas where a CDBG assisted activity under the area benefit national objective can be undertaken. This change took place because the federal government stopped using the census to calculate the LMI populations and started to use the American Community Survey statistics.

Out of the city's 25 census tracts, 21 of them are occupied by at least 51% of residents that are low and moderate-income persons.

Most activities (CDBG, ESG, HOME) will generally be provided throughout the City, and are based upon income eligibility. Homeownership activities, preservation of at-risk affordable housing, rehabilitation of owner-occupied and rental housing, and mixed-income rental housing acquisition and development will occur in all areas exhibiting need (subject to program guidelines), and areas of low-income and/or racial minority concentration will be targeted.

Discussion

There are no designated or HUD approved target areas within the city. The City of Fall River has an overall percentage of 57.8% low and moderate-income population. This population is spread widely across the city throughout 21 of 25 census tracts. It is the goal of the City to keep Fall River an affordable place to live by providing the entire low to moderate income population equal opportunity to be beneficiaries of CDBG, ESG, CD HOME and CoC grant monies.

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

The City of Fall River plans to address affordable housing needs through the Community Development Block Grant Program (CDBG), the CD HOME Investment Partnership Program (HOME) and the Emergency Solutions Grant Program (ESG). Under the CDBG program the CDA will use funds for administration of the rehabilitation program. Under the HOME Program, cities are subject to 10% of the total grant allocation for administration of the program. In Fall River, 10% of the annual HOME grant allocation of \$1,096,713 is \$109,671. This amount for administration costs does not provide enough funding for the operation of the program, therefore the CDA will use CDBG funds as leveraging for the HOME Program. Under the HOME Program the CDA will address affordable housing needs through initiatives, including housing rehabilitation for homeowner and investor owned properties, acquisition and rehabilitation of properties by Community Development Housing Organizations, installation of ADA accessibility structures and down payment and closing cost assistance for first-time homebuyers. The ESG program provides funding in the form of rental assistance to prevent homelessness.

One Year Goals for the Number of Households to be Supported	
Homeless	15
Non-Homeless	19
Special-Needs	1
Total	35

Table 9 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	15
The Production of New Units	0
Rehab of Existing Units	11
Acquisition of Existing Units	9
Total	35

Table 10 - One Year Goals for Affordable Housing by Support Type

Discussion

The City of Fall River will continue to make available affordable housing units through the CDBG, CD HOME and ESG Grant Programs. Through the combined approach of rehabilitation, first-time homebuyer assistance, CHDO purchase and rehabilitation of foreclosed and abandoned properties, and homelessness prevention activities, the City will increase the number of safe, decent affordable housing opportunities. Through these programs the City will increase the number of households who can afford

to live in Fall River and also reduce the number of households that are cost and high cost burdened.

Some of the subpopulations mentioned above are addressed through other funding sources. The majority of homelessness issues (emergency shelter services) are serviced through the Emergency Solutions Grant, permanent supportive housing and supportive services are serviced through the Continuum of Care - McKinney Vento Grant Programs. Special needs are assisted through local non-profits.

The City of Fall River will continue to offer the following housing initiatives to help residents access housing units that are safe, decent, and affordable:

- Promote Buy Fall River Program
- Promote Home of the Brave Program
- Continue to offer Low-Interest Rehabilitation loans
- Continue to offer Lead Paint Abatement Zero Percent Deferred Loans
- Continue to offer Accessibility Zero-Percent Deferred loans for those with physical disabilities
- Continue to offer Down payment/Closing Cost Assistance grants for first-time homebuyers
- Continue to make available Affordable Housing Preservation monies for affordable housing activities
- Continue to partner with MassHousing to offer low cost financing of the "Get The Lead Out Program" to remove lead paint and reduce the possibility of lead poisoning among children
- Continue to partner with MassHousing to offer low cost financing of the "Homeowner Septic Loan Program"
- Fall River will continue to partner with MassHousing to offer low cost financing of the Home Improvement Loan Program (HILP)
- Continue to partner with CHDO's to acquire and rehabilitate foreclosed and abandoned properties for either rental or homeownership opportunities
- Work with developers to obtain Low Income Housing Tax Credits (LIHTC)
- Continue to partner with the Massachusetts Attorney General Affordable Housing Initiative to work with Receivers to rehabilitate nuisance properties
- Continue to make available affordable housing opportunities through the Neighborhood Stabilization Program
- Fall River will continue to assist individuals and families at risk of homelessness by providing rental assistance through the Emergency Solutions Grant Program
- The City will continue to work with the Fall River Housing Authority to develop affordable housing opportunities
- The City will continue to promote first time homebuyer education courses held by Catholic Social Services and by the Fall River Community Development Agency
- The City will collaborate with the Fall River Homeless Coalition of Service Providers to seek out

more permanent housing solutions for the homeless

AP-60 Public Housing – 91.220(h)

Introduction

The Fall River Housing Authority (FRHA) administers and oversees the city's public housing developments. In 2018, the FRHA managed 2,303 dwelling units in 21 Federal and State public housing developments. Among these, there are 1,197 units at 10 Family sites; 618 units at 5 Mixed Population (elderly/disabled) sites; and 488 units at 6 Elderly Designated sites. Among the units listed above, 126 units meet ADA requirements for handicap accessibility.

The FRHA also administers the Section 8 Housing Choice Voucher Program for the city and two smaller voucher programs for the State of Massachusetts; the Massachusetts Rental Voucher Program (MRVP) and the Alternative Housing Voucher Program (AHVP). These two programs provide a total of 74 housing assistance vouchers. In 2018, there were 2,090 Section 8 Housing Choice Vouchers issued subsidizing 1,680 apartment units in the City of Fall River.

The demand and need for housing assistance is best determined by the number of applicants waiting to receive assistance. As of December 2018, 6,545 Section 8 applications were on the Massachusetts centralized wait list. The typical wait period for an applicant is 4 to 6 years. The public housing waiting list contains the names of applicant households seeking affordable, subsidized housing in the City of Fall River. In December 2018, there were 927 Mixed Population applicants; 769 Family applicants; 492 Elderly Designated applicants on the waiting list for Federal public housing. And on the waiting list for State public housing, there were 3,510 Family applicants and 805 Mixed Population applicants.

The Commonwealth of Massachusetts in 1969 enacted a comprehensive permit law (Chapter 40B) that established an affordable housing goal of 10% in every community. As of January 2014, the total Chapter 40B subsidized housing inventory in the City of Fall River was 4,831 units out of 42,650 housing units or 11.33%.

Actions planned during the next year to address the needs to public housing

Having an average structural age of 50 years, the 26 federal and state housing developments are in constant need of modernization and rehabilitation to bring the units into standard condition. The oldest development (Sunset Hill) was built in 1941 and the most recent development (480-482 Stanley Street) was constructed in 1993. The FRHA continues to be committed to meet the ongoing needs for modernization of these federally and state assisted public housing developments. The FRHA is estimated to receive \$3,650,000 from the HUD Capital Fund for improvements during the federal fiscal year.

Priority modernization efforts at Sunset Hill include on-going roof replacements, laundry room conversion and HVAC improvements. At Father Diaferio Village modernization efforts include roof replacement and bathroom upgrades. The FRHA's elderly high rise complexes will undergo elevator

modernization and fire system upgrades, window replacements at Barresi Heights, building exterior improvements at Bates/Tower and Oliveira Apartments, security upgrades at Edward Doolan Apartments and Bates/Tower as well as unit conversions at Cardinal Medeiros Towers. State sites such as Maple Gardens will receive Sewer, Electric and Gas Line upgrades as well as vacant unit improvements. Bishop Eid will be receiving window replacements.

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

Public housing resident participation was maximized in 2017 with enactment of a Memorandum of Understanding between the Fall River Housing Authority and the Fall River Joint Tenants Council, Inc., a citywide organization representing all public housing residents. The memorandum defines the partnership process and outlines monitoring and evaluation roles for the resident planning group. Quarterly meetings are scheduled for progress reports on the Comprehensive Grant Program performance and to obtain resident input and comments regarding activities. In 2018 FRHA agreed to provide funding to the FRJTC for services of a Director to promote resident participation in a wide range of activities. Time is scheduled at every Board of Commissioner meeting to hear from the residents on any issue. A substantial part of the FRHA management improvement funding is dedicated to activities of major concern to public housing residents; other management improvements are linked to public housing management assessment priorities and other improvements to enhance the general public housing neighborhood.

The FRHA has determined that homeownership and self-sufficiency opportunities for low income residents are lacking in the City of Fall River. The FRHA has stated within the Section 8 Administrative Plan the procedures and guidelines that will be followed in the Housing Choice Voucher homeownership plan. The FRHA Community Service and Self-Sufficiency Policy was recently updated and approved by the Resident Advisory Board, with an expanded list of eligible community service activities and eligible economic self-sufficiency activities. The strategy for the FRHA ownership program is to create the mechanism to work with HCV and PH residents to achieve homeownership. The approach calls upon the FRHA to encourage qualified residents to enlist in the family self-sufficiency program that sets goals and objectives for the resident while saving for homeownership. Progress in meeting these goals is reviewed quarterly by FRHA staff.

When the City has rental or homeownership opportunities available through Community Housing Development Organizations, outreach is made to the FRHA to inform their residents of the opportunity.

If the PHA is designated as troubled, describe the manner in which financial assistance will be

provided or other assistance

The Fall River Housing Authority is not designated as a troubled housing authority.

Discussion

AP-65 Homeless and Other Special Needs Activities – 91.220(i)

Introduction

Fall River's Continuum of Care consists of a close-knit network of social service providers, business partners, community leaders, political partners, and City administration, all working toward the common goal of creating an array of effective, coordinate services that will guide the homeless from instability to independence. The City has reviewed, revised, and updated its plan to end homelessness under the scrutiny of the Homeless Service Providers Coalition and Mayor's Task Force to End Homelessness of the FRCoC.

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including

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

Steppingstone relocated the First Step Inn emergency shelter for individuals to a larger space to accommodate 30 winter overflow beds on-site. The overflow is open during the coldest winter months. There are also an additional 25 overflow beds that rotate among various churches between early January and mid-March, but the guests have intake done at First Step Inn where staff can interact with them prior to being transported to the temporary shelter site for the night. Having overflow beds at the fixed site has created a more stable environment for those guests. On-site services are offered to all O/F guests. Some transportation to other agencies for off-site services is often available. The staff and volunteers provide information and referrals to the hard-to-reach street homeless that normally do not seek shelter for various reasons. They are able to make better connections and build trust so that the individuals consider the services being offered to them so that they may obtain housing. As winter winds down, the providers collaborate to find appropriate housing for those still in the overflow.

To streamline assistance, FRCoC implemented The CALL, Coordinated Entry, operated by Catholic Social Services. Operational standards, intake forms, real-time bed availability and a centralized waitlist were devised. CSS implemented 1-800-HOMELESS to complement The CALL. The FRCoC established a website at www.FallRiverHomeless.com, used to promote and educate the public of services available in Fall River, and a message board for providers and those seeking assistance.

In August 2018, Fall River held its 9th annual Project Homeless Connect, providing free meals, goods and services to many of the hard-to-reach homeless and others in need. It is estimated that 200-250 adults and children were served between 10 a.m. and 2 p.m. with dental services, housing and SNAP applications, state identification cards, etc.

Outreach workers station themselves at food pantries and soup kitchens daily. The FRCoC distributes a pamphlet entitled *Services for Families and Individuals*. FRPD, FRFD, and building inspectors are educated on homeless services so they are able to provide information and referrals. FRCoC performs its street count by having outreach teams cover much of the city, with one team specifically targeting known encampments and seeking out new ones.

Addressing the emergency shelter and transitional housing needs of homeless persons

FRCoC has 320 year-round emergency beds (22 individual beds and 61 family units). The individuals' beds are funded by Emergency Solutions Grant and family beds are funded by the Department of Housing and Community Development and state ESG funds. DHCD, DTA, ES providers and other providers work together to place homeless families.

The FRCoC, in accordance with HUD's priorities and direction, have defunded most transitional programs under the McKinney-Vento grant, reallocating the funds to PSH programs. Other TH units have been reclassified to better suit the kind of institutional beds they actually are, and the clients are not necessarily HUD-defined homeless. Thus, Fall River has only one remaining TH program, Local Housing Authority Transitional Housing Program (LHATHP). The project has 10 units with 24 beds and serves young families.

The emergency shelter for individuals still accepts immediate requests for shelter; families requiring ES are filtered through the state's shelter system (DHCD/DTA). Referrals to TH and PSH must come through The CALL, as well as other homeless where local shelter is not an option. The CALL clients are evaluated so that the hardest-to-serve homeless are helped first, assessed by the VI-SPDAT for eligibility criteria so the best referral can be made for that client's needs. Staff is trained to devise creative strategies for diversion and prevention and housing the hardest-to-serve. CSS implemented 1-800-HOMELESS to complement The CALL. By-name registries have been developed to better trace and serve homeless individuals including veterans, chronically homeless, and youth.

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

To streamline assistance, FRCoC implemented The CALL (Coordinated Entry). Hardest-to-serve clients

are prioritized by a vulnerability index score. Staff tries to divert or prevent the at-risk of homelessness from shelter by referring to EA, ESG or RAFT funds to keep them housed. CSS also implemented the 1-800-HOMELESS hotline to complement The CALL. CSS provides ESG funds for Rapid Re-Housing and Prevention. The ESG assistance is short-term.

At program entry, PSH clients apply for public housing. FRHA accepts funds from ESG-HP and RRH to prevent homelessness and quickly move someone into stable housing. FRHA has a LHATHP that provides TH for 10 families mostly coming from shelter.

Bristol County received 18 MRVP subsidies for homeless veterans and 15 MRVP vouchers for the chronically homeless. Safe Harbor and FAIHR provide services to the voucher recipients. 100% of FR programs have Chronic Homeless, Low Barrier and Housing First Designations. HUD VASH vouchers are accessed through Providence VA.; 11 veterans are housed in Fall River with VASH, including 2 families and 9 individuals. SSVF programs, VTH and Veterans, Inc. offer services to veteran families who are homeless or at risk. Other veterans housing: Community Housing Resource Board has 6 units with veteran preference; Community Action for Better Housing has 6 units for veterans; JRI has 8 units with veterans preference as part of a 17-unit HOME Program project; CSS has 2 PSH beds for individuals and 1 unit for a family all chronically homeless with veterans preference.

Francis House is PSH for 8 young men, ages 18-24. The youth must be HUD-homeless with disabilities and in school/working. In 2018, CoC surveyed unaccompanied youth over 2 weeks in April and May. Outreach was performed on the street, in public places, and at the high school and community college. Of the 119 surveys collected, 11 were homeless as defined by the Massachusetts Youth Commission definition.

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

MA General Law prohibits publicly funded institutions to discharge to streets or shelter. FRCoC follows the State Discharge Planning policy. Discharge planning initiatives are monitored with participation of the Departments of Public Health, Mental Health, Veterans Services, and Housing and Community Development.

The Department of Children and Families provides Foster Care and is responsible for ensuring that youth not be discharged into homelessness. DCF uses PAYA Life Skills to prepare youth for self-sufficiency,

provides written "Notice of Intent to Discharge" to each foster care youth 18 and older, and establishes Transition Plans.

Department of Mental Health has regulations and procedures for discharges from state facilities and services, and closely monitors and tracks discharges. DMH homeless policy addresses its responsibilities toward its homeless consumers. The policy states that no person be discharged from an in-patient facility with directions to seek emergency shelter, and every effort must be made to get the consumer into permanent housing.

Department of Corrections policy requires: risk reduction plans, including applications for specialized housing with services to prevent inmates from reentering the system and becoming homeless; participation in workshops to develop treatment; and transition plans to address housing, employment, substance abuse, mental health, and life skills. Discharge Plan implementation monitoring is the responsibility of the DOC Re-Entry Unit in coordination with Parole Officers and DMH Transition Teams.

Project ROAR (Reentering Offender Achieving Recovery) is a collaborative effort of Steppingstone and the Bristol County Sheriff's Office to improve outcomes of male offenders in the House of Correction who have a history of substance use disorders. Services begin in the correctional setting and continue in the community to improve the individual's ability to remain crime-free and substance-free.

Discussion

Steppingstone relocated the First Step Inn emergency shelter for individuals to a larger space to accommodate 30 winter overflow beds on-site. The overflow is open during the coldest winter months. There are also an additional 25 overflow beds that rotate among various churches between early January and mid-March, but the guests have intake done at First Step Inn where staff can interact with them prior to being transported to the temporary shelter site for the night. Having overflow beds at the fixed site has created a more stable environment for those guests. On-site services are offered to all O/F guests. Some transportation to other agencies for off-site services is often available. The staff and volunteers provide information and referrals to the hard-to-reach street homeless that normally do not seek shelter for various reasons. They are able to make better connections and build trust so that the individuals consider the services being offered to them so that they may obtain housing. As winter winds down, the providers collaborate to find appropriate housing for those still in the overflow.

AP-75 Barriers to affordable housing – 91.220(j)

Introduction:

The Analysis of Impediments to Fair Housing was updated and submitted to HUD on November 21, 2014. The AI identified barriers to accessing affordable housing. By identifying the impediments the City has identified strategies to remove or ameliorate those public and private policies that serve as barriers to affordable housing.

Actions it planned 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

In the Analysis of Impediments, the city identified that a barrier to new affordable housing is the lack of developable land. More than 50% of the land area within the boundaries of the City (Bioreserve) is permanently protected open space. To increase the amount of developable land the City will continue to use grant funding to demolish deteriorated properties and make the land available for development.

Also, the City identified that zoning requirements are also a barrier to new affordable housing. There are only a small number of suitable available parcels that could be developed for this purpose and many are located within zoning districts that do not permit residential development. To increase affordable housing in these districts, the City has instituted Overlay districts that will permit housing opportunities that didn't exist before the creation of the districts.

In consultation with the City Engineer/Planner, there are no additional public policies such as tax policies affecting land, building codes, fees, growth limitations, and policies affecting the return on residential investment that serve as barriers to affordable housing.

The City of Fall River has adopted the following strategies to remove or ameliorate barriers to affordable housing:

- Increase awareness of homebuyer loan programs available for those who are veterans, LMI, minorities, first-time homebuyers and/or disabled;
- Increase awareness through newspapers and other media outlets of available home rehabilitation loan programs such as lead paint removal, purchase and rehabilitation, home rehabilitation, handicap accessibility renovation and down-payment assistance;
- Examine periodically Home Mortgage Data reports from financial institutions serving City residents;
- Expand outreach and education to lenders regarding available resources for LMI first-time homebuyers;

- Promote compliance with the fair housing laws through mailings to landlords and management companies;
- Continue distribution of literature to tenants and landlords promoting tenant and landlord rights and responsibilities;
- Distribute credit counseling information to social service agencies and city residents;
- Increase interaction between CHRB and other social service agencies assisting clients in need of housing services;
- Provide first-time homebuyer classes in Hispanic and Khmer;
- Promote job training, employment and other economic opportunities through the Fall River Office of Economic Development for lower-income residents and businesses which are owned by and/or employ lower-income and minority residents;
- Work with Southeast Center for Independent Living regarding accessibility for mobility impairment to the elderly and disabled;
- Continue fair housing advertising in local publications;
- Continue Fair Housing Month activities every April;
- Continue Homeless Coalition meetings;
- Increase communication between CHRB and the Fall River Housing Authority and the private subsidy complexes to assure fair housing practices are in place;
- Work with the local CHDOs to provide affordable housing opportunities, i.e., to acquire vacant land and rehabilitate single and multi-family homes, to create housing for the elderly, disabled and LMI;
- Pursue strategies to address abandoned properties through demolition and/or redevelopment;
- Outreach to nonprofit organizations that operate first time homebuyer classes to identify local agencies that provide credit counseling;
- Continue to take part in the Fall River/New Bedford Housing Partnership, which provides important information to educate consumers of all ages on how to establish and manage their credit;
- Expand fair housing education programs;
- Promote the "Buy Fall River Now" program.

Discussion:

The City will continue to partner with the Community Housing Resource Board, Inc. and will initiate a partnership with Southcoast Fair Housing Inc. to develop strategies to remove or ameliorate barriers to affordable housing. The City will continue to analyze and develop strategies to remove any public policies that serve as barriers to affordable housing.

AP-85 Other Actions – 91.220(k)

Introduction:

Over the next five years, the City has a number of planned activities to address obstacles to meeting underserved needs, to foster and maintain affordable housing, reduce lead-based paint hazards, reduce the number of families living in poverty, to develop institutional structure and enhance coordination between public and private service providers.

Actions planned to address obstacles to meeting underserved needs

Community Development Component - Aside from limitations (i.e. cap on public services) with the use of funds and the availability of sufficient funding, there are no particular obstacles to meeting underserved needs.

Housing Component - Limited grant funding has become a major stumbling block for construction and rehabilitation of housing in the City. In 2010 the City received \$1.2 million in HOME funds as opposed to \$692,391 in 2015, a nearly \$500,000 reduction. This fact alone has led to a reduction in the amount of construction and rehabilitation projects the City is able to accomplish.

While the City has seen a drastic reduction in HOME funding the price of construction and rehabilitation has increased. This higher cost is being generated by an increased cost in labor and material. This higher cost has caused an inflationary problem on current funding. For the last few years the HOME grant has been close to level funding but with the cost of acquisition, labor and material increasing the actual grant monies is able to do less each year.

Special Needs Component- Housing - The strategy of new construction is needed to address the needs of non-homeless persons with special needs. Given the cost of new construction for special needs it is beyond the city's ability to finance through entitlement programs of local revenue, the overall strategy must rely upon the City assisting other entities, non-profit corporations and the Fall River Housing Authority to develop projects using State and/or Federal funding sources.

Special Needs Component - Non-Housing - The decreasing budgets of state departments and social service agencies serve as an obstacle to providing a sufficient number of programs to assist the special needs populations including elderly and frail elderly, persons with disabilities, female heads of households, persons with HIV/AIDS, persons with alcohol or drug abuse issues and at-risk youth.

The City will continue to search out other grant opportunities to help meet the populations undeserved needs.

Actions planned to foster and maintain affordable housing

The City will continue its efforts to upgrade and preserve existing affordable housing stock through various rehabilitation and Community Housing Development Organization program activities. The primary source of funds will be CD HOME Investment Partnership Program, Affordable Housing Preservation, Community Development Block Grant, Massachusetts Attorney General's Home Corps Grant, Massachusetts Attorney General's Abandoned Housing Initiative Grant, and the Massachusetts Attorney General's Distressed Property Initiative Grant funds. The City will also continue the low-interest loans and grant programs to rental property owners where at least 51% of the tenants are households at or below 80% of the Area Median Income.

Actions planned to reduce lead-based paint hazards

Lead-based paint (LBP) awareness and abatement have been fully integrated by the City into its assisted housing programs. Each tenant, landlord and homeowner is informed of the dangers, symptoms, testing, treatment and prevention of LBP poisoning. Adherence to Federal, State and Environmental Protection Agency guidelines for reduction activities of LBP hazards is provided for in every rehabilitation loan/grant. Lead testing and clearance are provided to housing program participants, and favorable financing is offered for the cost of lead remediation.

The City offers lead paint hazard reduction deferred loan at a zero percent interest rate. These loans are available up to \$7,500 per unit up to \$30,000 per housing complex when participating in any of the owner-occupied or rental rehabilitation programs. No monthly payments are required. In fact, the loan does not have to be paid back unless the property is sold during the affordability period.

Actions planned to reduce the number of poverty-level families

The City seeks to reduce the number of people living in poverty by providing a number of programs that include housing assistance, economic development assistance, adult basic education, job training opportunities, homeless prevention and rapid re-housing services. The City also has available a variety of resident empowerment programs, which promote upward mobility and self-sufficiency through educational programs, neighborhood programs, cultural and recreational programs, and job training and skills development programs. These programs include career counseling, vocational training, and micro-small business development.

Actions planned to develop institutional structure

Institutional Structure - The institutional structure through which the Annual Action Plan is implemented includes various agencies of local government, private for-profit and nonprofit entities, and various regional task forces, which are identified in the Consolidated Plan for program years 2015 - 2019. The City of Fall River Community Development Agency is the lead agency for the delivery of Consolidated Programs. The CDA provides fiscal and regulatory oversight of all CDBG, HOME, ESG, and McKinney funding sources. The CDA has a long track record of successful partnerships among public and

private sector organizations. The relationship between CDA and the public and private sector is very strong.

For over 42 years, the CDA has worked closely with other organizations involved in the Consolidated Plan programs to improve compliance, monitoring, capacity and cooperation in project delivery.

This institutional structure, which has been in effect for 42 years, is constantly reviewed for efficiency and effectiveness, is functioning well, and contains no identified gaps. No changes to this structure are proposed at this time.

The Fall River Housing Authority (FRHA) administers the public housing and rental assistance programs. As established by the law of the Commonwealth of Massachusetts, the FRHA is governed by a Board of Commissioners comprising a member appointed by the Governor and four members appointed by the Mayor of Fall River, with at least one member to represent public housing tenants and labor.

In terms of relationships regarding hiring, contracting and procurement, the FRHA undertakes these tasks solely through its Board of Commissioners, Executive Director, and administrative staff independently of the City of Fall River. The FRHA must adhere to the hiring practices of the Massachusetts Department of Housing and Community Development. Contracting and procurement activities are governed by Massachusetts State Law Chapter 30B.

Residents of public housing are entitled to the same use and benefit of services provided and funded by the City of Fall River Consolidated plan, as all residents of the City of Fall River are also entitled to.

Every five years the FRHA needs to submit their PHA Five-Year Plan to HUD. This Plan documents the PHA's plans for capital improvements as well as proposed development and demolition or disposition of public housing developments. The CDA plays a role in the development of the plan and must certify the consistency of the PHA's Plan to the City of Fall River's Five-Year Consolidated Plan.

Actions planned to enhance coordination between public and private housing and social service agencies

Enhance Coordination - As identified in the consolidated plan, the City works with various municipal departments, the Fall River Housing Authority, three active CHDOs, and multiple nonprofits to coordinate and provide services.

The City actively participates in a local group of social service providers; faith-based organizations and other stakeholders to identify gaps in homelessness; actively participates in a local task force to end homelessness; actively participates in a regional effort to end homelessness; develops affordable housing with nonprofit corporations; and regularly meets with the Housing Authority to review current and future service goals.

Under the McKinney-Vento grant, using Tenant-Based Rental Assistance (TBRA), the City links Steppingstone, Inc. (a residential treatment provider serving homeless addicts) with the Fall River Housing Authority to provide rental assistance to formerly homeless individuals and families. The City, as grantee on all 12 McKinney-Vento grants, works closely with all program managers to ensure program compliance and timely expenditure of funds.

The City coordinates with SRPEDD (Southeastern Regional Planning and Economic Development District) to develop state and federally funded transportation projects that benefit Fall River and the metropolitan region as a whole. Currently, the City is working with SRPEDD and the Commonwealth of Massachusetts on a vital transportation and economic development initiative to extend commuter rail service from Boston to Fall River and New Bedford. The City actively works as a member of the regional Commuter Rail Task Force to move the rail project forward and coordinate with other participating cities and towns.

CDA continues to participate in the Fall River/New Bedford Housing Partnership, which provides important information to educate consumers of all ages on how to establish and manage their credit.

The City will continue to coordinate with the Fall River Office of Economic Development (FROED) to create jobs. FROED operates revolving loan and micro-loan programs to assist local businesses that create and retain jobs. FROED continues to work closely with private industry and developers to create, relocate or expand business opportunities throughout the City.

The City's Consolidated Plan is prepared in coordination with the City's Master Plan, which included outreach to citizens, community groups, local agencies and nonprofit organizations.

Discussion:

The City will continue to search out other grant opportunities to replace grants that have been reduced. The City will continue to offer rehabilitation loans and new construction loans to foster and maintain affordable housing. The City will continue to work with agencies to offer a number of programs that will reduce the number of families living in poverty. The City is well aware that we cannot do this alone. It is important to develop strong partnerships to work together to accomplish its housing and public service goals.

The priorities listed in the Consolidated Plan and the Year Four Annual Action Plan are carried out by a variety of municipal departments multiple homeless service providers, and several non-profit housing and service providers. The City is working with these partners to improve compliance with federal regulations, grant capacity, and cooperation in project delivery. The City is constantly working on improving the enhanced coordination between public and private housing and social service agencies to provide the best possible services to the residents of the city at the lowest cost.

Program Specific Requirements

AP-90 Program Specific Requirements – 91.220(I)(1,2,4)

Introduction:

The City, under the CDBG program will receive a projected amount of \$2,000 of program income. This program income is generated by repayments of CDBG housing loans. The CDBG loan portfolio consists of one loan with a balance of approximately \$27,153.61

At this time, the City does not need to budget for urgent needed activities. The City reserves the right to budget grant funds on an as need basis to assist with community development needs having a particular urgency. To qualify an activity under the "Urgent Need national objective" the City will certify the following:

- The condition poses a serious and immediate threat to the health and welfare of the community,
- is of recent origin or recently became urgent,
- the City is unable to finance the activity on its own, and
- other resources of funding are not available to carry out the activity.

The City has consistently and will continue to use 100% of its CDBG funding for the benefit of persons who are low and moderate income.

Community Development Block Grant Program (CDBG)

Reference 24 CFR 91.220(I)(1)

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	2,000
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	0
5. The amount of income from float-funded activities	0
Total Program Income:	2,000

Annual Action Plan
2019

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Other CDBG Requirements

1. The amount of urgent need activities 0
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan. 100.00%

HOME Investment Partnership Program (HOME)

Reference 24 CFR 91.220(l)(2)

1. A description of other forms of investment being used beyond those identified in Section 92.205 is as follows:

The City only invests its HOME funds in the form of investment as specified in Section 92.205.

2. A description of the guidelines that will be used for resale or recapture of HOME funds when used for homebuyer activities as required in 92.254, is as follows:

The City of Fall River will use the Recapture method to recover HOME funds from projects that have not met the minimum required affordability periods. The proceeds from the repayment of the HOME Program assistance to the original first-time homebuyer will be utilized to assist other HOME Program eligible first-time homebuyers to obtain a home within the City of Fall River, providing the property will be their principal residence.

To ensure that the City recovers all or a portion of the HOME Program funds from a homeowner if the housing is sold, transferred or foreclosed upon within the minimum federally-required affordability period, the following Recapture provisions will be made an express covenant of the borrower applicable to the loan:

If the mortgaged property is sold, refinanced, conveyed, assigned, leased or otherwise transferred or if a senior lender forecloses on any senior mortgage prior to the end of the minimum federally required affordability period as defined by 24CFR 92.254(a)(4), the ADDI/Home Program loan assistance must be repaid to the City of Fall River on a net proceeds basis according to the following mathematical formula:

Net Proceeds = (sales price minus municipal liens minus principal owed to senior lenders minus selling costs);

Homeowner Investment = (downpayment plus principal paid on first mortgage, and any verifiable capital improvement investment made from date of purchase);

City's Investment = (HOME Program Loan(s) assistance);

Total Investment = (homeowner investment plus City's investment)

Amount of Net Proceeds to be returned to the City = $\frac{\text{City's investment}}{\text{Total investment}} \times \text{net proceeds}$

Total investment

In the event of resale of a property where there is no direct subsidy to the buyer, the City employs a Resale Provision to preserve the full term of affordability and ensure the housing is retained for occupancy by low income families. Specifically, the Resale Provision requires that if the owner sells, conveys or otherwise transfers his interest in the premises prior to expiration of the affordability period, such sale, conveyance or transfer shall only be to an eligible, low-income purchaser. Other restrictions concerning notice of sale, maximum resale price and marketing of affordable unit(s) apply and are fully detailed in the City's Resale Provision.

Please see attached: Resale/Recapture Guidelines

3. A description of the guidelines for resale or recapture that ensures the affordability of units acquired with HOME funds? See 24 CFR 92.254(a)(4) are as follows:

In the event of resale of a property where there is no direct subsidy to the buyer, the City employs a Resale Provision to preserve the full term of affordability and ensure the housing is retained for occupancy by low income families. Specifically, the Resale Provision requires that if the owner sells, conveys or otherwise transfers his interest in the premises prior to expiration of the affordability period, such sale, conveyance or transfer shall only be to an eligible, low-income purchaser.

Please see attached: Resale/Recapture Guidelines

4. Plans for using HOME funds to refinance existing debt secured by multifamily housing that is rehabilitated with HOME funds along with a description of the refinancing guidelines required that will be used under 24 CFR 92.206(b), are as follows:

Under certain circumstances HUD allows HOME funds for refinancing. However, HUD regulations, at 24CFR 92.206(b), require that "Refinancing Guidelines" be included in the ConPlan. Subject to HUD requirements, public input and HUD approval, the City designs its own "Refinancing Guidelines."

HOME regs allow HOME funds to pay "the cost to refinance existing debt secured by housing that is being rehabilitated with HOME funds:

1. For single family (1-4 family) owner-occupied housing when lending HOME funds for rehab, if the refinancing is necessary to reduce overall housing costs to the borrower and make the housing more affordable; or
2. For multifamily projects, when lending HOME funds to rehab the units if refinancing is necessary to permit or continue affordability under 24CFR 92.252. The Participating Jurisdiction must establish refinancing guidelines and state them in its Consolidated Plan."

The proposed "Refinancing Guidelines" describe the conditions under which the City, through CDA, will use HOME funds in any project proposing to refinance existing debt on a multifamily property.

It is stated, at 92CFR 92.214(a)(7), that HOME funds may not be used to provide HOME assistance (beyond one year after project completion) to a project previously assisted with HOME funds during the affordability period established in the original written agreement.

Use of HOME funds for refinancing will only be allowed in multifamily projects proposed to be rehabbed with HOME funds, a HOME regulations requirement. It is stated, at 24CFR 92.206(b), that HOME funds may be used to pay "the cost to refinance existing debt secured by housing that is

being rehabilitated with HOME funds.”

The refinancing must be necessary to permit or continue affordability under HOME regulations at 24CFR 92.252 ("Qualification As Affordable Housing: Rental Housing"). The purpose of the refinancing must be to maintain current affordability and/or create additional affordable units. This is a HOME regulations requirement at 24CFR 92.206(b)(2).

The new investment of HOME funds for refinancing can be made either to maintain current affordable units, or to create additional affordable units. Levels of affordability will be, at a minimum, those required by the HOME Program regulations. This is a HOME regulations requirement, at 24CFR 92.206(b)(2)(iii): the Guidelines must "state whether the new investment is being made to maintain current affordable units, create additional affordable units, or both."

For example an increased affordability level may be achieved: by lowering the existing rent; by increasing the number of affordable units; by extending the term of existing affordability restrictions; or by a combination thereof.

The level of additional affordability (if any) will be determined in the context of overall financial feasibility of each financing.

Regardless of the amount of HOME funds invested, the minimum affordability period shall be at least 15 years. This is a HOME regulations requirement at 24CFR 92.206(b)(2) and by 24CFR 92.206(b)(2)(iv), (HOME normally requires minimum affordability periods: under \$15,000/unit = 5 years; \$15,000-\$40,000/unit = 10 years; over \$40,000/unit = 15 years; new construction = 20 years).

The investment of HOME funds for refinancing is allowed jurisdiction-wide. Eligible properties must be located in the City, a HOME regulations requirement at 24CFR 92.206(b)(2)(v), which requires the guidelines to specify whether the investment of HOME funds for refinancing will be jurisdiction-wide or limited to a specific geographic area, such as a neighborhood identified in a neighborhood revitalization strategy.

Please see attached: Refinancing Guidelines

Emergency Solutions Grant (ESG) Reference 91.220(I)(4)

1. Include written standards for providing ESG assistance (may include as attachment)

Please see attached: Emergency Solutions Grant Written Standards

2. If the Continuum of Care has established centralized or coordinated assessment system that

meets HUD requirements, describe that centralized or coordinated assessment system.

Please see attached: THE CALL Operational Standards FINAL

3. Identify the process for making sub-awards and describe how the ESG allocation available to private nonprofit organizations (including community and faith-based organizations).

The Fall River CoC uses ESG funds to support shelter services and operations and homeless prevention and rapid re-housing. A Request for Proposals goes out to City providers, and historically Catholic Social Services receives the city ESG funding for homeless prevention and rapid re-housing (due to its past performance in the Homeless Prevention and Rapid Re-Housing work under the American Recovery and Reinvestment Act of 2009). CSS must reapply for funding through the City's annual "Request for Funding process for CDBG, HOME and ESG". A committee of the Homeless Service Providers Coalition determined how to allocate ESG funds for eligible activities; developed the performance standards for activities funded under ESG; and developed funding policies and procedures for the operation and administration of ESG. The performance standards and funding policies and procedures for the operation and administration of ESG are part of the ESG Written Standards. CSS reports ESG statistics in HMIS on at least a weekly basis, to CDA on a monthly basis, and in the HUD Homeless Data Exchange annually. As per CDA's monitoring policies and procedures, CDA performs onsite monitoring of CSS's implementation of the ESG program on an annual basis.

4. If the jurisdiction is unable to meet the homeless participation requirement in 24 CFR 576.405(a), the jurisdiction must specify its plan for reaching out to and consulting with homeless or formerly homeless individuals in considering policies and funding decisions regarding facilities and services funded under ESG.

The Fall River Homeless Service Providers Coalition has two former consumers documented as members. Consumer members of the HSPC have the same right to vote as any other organization. The Mayor's Task Force to End Homelessness and the South Coast Regional Network to End Homelessness also have formerly homeless consumers as members. All CoC and ESG subrecipients have consumers and/or former consumers on their board or working within their agencies. Many agencies have consumer advisory boards that voice opinion on policies and procedures in the programs in which they participate. When monitoring subrecipients, the CDA Compliance Officer ensures that the CoC and ESG programs are in compliance. If not, it becomes a finding, and the agency must make reparation and notify CDA as such in writing. At the annual Project Homeless Connect events held every August, a survey is provided to the participants upon exiting the event in order to record their opinions regarding the services provided.

5. Describe performance standards for evaluating ESG.

The ESG Committee developed performance standards based on current and proposed ESG subrecipients programs' own written policies and procedures.

The ESG Performance Measures are as follows:

Emergency Shelter Operations and Outreach Services (not domestic violence)

Increase the rate of housing placements during shelter stay

Goal: 30% increase from last year

Reduce length of stay in emergency shelter

Goal: 35% decrease from last year

Reduce the rate of re-entries

Goal: 40% decrease from last year

Reduce the number seeking emergency shelter placement

Goal: 30% decrease from last year

Increase number of clients securing employment during shelter stay

Goal: 10% Increase in those employed from last year

Increase the number referred to Substance Abuse Treatment

Goal: 15% increase in substance abuse referrals from last year

Increase the number referred to Mental Health Treatment

Goal: 20% increase in mental health referrals from last year

Emergency Shelter Operations and Outreach Services (domestic violence)

Increase rate of shelter clients who go on to living arrangements away from their abusers after leaving shelter

Goal: 80% of shelter clients and their children will go on to living arrangements away from their abusers after leaving shelter; 50% went into transitional or permanent housing

Increase the level of knowledge, resources and feelings of self-esteem or empowerment that victims

possess upon leaving shelter

Goal: 98% of shelter residents will possess increased levels of knowledge, resources and feelings of self-esteem or empowerment upon leaving shelter

Prevention Services

Increase the number of housing retentions

Goal: 35 retentions

Reduce number of emergency shelter entries

Goal: 25 entries

Reduce the number of first-time homeless

Goal: 30 first-time homeless

Increase number of clients connected to mainstream resources (who are not already connected)

Goal: 10 clients connected

Increase in skills

Goal: 35 clients increase in skills, i.e., budgeting, life skills, etc.

Increase in income

Goal: 3 clients connected to education/training/employment

Rapid Re-Housing Services

Increase the number of housing placements

Goal: 65 housing placements

Reduce number of emergency shelter entries

Goal: 10 emergency shelter entries

Reduce length of stay in emergency shelter

Goal: Decrease from 9 months to 6 months (33%)

Reduce the number of first-time homeless

Goal: 15 first-time homeless

Increase number of clients connected to mainstream resources

Goal: 10 clients connected

Increase in skills

Goal: 65 clients increase in skills, i.e., budgeting, life skills, etc.

Increase in income

Goal: 5 clients connected to education/training/employment

**CITIZEN PARTICIPATION
PUBLIC HEARING MINUTES**

2019-2020 ANNUAL ACTION PLAN – YEAR 5

PUBLIC HEARING MINUTES JANUARY 3, 2019

The Public Hearing began at 6:00 p.m. on Thursday, January 3, 2019 in the City Council Hearing Chambers at Government Center to provide the residents of Fall River the opportunity to express their views on housing and community development needs, on the needs of the homeless, on the development of proposed activities, and on program performance in the City of Fall River.

Mr. Michael P. Dion, Executive Director and Chief Financial Officer of the Community Development Agency (CDA), called the hearing to order at 6:00 p.m. Mr. Dion read a prepared statement.

He stated that the City of Fall River Consolidated Plan approved by the U.S. Department of Housing and Urban Development in July 17, 2015, identified community development, housing, and homeless needs and a schedule of strategies to address them over a five-year period, concluding June 30, 2019.

An Annual Action Plan is being developed that will present a schedule of activities and projects to be undertaken during the fifth year of the five-year cycle, designed to meet and address the needs in conformance with established strategies.

Testimony, statements, letters, Requests for Funding (RFF) applications and petitions submitted at this hearing will be used to develop the Annual Action Plan for the program year commencing July 1, 2019.

Completed RFFs must be submitted to CDA no later than January 16, 2019. Requests for Funding applications are available at the sign-in table or at the office of CDA located at One Government Center, Fall River, Massachusetts.

A summary of the proposed Annual Action Plan is to be published on February 22, 2019 in *The Herald News* and *O Jornal*. It will also be available for public review at the CDA office.

Another public hearing has been scheduled for March 6, 2019 in the City Council Chambers to afford residents the opportunity to review and comment on the Proposed Year Five Annual Action Plan. Residents will have until March 25, 2019 to submit additional comments. Statements received during this review period will be considered in development of the Annual Action Plan.

Copies of the Plan and pertinent related informational materials will be submitted to the City Council in April. The City Council will consider enactment of a resolution authorizing Mayor Jasiel F. Correia II to file the Annual Action Plan with HUD on or about May 1, 2019.

Year 45 of Fall River's Community Development Block Grant Program (CDBG), Year 28 of HOME Program and Year 33 of Emergency Solutions Grant (ESG) Program are scheduled to begin July 1, 2019.

CDA anticipates that the preliminary funding for the new program year is as follows: \$2,600,000 for CDBG, \$700,000 for the HOME Program, and \$230,000 for the ESG Program.

The amounts of funds available, the range of activities that may be undertaken and other information were furnished in display advertisements in *The Herald News* and *O Jornal* and are contained in materials provided for tonight's hearing.

The Public Hearing format allows participants to express their views of the City's housing and community development needs, the needs of the homeless, and/or program performances, and to submit Requests for Funding. Prepared statements are accepted.

Mr. Dion then proceeded by calling up those who wished to speak in order of the sign-in sheet.

Ms. Grace Gerling, Executive Director of Re-Creation, requested continued funding for upcoming fiscal year 45-7 which has allowed to provide affordable programs and free events for 44 years.

Ms. Gerling stated that Re-Creation's Community & Wellness Center has grown tremendously over the past few years. Their partnerships with Youth Build and Family Service Association (FSA), allows to easily refer families that our agency might not be able to serve, therefore building a broad safety net for the many families in need. As we continue to make improvements to our facility, we are getting closer to bringing back all our programs in-house and adding new services to the Community & Wellness Center.

Ms. Gerling stated that over the past decades, the demographics in the service area have changed and Re-creation has remained committed to providing a plethora of opportunities such as the HiSET Education Program, Greater of Fall River Fitness Challenge, Sailing Program, and USDA'S Summer Lunch Program, all of which make a positive difference in our community. In the past few years, the Summer Lunch Program has provided nearly 50,000 lunches each summer to youth ages 18 years and younger. Re-Creation also provides approximately 100 direct service programs as well as 30 special events annually.

We continue to recognize the great demand for affordable programming. Funding has ensured that citizens of all abilities and income levels have access to recreation, cultural, educations and wellness opportunities. Approximately 90% of our participants meet HUD's income guidelines for extremely low-income families. With funding they're able to provide scholarships and discounts to eligible families to participate in programs that they may not otherwise be able to afford.

Re-Creation continues to seek additional funding from private and public entities to enhance the lives of the residents. Re-Creation's Outreach Program directly servicing nearly 100 high-risk youth last fiscal year. The services provided range from basic life skills to education, employment, mental health and much more. Although the agency receives additional private and public funding for programming, they could not operate to the full potential without the continued support of CDBG funds.

Ms. Gerling closed with thanking CDA and Mayor Jasiel F. Correia II for their continued support.

Ms. Laurel Jonas, Associate Director of Fall River Council of Aging testified that she wanted continued funding for the Council on Aging's Senior Center as well as some of their programs. CDA's funding has enabled them to provide a wide array of programs, services and activities that many of the senior citizens may otherwise do without. Fall River continues to rank high in the State for the highest proportion of seniors in a city. The percentage of them who fall below the poverty level has not declined significantly over the last several years.

All four senior centers hold monthly Blood Pressure screenings and Blood Glucose monitoring, although not on a monthly basis. Lunch is served at a reasonable cost either two or three times per week at each individual center. Lunch is also available every day of the week should a senior need lunch. Each center also has access to a computer and the internet for any senior interested.

All of the centers have health education sessions, hearing screenings, flu clinics, insurance information, SNAP information, financial scam awareness and elder abuse prevention along with Bingo for socialization and interaction. They are looking to support the seniors in 2019 by providing shingles vaccination clinics, providing luncheon and other outings, offering rides to grocery shopping and continue to make medical rides available.

The Flint Senior Center provides weekly Zumba classes and noontime movies. Flint Center also hosts a monthly breakfast Bingo and late afternoon/evening themed “dance parties”.

The Niagara/Maplewood Senior Center hosts bi-weekly adult exercise classes, Pitch League and SHINE counseling. A group made up of retired musicians called “Jambalaya Jammers”, continue to play for large crowds each Thursday.

The North End Senior Center hosts a weekly Pitch league and knitting group, and monthly “Dinner and a Movie” feature which has become very popular. This center also hosts the Community Development Agency’s Home Buyer Seminars for two evenings every few months.

The South Main Senior Center continues to grow in the number of people who regularly attend the activities sponsored there, especially Bingo players who meet three times per week.

The funding provided permits staff time to put together and deliver the COA’s monthly newsletter, *Footprints*. Footprints reaches well over 4,000 seniors on a regular basis. It contains vital information of great interest to seniors such as community services, senior scams, consumer advisories, upcoming programs, nutrition education, health & flu tips, news from SHINE, Social Security and much more.

In closing, Ms. Jonas thanked the Community Development Agency for its past support of the Council on Aging and respectfully request that by continuing to fund our activities, FRCDA will allow the COA to keep serving the elders in our city-many who as so very much in need.

Mr. Bill Perkins, Chief Operating Officer of People Incorporated, requested continued funding for Fiscal Year 2020. Funding from prior years has enabled People Incorporated’s ability to fulfill its mission of strengthening the Fall River community.

A core mission of People Incorporated is to improve the education attainment of our community’s residents. The Agency has developed a diverse set of services to support both children and young adults in maximizing their educational potential. These services include the operation of a preschool program which provides educational services to 155 children on a daily basis, and the enhancement of education and workforce development services for students attending the Resiliency Preparatory Academy (RPA). The Preschool is licensed by and partners with the Department of Early Education and Care in support of children of working, income eligible parents. It also supports a number of children in the care of the Department of Children and Families, which many of these children have experienced trauma in their young lives. The funding provided by CDA allows People Incorporated to employ a professional who can support teachers and parents in addressing the social-emotional needs of children in their care. People Incorporated is requesting continue funding in the amount of \$56,000 to continue this much needed service.

Past three years, People Incorporated, in partnership with Fall River Public Schools and the United Way, operates a Community Engagement Center at the RPA. The Center has been successful in supporting students to receive their high school diplomas and support to pass the MCAS exam by providing individual tutoring services. Workforce development services including CNA classes, human service certificate, and culinary training are also made available to students. People Incorporated also requests continued funding in the amount of

\$20,000 to support the salary of the Community Engagement Center coordinator, a position that is vital to the success of the program.

Mr. Perkins closed with thanking CDA for their continued support in all these programs.

Ms. Stephanie Mancini, Executive Director of Fall River YMCA Southcoast is requesting funding for the Fiscal Year 2020. The YMCA has been around for 162 years offering programs such as wellness, physical fitness, swim lessons, diabetes prevention, cancer survivorship and enhance fitness for people with arthritis. In 2015 they completed a 12 million dollar renovation including a state of art facilities, wellness center, locker rooms, additional child care space. The YMCA rests on three pillars which are healthy living, youth development and social responsibility. YMCA service 130 children every day in their care by early educational child care. They are very excited to expand our program ending this year. There will be two off sites, one on the south end at Henry Lord and one across the street at the First Baptist Church. We will continue to incorporate these educational programming into our additional after school programs.

Ms. Janell Henry, Program Director at the Fall River YMCA, responsible for running the Educational Achievement Center as well as other educational programs. Ms. Henry thanked CDA for continued support since they opened its Educational Achievement Center, which is the fifth year of programming. They have increased their enrollment from 150 students in the first year to 300 students presently. With the opening of the two satellites that they are working on now will increase that number by 52 students. Most of the children have aged out of being eligible for vouchers for child care and are not eligible to go to any of the structured programs. They're beginning this program for families who want the thirteen or fourteen year old child to be in a more structured environment. They will be learning leadership skills, planning and strategy skills and engaging in opportunities throughout Fall River. We also work with 30 UMASS Dartmouth volunteers each year, four days a week, to work with our students in a variety of our classes that they offer in our EAC, which could be anywhere from knitting, coding, digital media, guitar lessons, dance classes and jewelry making. The goal is to give the students the opportunity to explore different things that they might be interested in or passionate about.

Ms. Mancini, stated that over 3,000 members receive some sort of financial assistance. We collaborate with different organizations and have fund raisers throughout the year so we do not turn anyone away.

Ms. Mancini closed with thanking CDA for their recognition, continued support and request funding for the upcoming year.

Ms. Pamela Macleod-Lima, Executive Director of the Women's Center and representing Our Sisters' Place a domestic violence shelter in an undisclosed location in Fall River, spoke for level funding under the Emergency Shelter Grant. There are so many women and men who are humiliated in their own homes in front of their children. Last year there were 24 probable domestic violence homicides in Massachusetts. No two crimes of domestic violence are identical, but the horror of each one should teach us the lesson that everything possible must be done to foresee and prevent these terrible events. The ages of last year's victims range from 2 to 75. There also is no social economic or educational barrier to domestic violence. The expected perpetrators range from teenage boyfriends to long time husbands and fathers. If you are in any situation that is abusive no matter how small it may seem, please ask for help. Our Sisters' Place has been around for 25 years, a place run by the Women's Center. The funding from the Emergency Shelter Grant, prevents women, children and sometimes men from becoming homeless due to domestic violence and saves lives. There is also a link to other programs that are provided by other partners of this work, including permanent housing, individual and group therapy and medical needs. The shelter is not a permanent place, it is a place to collect yourself and have a new beginning. The funding from ESG is critical to helping these victims at great risk.

In closing, Ms. MacLeod-Lima thanked CDA for their partnership in this work and seeking funding for our shelter to continue to provide this critical need of housing and safety for victims of domestic violence.

Ms. Rosa Medeiros, Director of Homeless Services at Stepping Stone Inc, began by thanking CDA for the continued support since 1996, and request the continued funding through the Emergency Solutions Grant for the First Step-In Shelter that we have been operating since 2003. The First Step In provides 20 beds and expands to 50 beds during the cold winter months. The homeless get access to behavioral and mental health, medical care, development services and also permanent housing placement.

Last winter was the first year of the new location at Durfee Street. We had 50 beds which didn't quite meet the need. During the coldest nights, we filled the 50 beds and there was an additional 25 individuals in need that we put emergency carts. Even placing 4 to 5 individuals, on average, in permanent housing monthly, just made a small dent. Letters of support were submitted from organizations they are aligned with.

Ms. Medeiros in closing thanked CDA for their continued support and continued funding.

Joanne Sbrega, Executive Director of the Children's Museum of Great Fall River, is hoping that his year CDA will be able to fund their program. Two years ago they applied for funding for a program for a reduced rate for EBG card holders, in which received funding from Baycoast Bank for a pilot program. Anyone who has an EBG card receives a reduced rate of \$3.00. They wish it could be free, but there are rent and bills and so forth.

Mr. Dion stated that it is very difficult at times for funding because of the reduced funding that we received. Mr. Dion requested they submit two RFF's, one for program services and also for infrastructure to the program. The services part is rated under a public service cap, which has been the issue. We have been at our cap for many years.

Mr. Dion stated that CDA would definitely encourage the Children's Museum this year.

Mr. Carlos Caesar, representing the Flint Neighborhood Association, began by mentioning the purchase of the Davol School. It has been a project dedicated to the neighborhood and especially programs free for the children, but mostly for small organizations and a meeting place for parents. For the first 7 or 8 months after purchasing the building, we have been working with UMASS Dartmouth in preparing all the paperwork with the State in applying for different grants. We were working with an architect because there were no blueprints, but had to change architects to someone who was familiar with historic buildings. My association has nominated two boards: Advisory Board and a Financial Board, and also a grant writer.

Mr. Caesar closed with the city will be very pleased with the project that we have to present. The city will get to see what the Davol School will turn into.

The hearing was adjourned at 7:05 p.m.

Respectfully submitted,

**2019-2020 ANNUAL ACTION PLAN
Year Three of the Consolidated Plan**

**PUBLIC HEARING
MINUTES
MARCH 6, 2019**

The Public Hearing began at 6:00 p.m. on Wednesday, March 6, 2019 in the City Council Hearing Chambers at Government Center to provide the residents of Fall River the opportunity to express their views on housing and community development needs, on the needs of the homeless, on the development of proposed activities, and on program performance in the City of Fall River.

Mr. Michael Dion, Executive Director/CFO of the Community Development Agency (CDA), called the hearing to order at 6:00 p.m. Mr. Dion read a prepared statement.

He stated that the Public Hearing is held to provide Fall River residents the opportunity to express their views on the Year Five Annual Action Plan and the draft that is being prepared for submission to the U.S. Department of Housing and Urban Development (HUD). The Year Five Annual Action Plan is incorporated into the City of Fall River Consolidated Plan (2015-2019) and identifies community development, housing and homeless needs, and a schedule to address those needs over a five-year period. The Year Five Annual Action Plan addresses those strategies with activities to be undertaken through Community Development Block Grant, HOME Investment Partnerships, and Emergency Solutions Grant programs during the program year beginning July 1, 2019. Copies of the project use of funds are available tonight.

A summary of the proposed Year Five Annual Action Plan was published in *The Herald News* and *O Jornal*, and the *Fall River Tribune*, and citizens were invited to submit comments.

Copies of the proposed plan are available for review at the Community Development Agency and Office of the City Clerk at One Government Center, the Main Public Library at 80 North Main Street. Residents have until March 25, 2019 to submit comments. The plan will be updated once all comments, statements, letters and petitions have been received.

According to the submission timetable, the Year Five Annual Action Plan and pertinent related materials will be submitted to the City Council on March 14, 2019.

At the meeting on April 9, 2019 the City Council will consider enactment of a resolution authorizing Mayor Jasiel F. Correia II to file the Year Five Annual Action Plan with the U.S. Department of Housing and Urban Development on or about May 1, 2019.

Year 45 of the CDBG Program, Year 33 of the ESG Program and Year 28 of the HOME Program, are scheduled to begin July 1, 2019.

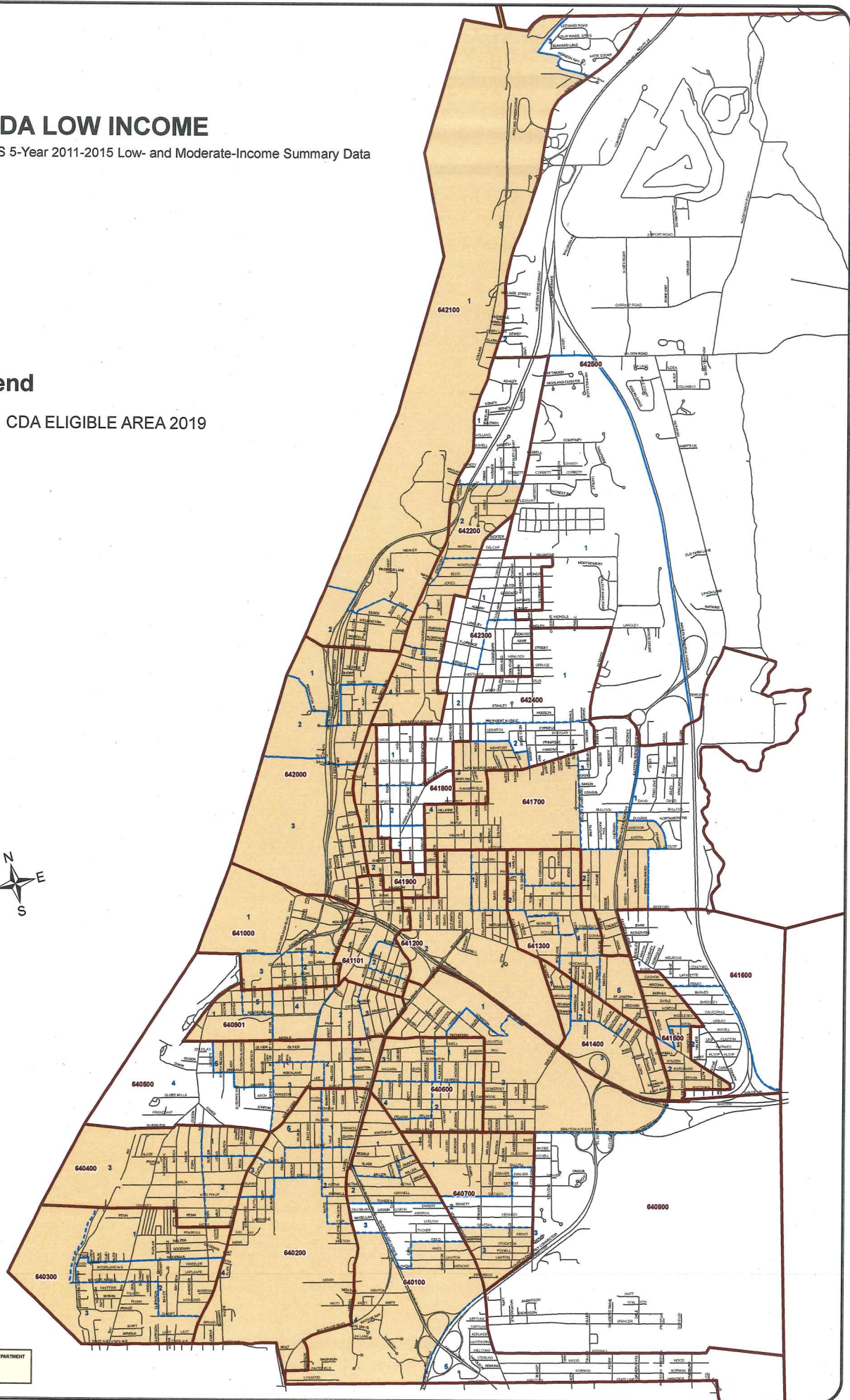
The format of tonight's public hearing will be to allow participants the opportunity to express their views on the proposed Year Five Annual Action Plan. Prepared statements to that effect will be accepted.

There was no one present at the meeting to provide testimony.

Mr. Dion then adjourned the hearing at 6:05p.m.

MAPS

ACS 5-Year 2011-2015 Low- and Moderate-Income Summary Data

 CDA ELIGIBLE AREA 2019

LOW MODERATE INCOME DATA
FALL RIVER, MA

NEW - April 1, 2019

CENSUS TRACT	BLOCK GROUP	TOTAL POP	LOW/MOD INCOME (LMI) PERSONS	% OF LMI PERSONS
6401	1	1,120	765	68.30%
6401	2	770	540	70.13%
6401	3	645	180	27.91%
6401	4	960	710	73.96%
6401	5	1,245	310	24.90%
6402	1	830	605	72.89%
6402	2	680	585	86.03%
6402	3	750	620	82.67%
6402	4	1,835	1,125	61.31%
6402	5	1,285	945	73.54%
6403	1	1,435	1,055	73.52%
6403	2	1,095	565	51.60%
6403	3	1,505	930	61.79%
6404	1	710	365	51.41%
6404	2	1,085	845	77.88%
6404	3	1,110	615	55.41%
6405	1	695	595	85.61%
6405	2	500	475	95.00%
6405	3	780	425	54.49%
6405	4	1,080	315	29.17%
6405	5	1,875	1,030	54.93%
6406	1	800	590	73.75%
6406	2	1,260	860	68.25%
6406	3	1,665	1,260	75.68%
6406	4	1,040	715	68.75%
6407	1	1,525	875	57.38%
6407	2	980	335	34.18%
6407	3	500	290	58.00%
6408	1	1,115	885	79.37%
6408	2	1,370	725	52.92%
6408	3	1,450	390	26.90%
6409	1	680	465	68.38%
6409	2	1,370	970	70.80%
6409	3	1,085	995	91.71%
6409	4	880	580	65.91%
6409	5	835	670	80.24%
6410	1	725	635	87.59%
6410	2	830	540	65.06%
6410	3	730	640	87.67%
6411	1	1,410	1,370	97.16%
6411	2	605	510	84.30%
6412	1	2,120	1,455	68.63%
6412	2	1,075	670	62.33%
6413	1	880	840	95.45%
6413	2	1,620	1,110	68.52%
6413	3	810	720	88.89%
6413	4	1,320	1,060	80.30%
6413	5	645	565	87.60%
6414	1	480	425	88.54%
6414	2	950	640	67.37%
6414	3	940	650	69.15%
6415	1	1,305	855	65.52%
6415	2	940	655	69.68%
6416	1	855	395	46.20%
6416	2	1,155	575	49.78%
6417	1	760	90	11.84%
6417	2	1,455	740	50.86%
6417	3	1,335	345	25.84%
6417	4	1,635	1,140	69.72%
6418	1	1,295	590	45.56%
6418	2	470	130	27.66%
6418	3	305	125	40.98%
6419	1	1,090	670	61.47%
6419	2	910	710	78.02%
6420	1	665	585	87.97%
6420	2	1,080	720	66.67%
6420	3	1,140	900	78.95%
6421	1	2,890	1,650	57.09%
6421	2	1,160	830	71.55%
6421	3	285	90	31.58%
6422	1	840	300	35.71%
6422	2	790	515	65.19%
6422	3	1,060	615	58.02%
6422	4	715	485	67.83%
6423	1	1,185	225	18.99%
6423	2	970	305	31.44%
6424	1	970	370	38.14%
6424	2	810	325	40.12%
6424	3	1,170	610	52.14%
6425	1	1,280	420	32.81%
6425	2	3,065	845	27.57%

TOTAL 87,270 52,845 60.55%

LOW MODERATE INCOME DATA
FALL RIVER, MA

OLD

CENSUS TRACT	BLOCK GROUP	TOTAL POP	LOW/MOD INCOME (LMI) PERSONS	% OF LMI PERSONS
6401	1	905	730	80.66%
6401	2	1,540	1,175	76.30%
6401	3	380	180	47.37%
6401	4	1,075	395	36.74%
6401	5	1,325	345	26.04%
6402	1	1,270	635	50.00%
6402	2	675	450	66.67%
6402	3	1,005	645	64.18%
6402	4	1,500	1,095	73.00%
6402	5	1,595	1,255	78.68%
6403	1	1,545	1,145	74.11%
6403	2	1,005	750	74.63%
6403	3	1,430	810	56.64%
6404	1	465	340	73.12%
6404	2	880	520	59.09%
6404	3	995	570	57.29%
6405	1	640	445	69.53%
6405	2	505	400	79.21%
6405	3	855	425	49.71%
6405	4	1,440	580	40.28%
6405	5	1,595	1,150	72.10%
6406	1	805	605	75.16%
6406	2	1,330	935	70.30%
6406	3	1,130	610	53.98%
6406	4	1,065	785	73.71%
6407	1	1,210	480	39.67%
6407	2	970	550	56.70%
6407	3	645	280	43.41%
6408	1	1,150	885	76.96%
6408	2	1,455	1,080	74.23%
6408	3	1,125	430	38.22%
6409	1	800	655	81.88%
6409	2	1,345	1,045	77.70%
6409	3	905	745	82.32%
6409	4	1,465	710	48.46%
6409	5	495	350	70.71%
6410	1	650	550	84.62%
6410	2	860	330	38.37%
6410	3	735	620	84.35%
6411	1	580	535	92.24%
6411	2	855	810	94.74%
6412	1	1,890	1,500	79.37%
6412	2	1,195	845	70.71%
6413	1	710	620	87.32%
6413	2	1,515	885	58.42%
6413	3	815	705	86.50%
6413	4	1,390	1,010	72.66%
6413	5	1,140	1,000	87.72%
6414	1	805	620	77.02%
6414	2	985	640	64.97%
6414	3	945	765	80.95%
6415	1	985	725	73.60%
6415	2	950	690	72.63%
6416	1	985	565	57.36%
6416	2	1,015	455	44.83%
6417	1	775	195	25.16%
6417	2	985	350	35.53%
6417	3	1,090	555	50.92%
6417	4	2,660	1,250	46.99%
6418	1	1,710	415	24.27%
6418	2	360	135	37.50%
6418	3	440	295	67.05%
6419	1	1,200	495	41.25%
6419	2	1,235	870	70.45%
6420	1	630	495	78.57%
6420	2	940	540	57.45%
6420	3	1,255	960	76.49%
6421	1	2,575	1,235	47.96%
6421	2	1,210	560	46.28%
6421	3	570	130	22.81%
6422	1	920	250	27.17%
6422	2	855	580	67.84%
6422	3	785	355	45.22%
6422	4	540	285	52.78%
6423	1	1,120	245	21.88%
6423	2	1,230	400	32.52%
6424	1	780	380	48.72%
6424	2	865	190	21.97%
6424	3	1,280	555	43.36%
6425	1	1,565	640	40.89%
6425	2	2,715	385	14.18%

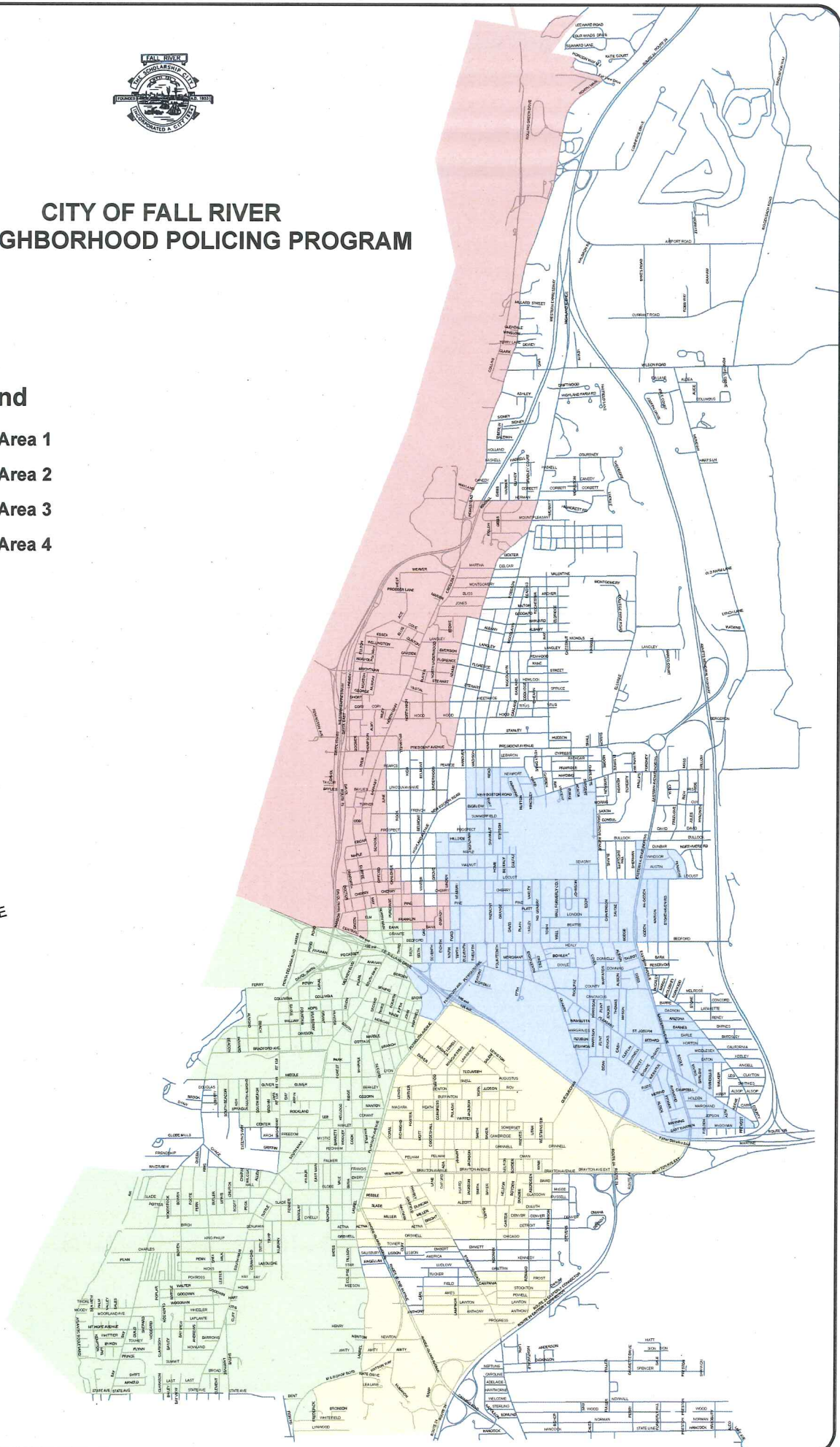
TOTAL 87,815 50,800 57.85%



CITY OF FALL RIVER LMI NEIGHBORHOOD POLICING PROGRAM

Legend

- Area 1
- Area 2
- Area 3
- Area 4



Community Development Agency
City of Fall River

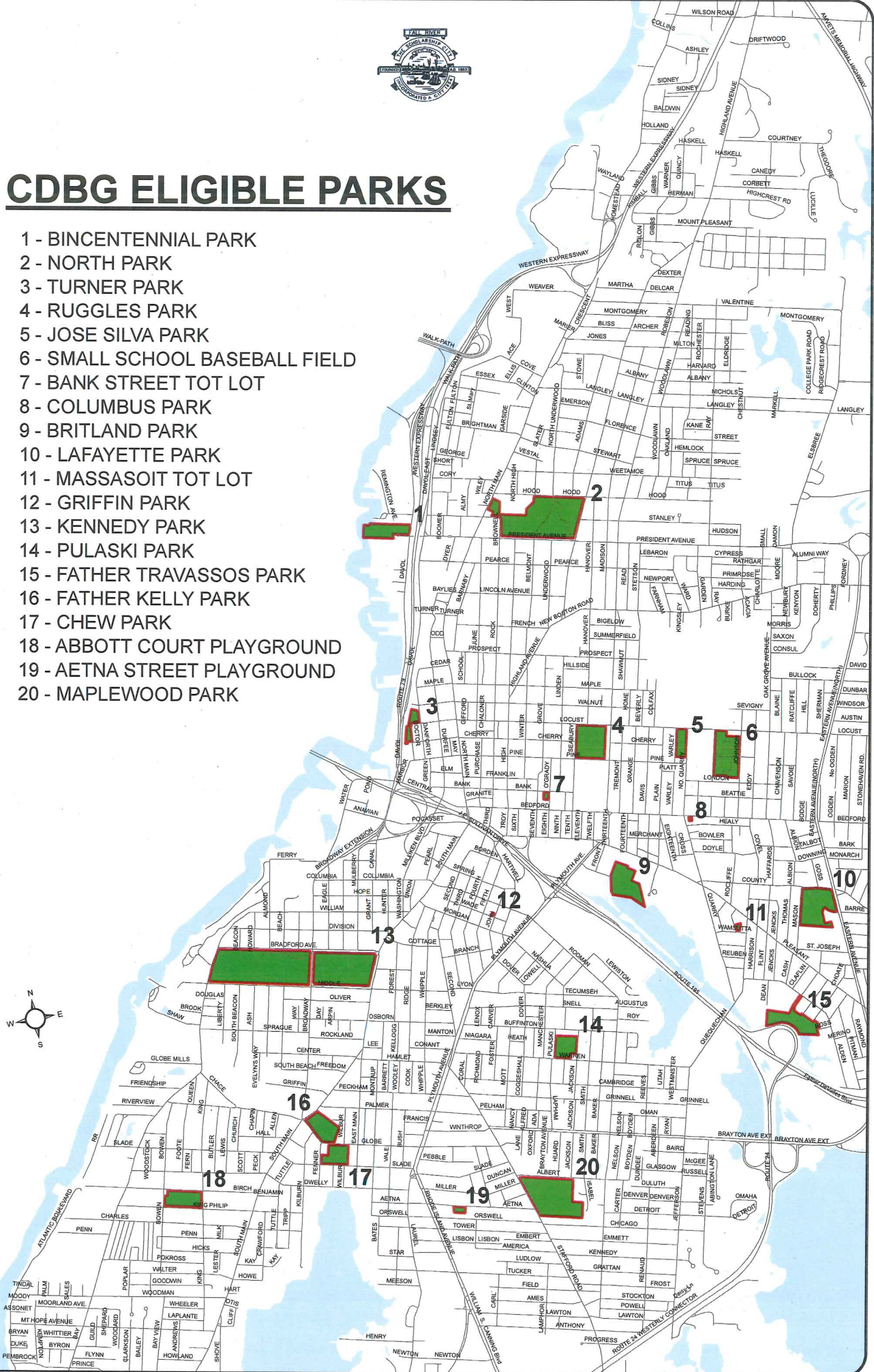
LMI Neighborhood Policing Program

LMI POLICING AREA	CENSUS TRACT	BLOCK GROUP	TOTAL POPULATION	LOW/MOD INCOME (LMI) PERSONS	% OF LMI PERSONS
1	6419	1	1,090	670	61.47%
1	6419	2	910	710	78.02%
1	6420	1	665	585	87.97%
1	6420	2	1,080	720	66.67%
1	6420	3	1,140	900	78.95%
1	6421	1	2,890	1,650	57.09%
1	6421	2	1,160	830	71.55%
1	6422	2	790	515	65.19%
1	6422	3	1,060	615	58.02%
1	6422	4	715	485	67.83%
			11,500	7,680	66.78%
2	6412	1	2,120	1,455	68.63%
2	6412	2	1,075	670	62.33%
2	6413	1	880	840	95.45%
2	6413	2	1,620	1,110	68.52%
2	6413	3	810	720	88.89%
2	6413	4	1,320	1,060	80.30%
2	6413	5	645	565	87.60%
2	6414	1	480	425	88.54%
2	6414	2	950	640	67.37%
2	6414	3	940	650	69.15%
2	6415	1	1,305	855	65.52%
2	6415	2	940	655	69.68%
2	6417	4	1,635	1,140	69.72%
2	6424	3	1,170	610	52.14%
			15,890	11,395	71.71%
3	6401	1	1,120	765	68.30%
3	6401	2	770	540	70.13%
3	6401	4	960	710	73.96%
3	6406	1	800	590	73.75%
3	6406	2	1,260	860	68.25%
3	6406	3	1,665	1,260	75.68%
3	6406	4	1,040	715	68.75%
3	6407	1	1,525	875	57.38%
3	6407	3	500	290	58.00%
3	6408	1	1,115	885	79.37%
3	6408	2	1,370	725	52.92%
			12,125	8,215	67.75%
4	6402	1	830	605	72.89%
4	6402	2	680	585	86.03%
4	6402	3	750	620	82.67%
4	6402	4	1,835	1,125	61.31%
4	6402	5	1,285	945	73.54%
4	6403	1	1,435	1,055	73.52%
4	6403	2	1,095	565	51.60%
4	6403	3	1,505	930	61.79%
4	6404	1	710	365	51.41%
4	6404	2	1,085	845	77.88%
4	6404	3	1,110	615	55.41%
4	6405	1	695	595	85.61%
4	6405	2	500	475	95.00%
4	6405	3	780	425	54.49%
4	6405	5	1,875	1,030	54.93%
4	6409	1	680	465	68.38%
4	6409	2	1,370	970	70.80%
4	6409	3	1,085	995	91.71%
4	6409	4	880	580	65.91%
4	6409	5	835	670	80.24%
4	6410	1	725	635	87.59%
4	6410	2	830	540	65.06%
4	6410	3	730	640	87.67%
4	6411	1	1,410	1,370	97.16%
4	6411	2	605	510	84.30%
			25,320	18,155	71.70%
Grant Total			64,835	45,445	70.09%



CDBG ELIGIBLE PARKS

- 1 - BINCENTENNIAL PARK
- 2 - NORTH PARK
- 3 - TURNER PARK
- 4 - RUGGLES PARK
- 5 - JOSE SILVA PARK
- 6 - SMALL SCHOOL BASEBALL FIELD
- 7 - BANK STREET TOT LOT
- 8 - COLUMBUS PARK
- 9 - BRITLAND PARK
- 10 - LAFAYETTE PARK
- 11 - MASSASOIT TOT LOT
- 12 - GRIFFIN PARK
- 13 - KENNEDY PARK
- 14 - PULASKI PARK
- 15 - FATHER TRAVASSOS PARK
- 16 - FATHER KELLY PARK
- 17 - CHEW PARK
- 18 - ABBOTT COURT PLAYGROUND
- 19 - AETNA STREET PLAYGROUND
- 20 - MAPLEWOOD PARK

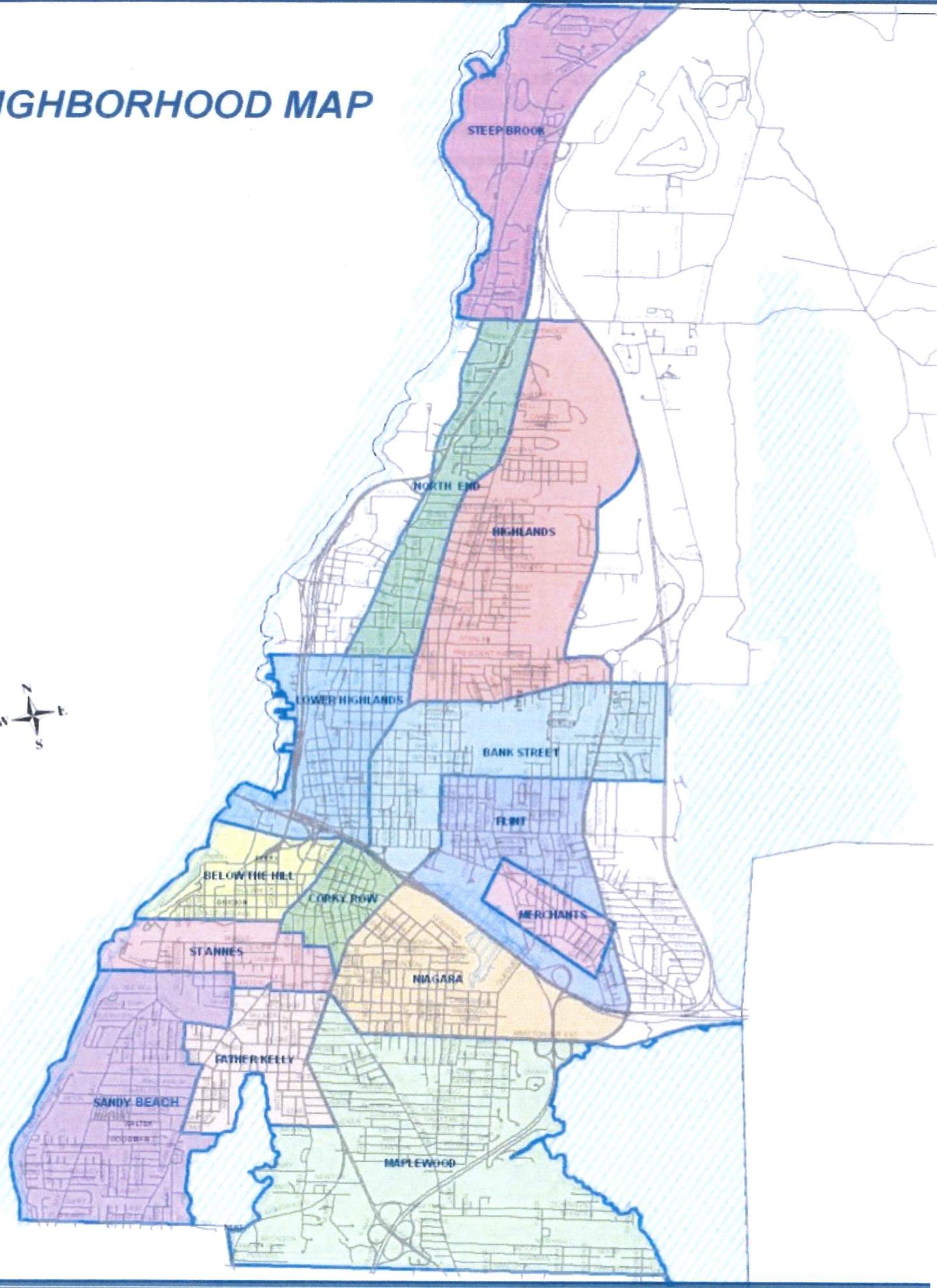


COMMUNITY DEVELOPMENT AGENCY
CITY OF FALL RIVER

PARK DEPARTMENT

	<u>CENSUS TRACT</u>	<u>BLOCK GROUP</u>	<u>TOTAL POPULATION</u>	<u>LOW/MOD INCOME (LMI) PERSONS</u>	<u>% OF LMI PERSONS</u>
Abbot Court Playground	6403	3	1,505	930	61.79%
Aetna Street Playground	6404	2	1,085	845	77.88%
Bank Street Tot Lot	6419	2	910	710	78.02%
Bicentennial Park	6420	2	1,080	720	66.67%
Britland Park	6412	2	1,075	670	62.33%
Columbus Playground	6413	2	1,620	1,110	68.52%
Davis Playground	NOT ELIGIBLE				
Desmarais Playground	NOT ELIGIBLE				
Dumont Park	NOT ELIGIBLE				
Father Kelly Park	6402	5	1,285	945	73.54%
Father Travassos Park	6414	3	940	650	69.15%
Griffin Playground	6409	3	1,085	995	91.71%
Jose Silva Park	6413	2	1,620	1,110	68.52%
Kennedy Park	6409	1	680	465	68.38%
	6409	4	880	580	65.91%
Lafayette Park	6413	5	645	565	87.60%
Maplewood Park	6407	1	1,525	875	57.38%
Massasoit Tot Lot	6414	1	480	425	88.54%
	6414	2	950	640	67.37%
North Park	6422	4	715	485	67.83%
Pulaski Playground	6406	1	800	590	73.75%
Ruggles Park	6412	2	1,075	670	62.33%
Small School Baseball Field	6413	1	880	840	95.45%
Thomas Chew Field	6402	3	750	620	82.67%
Turner Playground	6420	3	1,140	900	78.95%

NEIGHBORHOOD MAP



APPENDICES

EMERGENCY SOLUTIONS GRANT

Written Standards

These standards for the Emergency Solutions Grant program are written in accordance with the recipient's citizen participation plan and the requirements of 24 CFR part 91, as amended by the Interim Rule.

EMERGENCY SOLUTIONS GRANT – CONSULTATION

The City of Fall River and the Continuum of Care (CoC) agreed to fund homelessness prevention and rapid re-housing activities because the total amount of each recipient's fiscal year grant that may be used for emergency shelter and street outreach activities cannot exceed the greater of:

1. 60% of the recipient's fiscal year grant; or
2. The amount of FY 2010 grant funds committed for homeless assistance activities.

The City of Fall River Community Development Agency (CDA) formed a subcommittee in order to consult with the CoC on:

- Determining how to allocate ESG funds for eligible activities;
- Developing the performance standards for activities funded under ESG; and
- Developing funding, policies, and procedures for the operation and administration of the HMIS.

The CoC members were invited to join the Emergency Solutions Grant (ESG) Committee through an announcement at a Fall River Homeless Service Providers Coalition (HSPC) meeting and through an e-mail to the HSPC listserv. Anyone could participate whether they were planning a proposal for the new round of ESG funding.

Determining how to allocate ESG funds for eligible activities

The ESG Committee determined that the ESG funding should be allocated 65% toward rapid re-housing, 35% toward homeless prevention.

The decision for more rapid re-housing services came from a number of factors:

- Emergency shelters are at capacity, the State of Massachusetts is housing families in motels/hotels, and the emergency overflow shelter for homeless individuals during the winter months has been at capacity and turning people away.
- The Fall River CoC, in transitioning to the Crisis Response System, is aspiring to move the homeless out of shelter and motels/hotels and into more permanent situations, freeing up much sought after shelter beds and emptying the motels. In effect, the CoC is looking to generate shorter and/or fewer shelter stays.

- The Fall River CoC also feels there are other opportunities to receive prevention assistance, such as RAFT Program, Flex Funds, Emergency Assistance, and Utilities Assistance provided by CAP agencies and other programs.

Developing the performance standards for activities funded under ESG

The ESG Committee developed performance standards based on current and proposed ESG subrecipients' programs' own written policies and procedures.

Developing funding, policies, and procedures for the operation and administration of the HMIS

The Fall River CoC has a Homeless Management Information System dedicated grant through the McKinney-Vento grant application and was established among the Fall River homeless service providers in August 2004. Policies and procedures were developed at start-up and were updated in July 2011. HMIS is coordinated across the CoC by CDA, the grantee. The Fall River CoC also retains part-time personnel to assist all agencies with data entry issues and data clean-up.

A. Standard policies and procedures for evaluating individuals' and families' eligibility for assistance under ESG

Coordination of Intake and Eligibility Procedures – Homelessness Prevention/Rapid Re-Housing

Emergency Services Advocates will conduct initial intake interviews with any client seeking services to ensure compliance with the two threshold eligibility standards established in the ESG regulations:

1. Current income verification will be gathered to insure that all clients are income eligible in accordance with the Maximum Income Level (30% of median income) as established by HUD and under the guidelines of the ESG regulations.
2. Verification that Client meets one of the four categories as defined by the new HUD Homelessness Definition as established under the guidelines of the ESG regulations and in accordance with the HEARTH Act of 2009.

Once threshold eligibility is established, the Emergency Needs Advocate will, on a case-by-case basis, match eligible clients and guests to the most appropriate Emergency Solutions category and activity that will eventually lead to a permanent and sustainable housing solution. By establishing threshold eligibility requirements and verifying eligibility, duplication of services is eliminated and the best use of these limited funds can be ensured. The Emergency Services Advocate will link program participants to community and mainstream resources and benefits to help clients achieve the ultimate goal of permanent and stable housing. The subrecipient will work with other homeless and public service providers within the CoC to promote a strategic, community-wide system to prevent and end homelessness. The subrecipient will

reach out to other social service agencies within the CoC to provide training and outreach for staff of these agencies that may have clients who would be eligible for ESG funds and develop a referral process for these clients. Any funds used for rental assistance, first month or last month's rent will not exceed the local Fair Market Rents established by HUD and set forth in the ESG regulations and will meet the apartment inspection guidelines as set by HUD.

Rapid Re-Housing Services to Households

Activities provided under rapid re-housing include:

- Short-term (up to 3 months) rental assistance;
- Security deposits;
- Utility payments and deposits; and/or
- Last month's rent.

Under the terms of this ESG grant, only those clients who are "literally" homeless or who are fleeing domestic violence and other dangerous or life-threatening conditions are eligible for rapid re-housing activities.

Homeless Prevention Services to At-Risk Households

Activities provided under homeless prevention include:

- Short-term (up to 3 months) rental assistance;
- Security deposits;
- Utility payments and deposits; and/or
- Last month's rent.

In order to qualify as "at-risk" and be eligible for homeless prevention funds, households must meet the following two additional threshold eligibility criteria:

1. The individual or family has insufficient resources immediately available to attain housing stability.
2. The individual or family must also exhibit one or more specified risk factors, which include:
 - Moving frequently because of economic reasons;
 - Living in a home of another because of economic hardship;
 - Being notified that their right to occupy their current housing or living situation will be terminated;
 - Living in a motel/hotel;
 - Living in severely overcrowded housing;
 - Exiting an institution; and/or
 - Living in housing that has characteristics associated with instability and an increased risk of homelessness.

Coordination of Intake and Eligibility Procedures – Emergency Shelters (not domestic violence)
The Emergency Shelter Program provides shelter services to homeless individuals as needed. Services include crisis management and intervention, psycho-educational groups, case management services, and referrals.

Terminology

Individuals receiving services from the Emergency Shelter Program will be referred to as guests.

Referral Process and Times

Referrals can be made by any external source, internal programs, or through self-referrals during the designated hours. Referrals must be made on the day of need. Advance referrals/attempts to reserve beds for future use will not be considered.

- Self-Referrals – Individuals can self refer between the hours of 9:00 a.m. and 4:00 p.m. Self-referrals will not be accepted before or after these hours.
- Agency/Institutional Referrals – Any legitimate public or private agency can make referrals 24 hours per day to the shelter. Referrals from such organization must be made by program staff.

The Pre-Screen Process

All program referrals must be pre-screened using the Emergency Shelter Pre-Screening Form. This process is to insure that individuals seeking shelter services are applying for the appropriate level of care.

- Appropriate Referrals – Those individuals deemed appropriate for shelter services are to arrive at the shelter for intake and admission between the hours of 4:00 p.m. and 6:00 p.m.
- Inappropriate Referrals – Those individuals deemed inappropriate for shelter services will be offered a referral to an appropriate level of care by the shelter intake staff.

The Intake and Admission Process

The intake and admission process consists of two parts. Part one is completed by either the case manager or charge person. Part one must be completed before the actual admission to the shelter occurs. Part one consists of the following:

- Verification of proof of age/identification – state or government ID, birth certificate, other acceptable ID;
- Breathalyzer and/or urine screening;
- Search of the individual and personal property;
- Confiscation and storage of medications;
- Confiscation and storage of tobacco products and tobacco paraphernalia;
- Completion of the emergency information form;
- Completion of the Ability to Self Preserve Assessment;
- Completion of Shelter Participation Contract;
- Review of Shelter Rules and Policy;
- Review of Fire Safety and Evacuation Procedures; and
- Assignment of a bed.

Part two of the admission process will typically occur within 72 hours after entry into the shelter program. Part two will be completed by the case manager and will consist of the following:

- Psycho-social assessment;
- Development of Individual Service Plans Phase 1 (7 days), Phase 2 (Days 8-29), and Phase 3 (30+ days);
- Appropriate referrals to services as determined on the Individual Service Plans; and
- Assignment to in-house groups/meeting.

Guests who refuse to participate in any part of this process will be denied admission to the program or discharged.

The Stand-By List

Guests who are approved for shelter participation when beds are full will be placed on the stand-by list. Stand-by guests must contact the shelter during the hours of 9:00 a.m. to 6:00 p.m. for bed availability. Stand-by guests must contact the shelter each day between the hours of 9:00 a.m. and 4:00 p.m. to be placed back on the list. Failure to contact the shelter will result in removal from the list. Shelter staff will not contact potential guests on the stand-by list.

Appropriate After-Hours and Emergency Admissions

After-hours and emergency admissions will occur if space permits. Only those individuals referred by a legitimate public or private agency/institution will be considered. The following may qualify as eligible for such admissions:

- Single individuals referred as a result of a domestic violence situation;
- Single victims of accidents or fires;
- Single individuals referred who have been medically or psychiatrically cleared by a hospital or agency calling the shelter and accompanied by supporting paperwork;
- Single individuals or other trauma or circumstantial events as indicated by the referring agency.

All after-hours admissions will follow the same intake and acceptance process as other shelter admissions.

Inappropriate After-Hours Admissions

There are several categories of individuals who will not be considered for after-hours admissions:

- Self-referrals will never be considered for after-hours admission;
- Individuals picked up by police who appear intoxicated, under the influence, or involved in criminal activity.
- Individuals who have signed out of hospital care against medical advice (AMA);
- Individuals who have refused medical or psychiatric care as indicated by the referring source.

Overflow and Cot Beds

Between the months of January and March when daytime temperatures are below 20 degrees, overflow or cot beds (2 male and 2 female) may be instituted if staffing permits. Individuals seeking shelter during this time in excess of shelter capacity may be referred to the emergency overflow program for shelter if it is open. The following policy is in place for overflow beds:

- Overflow beds will only be used with the advance authorization of the shelter supervisor/director;
- Two overflow male beds will be placed in the male shelter living room area;
- Two overflow female beds will be placed in the extra room/hallway in the female shelter;
- All overflow guests will follow the same rules and policy as regular shelter guests.

The following policy is in place for those guests referred to the emergency overflow beds:

- Overflow bed referrals to the emergency overflow beds will only be made with advance authorization of that organization;
- Staff will do the intake for the emergency overflow beds program;
- Emergency overflow beds intake will occur from 7:00 p.m. to 7:30 p.m. at the emergency shelter;
- Only those guests who would meet the guidelines for admission to the emergency shelter will be referred to the emergency overflow beds;
- Copies of the pre-screen will be sent with an authorized staff person from the emergency overflow beds with any guest who participates in the emergency overflow beds program.

Dischargeable Offenses

The following offenses will result in immediate discharge of a guest:

- Possession of alcohol, illegal drugs, medications not belonging to the person, weapons;
- Returning to the shelter under the influence;
- Smoking or in possession of lighters/matches inside the shelter;
- Guests who refuse to cooperate with shelter requirements;
- Abusive or threatening behaviors toward other guests or staff;
- Stealing or possession of another's property without permission;
- Curfew violations or leaving early;
- Fighting;
- Tampering with fire and/or other safety equipment;
- Tampering with or possession of security equipment;
- Racial comments or comments against another's gender, sexual orientation, religion;
- Any behavior that disrupts the orderly operations of the facility;
- Being in an unauthorized area;
- Any behavior that presents a threat to self, others, or property.

Grievances

All guest grievances will be handled in accordance with the subrecipient's Grievance Policy as indicated in the agency's policies and procedure manual. Guests who are not satisfied with the

outcome if the grievance process are encouraged to appeal to the agency's funding source organization.

Discharge Process

At the time of discharge, guests will inspect their bed area with program staff to insure cleanliness of area. All inventory items will be reviewed and accounted for.

Coordination of Intake and Eligibility Procedures – Emergency Shelters (domestic violence)

Due to the nature of domestic violence shelters, the Intake and Eligibility Procedures differ from the procedures of other types of ESG programs.

Intake is the process by which a trained staff and/or volunteer take relevant information from an individual to determine if the individual can be helped by the program (community and/or residential) and/or what other supports/resources may be helpful. An intake can be conducted over the phone or in person. The intake process is composed of a very specific script and very specific questions.

The following are key components of a strength-based approach to the intake process, and will be included in training and orientation for all staff and volunteers:

- a. Intake should be a strength-based process. A process that gathers information within the context of an individual's strengths, current situation, goals and needs.
- b. Intake should be individually driven rather than agency driven. The process of gathering information (and the content of information collected, including data and evaluation components) is done based on the individual's presenting need(s). Information requested must respect the privacy of the individual, exhibit a sensitivity to trauma, and collect information that is minimally necessary to determine acceptance into services.
- c. The intake process should be respectful and culturally appropriate. The manner in which intakes are conducted (including the location, setting, and duration) will be accessible, welcoming, family friendly, reflective of the community and culture. The intake process will foster respectful engagement with the goal of providing a helpful response to the individual's needs.

Assessment is defined as a process by which a trained staff and/or volunteer engages with an individual, gathers information in order to understand a situation and to determine what help/services are needed. Assessments are done in person through a specifically designed tool whereby ways of understanding the situation and recommendations/suggestions, are discussed with the individual. This process should result in an increased understanding of the individual and/or family, the current situation, outlining of initial goals, and development of a mutually agreeable plan for services and support to help the individual and/or family.

The following are examples of a strength-based approach to the assessment process, and will be included in training and orientation for all staff and volunteers:

- a. Assessment should be a strength-based process. A process that seeks to understand an individual's strengths and needs and thereby develop with the individual a plan for services.
- b. Assessments should be individually driven rather than agency driven. Discussing information during assessment must respect the privacy of the individual, and exhibit a sensitivity to trauma. The discussion should cover information that is minimally necessary to understand the situation, the individual's needs, and plan accordingly for help and accessing services.
- c. The assessment process should be respectful and culturally appropriate. The manner in which assessments are conducted (including the location, setting, and duration) will be accessible, welcoming, family friendly, reflective of the community and culture. The assessment process will foster respectful engagement and trust building.

When a woman and/or her family arrives at the shelter, the staff makes certain the family's immediate basic needs are met – food, clothing, medical attention. The assessment process begins when the client is emotionally and physically rested. Every effort is made to complete the assessment within 24-hours. The staff member explains that the assessment helps develop a full picture of the strengths and needs of the family. The assessment is done at the pace of the family, respecting the trauma they have experienced. The client is reminded she can stop and resume the assessment process at any time. Clients are informed that childcare is provided during the assessment meeting should they choose to speak without children present. A private space is used to ensure confidentiality.

B. Policies and procedures for coordination among emergency shelter providers, essential service providers, homelessness prevention and rapid re-housing assistance providers, other homeless assistance providers, and mainstream service and housing providers

Coordination among emergency shelter providers, essential service providers, homelessness prevention and rapid re-housing assistance providers, other homeless assistance providers, mainstream service providers, and housing providers will be done through referrals among the members of the CoC. All ESG subrecipients will be required to be an active member of the CoC and attend CoC meetings. At the CoC meetings, CoC members share information and assist each other with resources and services for their clients. Under the ESG program, the subrecipient will work with other homeless and public service providers to promote a strategic, community-wide system to prevent and end homelessness. The subrecipient will reach out to other social service agencies to provide training and outreach for staff of these agencies that may have clients who would be eligible for ESG funds and develop a referral process for these clients.

- C. Policies and procedures for determining and prioritizing which eligible families and individuals will receive homelessness prevention assistance and which eligible families and individuals will receive rapid re-housing assistance**

Prioritization of Eligibility Assistance

The City of Fall River recognizes and realizes that many households will be initially eligible for assistance provided through the Emergency Solutions Grant. Therefore, it is paramount that we get the most value for each ESG dollar that is given out as assistance to households. With this in mind, the following priorities for assistance have been established that insure that ESG funds are used for those households most in need of the assistance.

- a. Rapid Re-Housing Assistance Priorities:
 - 1. Those that are literally homeless and residing in the street, car, shelter or other place not meant for human habitation.
 - 2. Households experiencing domestic violence and other dangerous or life-threatening conditions, as defined by S.896 of the HEARTH Act of 2009.
 - 3. Households displaced by natural disasters.
 - 4. Households living in unsanitary and unlawful conditions that pose a health hazard as determined by the Board of Health or other public agency.
- b. Homeless Prevention Assistance Priorities:
 - 1. As a diversionary measure – Those households that are closest to going to a shelter, car, or the street, if not those who are about to spend their first night there.
 - 2. Households involved in the eviction process, and then further prioritized by where in the eviction process the household is. For example, a family that has just received a “14-Day or 30-Day Notice to Quit” from a landlord is still at least 30 days away from an actual Housing Court Summary Process Action and Court Date. Whereas, a household that has received a Housing Court Judgment and/or “48-Hour Notice” from the Housing Court is in immediate danger of being physically homeless, and would be given access to assistance immediately.
 - 3. “Doubled-up” households with a written statement from the host family that they can no longer reside in that housing situation.

Once a household’s need and priority have been determined by the subrecipient Basic Needs Case Advocate, the file will be turned over to the subrecipient Emergency Services Coordinator for review and final approval as to the amount of assistance the household is eligible for.

D. Standards for determining the share of rent and utilities costs that each program participant must pay, if any, while receiving homelessness prevention and rapid re-housing

Depending on a program participant's needs and resources, they may be required to pay a cost share toward the monthly rent of their apartment and utilities. The cost share is not to exceed 50% of the participant's net income.

E. Standards for determining how long a particular program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time

A program participant may receive rental assistance up to three months of rental assistance. How the amount of any given assistance will be adjusted over time will be based on client need. Emergency Service Advocate Managers will establish an action plan with clients to ensure that funds used for homeless prevention activities will allow the family to maintain and sustain a permanent housing solution. All clients will be required to prepare a budget and meet with their advocate on an ongoing basis to ensure that the family will be able to maintain and sustain their housing once the assistance provided under this grant have ended. Benchmarks and goals will be developed with the household and reviewed during these ongoing case management sessions. Any program participant that receives either rapid re-housing or homeless prevention services will be re-evaluated prior to their exiting the program. Under no circumstance will a program participant receive more than 24 months of assistance within a 3-year period.

Copies of the subrecipient's Emergency Services Chronological Procedure, Documentation Checklist, Authorization & Privacy Disclosure forms, as well as its Termination and Grievance Policy are attached.

Re-evaluation procedure

Three-Month Client Eligibility Update:

Whether the client receives a one-time assistance or three months of short-term assistance, they will be given an appointment after approval for a three-month certification to update their income status and housing status.

This certification would also determine continuance or closing of client file.

- If household housing situation is certified stable for six months or greater, client needs would be considered met and file will be closed.
- If household has not met its maximum assistance amount and needs further monetary assistance, the situation and budget will be reviewed for any changes and to assess if the household is having difficulties following the budget.

- If household has met its maximum assistance amount client would be offered, further budgeting counseling where options to utilizing community resources would be offered to minimize expenses.

Client would be sent a reminder of appointment along with documentation needed a week prior to appointment.

F. Standards for determining the type, amount, and duration of housing stabilization and/or relocation services to provide a program participant, including the limits, if any, on the homelessness prevention or rapid re-housing assistance that each program participant may receive, such as the maximum amount of assistance, maximum number of months the program participants receives assistance, or the maximum number of times the program participants may receive assistance

The type of assistance a program recipient will receive is dependent of their circumstances as determined at their initial eligibility screening. The maximum amount of Emergency Solutions Grant funds that a program participant would be eligible for is up to 3 months of rental assistance and will not exceed \$3,000. A program recipient can only receive up to three months of rental assistance for both rapid re-housing and homelessness prevention services. Any program participant that receives either rapid re-housing and homelessness prevention services will be re-evaluated prior to their exiting the program. Under no circumstances will a program participant receive more than 24 months of assistance within a 3-year period.

Income Determination

Income eligibility determination is determined by the grant(s). We use the adjusted income limits and rent limits as determined by HUD on an annual basis. Net household budget is verified and reviewed, for affordability at both levels of assistance.

Conflict of Interest

A Conflict of Interest Policy prevents the enrichment of insiders and other abuses and specifies that:

- a. A conflict of interest is any situation in which financial, professional or personal incentives or obligations may compromise or present the appearance of compromising a staff member's professional judgment in carrying out their duties associated with the subrecipient agency;
- b. All paid and unpaid employees and volunteers; and members of the Board of Directors of the subrecipient agency are covered by this policy;
- c. A conflict of interest arises when any "Responsible Person" or any "Party Related to a Responsible Person" has an "Interest Adverse to the subrecipient agency." A Responsible Person is any individual in a position to exercise substantial influence over

the affairs of the subrecipient agency, and specifically includes, without limitation, directors and officers of the subrecipient agency and the chairperson and members of any committee making recommendations or decisions on behalf of the subrecipient agency. A Party Related to a Responsible Person includes his or her extended family (including spouse, ancestors, descendants and siblings, and their respective spouses and descendants), an estate or trust in which the Responsible Person or any member of his or her extended family has a beneficial interest or a fiduciary responsibility, or an entity in which the Responsible Person or any member of his or her extended family is a director, director or officer or has a financial interest. An "Interest Adverse to the subrecipient agency" includes any interest in any contract, transaction or other financial relationship with the subrecipient agency, and any interest in an entity whose best interests may be impaired by the best interests of the subrecipient agency including, without limitation, an entity providing any goods or services to or receiving any goods or services from the subrecipient agency, an entity in which the subrecipient agency has any business or financial interest, and an entity providing goods or services or performing activities similar to the goods or services or activities of the subrecipient agency.

- d. This policy shall be enforced by the Executive Director, Program Supervisors and Managers, as appropriate.
- e. Examples of situations that may constitute a conflict of interest include, but are not limited to, financial transactions whereby a staff member may inappropriately benefit by their association with the agency, or matters involving personnel in which the objectivity of administrative or supervisory staff could be compromised;
- f. In matters involving members of the staff, the Executive Director, Program Supervisors and Managers are responsible for assuring that information that could prevent or manage potential and apparent conflicts of interest is disclosed.

Disclosure. If a Responsible Person is aware that the subrecipient agency is about to enter into any transaction or make any decision involving a conflict of interest (a "Conflicting Interest Transaction") such person shall: (i) immediately inform those charged with approving the Conflicting Interest Transaction on behalf of the subrecipient agency of the interest or position of such person or any party related to such person; (ii) aid the persons charged with making the decision by disclosing any material facts within the Responsible Person's knowledge that bear on the advisability of the subrecipient agency entering into the Conflicting Interest Transaction; and (iii) in cases where program or services are involved, verify and document eligibility for said programs and services.

Approval of Conflicting Interest Transactions: The subrecipient agency may enter into a Conflicting Interest Transaction provided the material facts as to the Responsible Person's relationship or interest and as to the Conflicting Interest Transaction are disclosed, known and approved by the Executive Director.

Homeless Participation Requirement

Under 576.405(a) of the Interim Rule, each recipient that is not a state must provide for the participation of not less than one homeless individual or formerly homeless individual on the Board of Directors or other equivalent policy-making entity of the recipient, to the extent that the entity considers and makes policies and decisions regarding any facilities, services, or other assistance that receives ESG funding. This requirement remains the same as it was in the prior ESG regulations and is a key factor in helping shape the method to approach issues that face their clients.

Performance Measures

Emergency Shelter Operations and Outreach Services (not domestic violence)

1. Increase the rate of housing placements during shelter stay
 - Goal: 30% increase from last year
2. Reduce length of stay in emergency shelter
 - Goal: 35% decrease from last year
3. Reduce the rate of re-entries
 - Goal: 40% decrease from last year
4. Reduce the number seeking emergency shelter placement
 - Goal: 30% decrease from last year
5. Increase number of clients securing employment during shelter stay
 - Goal: 10% Increase in those employed from last year
6. Increase the number referred to Substance Abuse Treatment
 - Goal: 15% increase in substance abuse referrals from last year
7. Increase the number referred to Mental Health Treatment
 - Goal: 20% increase in mental health referrals from last year

Emergency Shelter Operations and Outreach Services (domestic violence)

(Not funded under this Amendment)

1. Increase rate of shelter clients who go on to living arrangements away from their abusers after leaving shelter
 - Goal: 80% of shelter clients and their children will go on to living arrangements away from their abusers after leaving shelter; 50% went into transitional or permanent housing
2. Increase the level of knowledge, resources and feelings of self-esteem or empowerment that victims possess upon leaving shelter
 - Goal: 98% of shelter residents will possess increased levels of knowledge, resources and feelings of self-esteem or empowerment upon leaving shelter

Prevention Services

1. Increase the number of housing retentions
 - Goal: 35 retentions
2. Reduce number of emergency shelter entries
 - Goal: 25 entries
3. Reduce the number of first-time homeless

- Goal: 30 first-time homeless
- 4. Increase number of clients connected to mainstream resources (who are not already connected)
 - Goal: 10 clients connected
- 5. Increase in skills
 - Goal: 35 clients increase in skills, i.e., budgeting, life skills, etc.
- 6. Increase in income
 - Goal: 3 clients connected to education/training/employment

Rapid Re-Housing Services

1. Increase the number of housing placements
 - Goal: 65 housing placements
2. Reduce number of emergency shelter entries
 - Goal: 10 emergency shelter entries
3. Reduce length of stay in emergency shelter
 - Goal: Decrease from 9 months to 6 months (33%)
4. Reduce the number of first-time homeless
 - Goal: 15 first-time homeless
5. Increase number of clients connected to mainstream resources
 - Goal: 10 clients connected
6. Increase in skills
 - Goal: 65 clients increase in skills, i.e., budgeting, life skills, etc.
7. Increase in income
 - Goal: 5 clients connected to education/training/employment



OPERATIONAL STANDARDS

Coordinated Entry System

Revised February 2018



OPERATIONAL STANDARDS for THE CALL

1.0 OVERVIEW.

The CALL (Coordinated Assessment to Local Links) is a coordinated entry process serving the three Continuums of Care (CoC) within Bristol County: New Bedford's CoC (Homeless Service Providers Network—HSPN), Fall River's CoC (Homeless Service Providers Coalition), and the Greater Bristol County/Attleboro/Taunton/ Coalition to End Homelessness' CoC (GBCATCH). The CALL is established such that the entire geographic area claimed by each of the respective CoCs is covered by the Coordinated Entry System (CES). The CALL is operated by Catholic Social Services (CSS) under contract with each of the respective CoCs so noted.

The participating programs within each of these CoCs will work cooperatively to provide a single point of intake and initial assessment. This will assist residents in the continuums by meeting their housing needs with more efficiency. The CALL complies with the goals and regulations of the Emergency Solutions Grant (ESG) and the HEARTH (Homeless Emergency Assistance and Rapid Transition to Housing) Act and, through these operational standards, complies with the HUD Coordinated Entry Notice of the CoC Program interim rule: 24 CFR 578.7(a)8.

Referrals to housing, services and providers will be completed through a single source coordinated throughout each CoC. CSS is responsible for the operations of The CALL which will be the initial source for intake and initial assessment. All agencies receiving CoC or Emergency Solutions Grant (ESG) funding will be required to participate. Other programs within the CoCs are encouraged to participate. Oversight of the program process will be provided by an advisory committee comprised of representatives of the three Continuums of Care. Each Continuum may conduct its own monitoring of the program.

2.0 NONDISCRIMINATION POLICY.

The CALL operates a coordinated entry system that complies with applicable civil rights and fair housing laws and requirements. The process ensures the Fair Housing Act is followed which does not allow discriminatory practices based on race, color, religion, sex, national origin, disability, or familial status. The programs follow Section 504 of the Rehabilitation Act which prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance. Households are prioritized based in the VI-SPDAT and type if disability does not factor into the decision for placement. Also, as households are accepted into programs solely based on their VI-SPDAT score and prioritized by chronic Homeless status Title VI of the Civil Rights Act is

followed which prohibits discrimination on the basis of race, color, or national origin under any program receiving Federal financial assistance. Title II and III of the American Disabilities Act are also followed as no public or private entity discriminates on the basis of disability. Compliance with the Equal Access in Accordance with an Individual's Gender Identity rule will ensure no individual or family shall be discriminated against because of sexual orientation, gender identity or perceived gender identity.

In operating The CALL, Catholic Social Services CSS) shall provide equal access to services regardless of disability or difficulty with communication. Consumers have the right to request a reasonable accommodation as an exception to a policy or practice. A reasonable accommodation is a change, exception or adjustment to a rule, policy, practice or service. Such accommodation is not perceived as special treatment, but rather, providing equal opportunity in the use and enjoyment of the CALL that would otherwise not be possible without said accommodation. CSS can provide documents and interaction in multiple languages for those who have limited English proficiency to ensure they have access to emergency services and housing through the participating CoC programs.

The Coordinated Entry System is informed by Federal, State and local Fair Housing laws and regulations and ensures that participants are not "steered" toward any particular housing facility or neighborhood because of race, color, national origin, religion, sex, disability or the presence of children.

All participants in the coordinated entry system shall be informed of the ability to file a nondiscrimination complaint in accordance with the HUD Coordinated Entry Notice Section II.B.12.g.

3.0 PROCESS.

THE CALL process consists of several distinct components:

- **Marketing** of the CALL shall be an ongoing and robust undertaking to ensure maximum connection and exposure within the community.
- **Training** of the CALL staff shall be undertaken periodically and no less than annually; training of community partners shall be offered on an ongoing basis to ensure maximum connectivity and clarity.
- **Access** into the local homeless system.
- **Completion of a comprehensive and standardized assessment tool**, that being a vulnerability index, in order to assess each client based on HUD preferences further identified in these operational standards.
- **Strategic placement** based on client's completed assessment and existing resources.
- **Monitoring and evaluation** to ensure efficacy of the process

3.1 MARKETING

The CALL will widely advertise services throughout the three CoC's to ensure mainstream resources and consumers, alike, are made aware of the Coordinated Entry System and how one may enter the system for services. All marketing and advertising shall be done in a manner that ensures all people have fair and equal access to the Coordinated Entry System. Such strategic measures shall include, at a minimum:

- 3.11 The CALL and respective CoCs will affirmatively market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial

status, disability, actual or perceived sexual orientation, gender identity, marital status or who are least likely to apply in the absence of special outreach.

- 3.12 The CALL will ensure all people in different populations and subpopulations within the respective CoC's geographic area—including people experiencing chronic homelessness, veterans, and families with children, youth and survivors of domestic violence—have fair and equal access to the Coordinated Entry process.
- 3.13 The CoC's will advertise in local publications germane to the CoC (such as StreetSheets in New Bedford's CoC) which provide information on a variety of services for low income households, those struggling with addictions and/or those with mental health issues.
- 3.14 The CALL will produce and distribute business cards throughout the Continuums and other items with the hotline number in order to ensure consumers are aware of the appropriate point of contact for access into the Coordinated Entry System.
- 3.15 The CALL will conduct at least annual informational and/or training sessions in each CoC for those who are new to the homeless provider services as well as those who provide mainstream resources.
- 3.16 The CALL will be available to provide individualized agency training and/or technical assistance on the coordinated entry system upon request from the agency.
- 3.17 The CALL will post multi-language flyers at locations frequently utilized by those needing services including the local health clinics and bus stations.
- 3.18 The CoC shall post information about the existence of, and access to, the CALL on its website.

3.2 TRAINING

Because all CoC and ESG providers funded through McKinney Vento are required to participate in the CoC's Coordinated Entry System, staff from those CoC and ESG providers must attend training session/s for the CALL prior to their authorized use of the system.

- 3.21 Any CoC provider wishing to produce referrals for Permanent Supportive Housing will complete training by the CoC regarding Coordinated Entry and the VI SPDAT. The training will be conducted by THE CALL at least annually and the individual will receive a certificate of completion certifying proficiency and authorization to use the system as a provider producing referrals for Permanent Supportive Housing. Anyone receiving such a certificate shall be considered a "trained provider" for the purposes of these Operational Standards.
- 3.22 The purpose of the training is to provide all staff administering assessments with access to materials that clearly describe the methods by which assessments are to be conducted with fidelity to the CoC's coordinated entry written policies and procedures.
- 3.23 All training for the coordinated entry process shall include, but not be limited to a review of these Operational Standards including any adopted variations for specific

subpopulations, requirements for use of assessment information to determine prioritization and criteria for uniform decision-making and referrals.

- 3.24 The CoC will consult with each participating project and a sampling of project participants on an annual basis to evaluate the intake, assessment and referral processes associated with the Coordinated Entry System. The requests for feedback must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households. The sampling of project participants shall include, at a minimum, someone who was provided assistance through each of the following interventions: diversion, prevention, rapid rehousing or permanent housing as well as a client who may have identified as having a disability and/or falling into one or more of the noted subpopulations so as to ensure a spectrum of users in differing circumstances. See also Section 3.6 Monitoring & Evaluation.

3.3 ACCESS

The CoC offers the same assessment approach and standardized decision-making further described in Section 3.4 at all access points, all of which are usable by all people who may be experiencing homelessness or at risk of homelessness. The CALL shall be easily accessed by individuals and families seeking housing and/or services either directly at the ADA compliant CALL center located at 238 Bonney Street, New Bedford, within the geographic CoC or by telephone at 1-800-HOMELESS (1-800-466-3537) from a 508 or 774 area code anywhere within the CoC's geographic boundaries. All calls coming into the call center will be handled as follows: a client in need of housing assistance, regardless of whether they've physically arrived at or called an ESG or CoC agency or a mainstream provider, will immediately be referred to the CALL's 1-800-HOMELESS number. If no staff is immediately available, the person will be prompted to leave contact information with the CALL so that CALL staff can return the call. Once the CALL staff is connected with the caller, an initial client assessment shall be conducted and basic information will be recorded and logged. All clients will be served on a case by case basis with the goal being the location of appropriate resources for the client. The CoC's access points take reasonable steps to offer coordinated entry process materials and participant instruction in multiple languages to meet the needs of minority, ethnic and groups with Limited English Proficiency as well as providing appropriate auxiliary aids and services necessary to ensure effective communication (TTY, large type, etc.)

Regardless of the operational hours of the CALL and the coordinated entry system, individuals are able to access emergency services such as emergency shelter, independent of the operating hours of the system's intake and assessment processes by contacting the emergency shelter, directly. Once someone has entered emergency shelter, shelter staff shall work one-on-one with the individual in ensuring their direct access to the CALL and the coordinated system's intake and assessment processes as soon as it becomes available.

- 3.31 Families.** Because Massachusetts is a right-to-shelter state, all families seeking emergency shelter must go through the state's Emergency Assistance (EA) system through the MA Department of Housing & Community Development's (DHCD's) "telephonic intake line" at 1.866.584.0653. Families should always contact the state for assistance through this line *prior to* contacting the CALL. Families contacting the CALL first will be provided with this information. Families contacting the CALL who have already been determined to be ineligible for state shelter will be assisted by CALL staff focusing on diversion and opportunities for rapid rehousing and permanent housing.

- 3.32 **Victims of Domestic Violence, Stalking, Sexual Assault, Trafficking, Dating Violence.** Domestic violence is a pattern of violence or intimidation in a relationship by one partner/person against another, designed to establish power and control over the victim. It may be physical, sexual and include psychological abuse or assaults. If the client is in imminent danger, fleeing, attempting to flee, under extreme life threatening duress or is involved in a current domestic violence situation, the CALL will immediately provide safety planning and connection with appropriate resources including: police, Safelink, and/or local domestic violence shelters. No person shall be denied access to the coordinated entry process on the basis of being, or having been, a victim of domestic violence, sexual assault, trafficking, dating violence or stalking.
- 3.33 **Veterans.** If the client is a veteran, the client will be referred to the appropriate veteran's agencies. The client will also be placed in an emergency shelter if needed and the receiving agency will refer for appropriate veteran services.
- 3.34 **Street Outreach.** Street outreach efforts funded under the ESG or CoC program shall be linked to the coordinated entry process. All street outreach efforts shall ensure that the outreach worker is providing the individual/s with both verbal (when possible) and printed materials regarding the existence of, and access to, the coordinated entry system and shall, to the greatest extent possible, offer an immediate access to the coordinated entry system by providing transportation and/or phone services to ensure direct and immediate ease of access to the CALL system.

All households who are included in more than one of the populations noted (such as a veteran who is a victim of domestic violence) shall be served at all access points for which they qualify.

3.4 STANDARDIZED ASSESSMENT TOOL (THE VI-SPDAT)

The CoC consistently applies one standardized assessment tool—the VI-SPDAT (Prioritization Decision Assessment Tool) in the operation of its coordinated entry system in order to ensure consistency throughout the CoC so as to achieve fair, equitable and equal access to services within the community.

- 3.41 A trained provider will complete a VI-SPDAT (Prioritization Decision Assessment Tool) with the client in order to go onto a waiting list for PSH (Permanent Supporting Housing).
- 3.42 A trained provider will give the completed Vulnerability Index as well as proof of homelessness or chronic homelessness and proof of disability to the CALL staff in order to enter the waitlist for Permanent Supportive Housing (PSH).
- 3.43 CALL staff will give the client a score based on the completed Vulnerability Index and will refer the client to an opening in PSH (if available) or , if there are no openings available, will place the client on a PSH wait list with the priority rating as determined by the vulnerability index.
- 3.44 The CALL's standards, policies and/or procedures cannot be used to screen people out of the coordinated entry process due to perceived barriers to housing services including, but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of

a disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.

- 3.45 No part of the assessment process can require the disclosure of specific disabilities or diagnosis; such information can only be obtained for purposes of determining specific program eligibility in order to ensure appropriate referrals.

3.5 STRATEGIC PLACEMENT

The CoC uses the coordinated entry process to prioritize persons experiencing homelessness within the CoC's geographic area based on:

- ✘ Specific and definable set of criteria that are documented, made publicly available and applied consistently throughout the CoC for all populations.
- ✘ The CoC's Operational Standards including the factors and assessment information with which prioritization decisions are made.
- ✘ Prioritization policies and procedures within the CoC's written standards (*August 2016*) regarding CoC and ESG under 24 CFR 578(a)(9) and 24 CFR 576.4.

Immediate interventions do not require prioritization based on severity of service need or vulnerability shall be those individuals or families requiring entry into emergency shelter or, in the case of cold weather, the overflow shelter. In such cases the following shall apply:

3.51 Shelter Services

- a. Staff will attempt to locate shelter for the individual or family based on availability provided to the CALL each morning
- b. Staff will assist with providing a family information as to how to access DHCD (Department of Housing and Community Development) assistance for EA (Emergency Assistance) shelter services
- c. Staff will contact shelters not utilizing the Coordinated Entry system to attempt to locate an opening for immediate service
- d. If no shelter bed is available individual or family can complete a SPDAT (Service Prioritization Decision Assessment Tool) to determine place on waiting list if bed becomes available after shelter curfew

Those interventions that do require prioritization based on severity of service need or vulnerability shall be those individuals not requiring emergency interventions. The following order, consistent with the CoC's own written standards (*August 2016*) providing guidance for evaluating individuals and families' eligibility for housing and/or services, will be used when assessing each individual client:

3.52 Diversion

- a. CALL staff on duty will review potential resources with the client within their own family and resources.
- b. Staff will review resources used in the past and potential resources that a client could use either temporarily while accessing services or could use to prevent the need for ongoing services
- c. If sustaining housing is possible, divert to prevention or rapid re-housing

3.53 Prevention

- a. Anyone presenting as a candidate for prevention services/assistance will be notified by CALL staff as to any necessary documentation needed for application. If the

client has documentation, an appointment will be scheduled with ESG staff utilizing the centralized CSS Emergency Solutions calendar.

- b. If client does not have documentation then an introductory letter will be mailed to the client identifying all documentation needed in order to apply for Prevention assistance.

3.54 Rapid Rehousing

- a. CALL staff will notify a client who may qualify for Rapid Rehousing services indicating what documentation is needed for application. If the client has documentation, an appointment will be scheduled.
- b. If client does not have documentation then an introductory letter will be mailed to client stating all documentation needed in order to apply for Rapid Rehousing services
- c. If sustaining housing is possible, divert to prevention or rapid re-housing

3.55 Permanent or Transitional Housing

- a. Client will complete Vulnerability Index in order to go onto a waiting list for PSH (Permanent Supporting Housing), or Transitional Housing
- b. Client will be given a score based on need and will be referred to an opening in PSH or Transitional Housing based on priority rating which is determined by the vulnerability index
- c. If there are no openings available client will enter a waiting list which is based on those with the most need

In addition to these placement standards for clients and eligibility standards in Section 4.0 of these Operational Standards, all other minimum standards presented in the CoC's Written Standards (*dated August 2016*) shall additionally be met or exceeded by the respective programs providing each housing type.

3.6 MONITORING & EVALUATION

- 3.61 The City's Department of Planning, Housing & Community Development is responsible for leading the evaluation process with assistance from the HSPN Coordinated Entry Committee. The purpose of the CALL's evaluation is to identify opportunities to improve the processes and policies.
- 3.62 In addition to individual CoC monitoring, the SouthCoast Regional Network to End Homelessness (SoCo) may review the overall effectiveness of The CALL for the region, following HUD standards for Coordinated Entry Systems.
- 3.63 The CALL may additionally conduct its own stakeholder consultations, surveys or otherwise solicit feedback from providers and households as to the Coordinated Entry System.
- 3.64 The New Bedford CoC will conduct periodic monitoring of the CALL to ensure compliance with these Operational Standards, consistency with its contractual obligations with the City of New Bedford and efficiency and effectiveness in service delivery. In so doing the City of New Bedford will, as with all monitoring, carefully review data and processes in a manner that ensures client confidentiality.

4.0 ELIGIBILITY

Determination of eligibility differs from the process of prioritization. The CoC does not use data collected from the assessment process to discriminate or prioritize households for housing/services on a protected basis (e.g. race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity or marital status).

4.1 Residency. When applying for any Permanent Supportive Housing (PSH) program or Emergency Shelter program (ES), residency is determined. Residency can be determined by current placement (if placed in the Continuum, then they are eligible for Continuum services) or by showing reasonable ties to the City of New Bedford. Applicants should be able to show that they either became homeless in New Bedford and were forced to leave in order to find temporary housing or shelter, or have services in the community (medical, school, DTA, DCF, etc.) which would indicate that the City of New Bedford is their home of origin. In the case of emergency shelter, there should be a self certification that a person has become homeless in the City of New Bedford; this will suffice as to eliminating any barriers to emergency services. In the rare circumstance that there are NO eligible participants on the waitlist for PSH within the New Bedford Continuum, requesting a referral than the household with the highest SPDAT from the other two CoCs within Bristol County (Fall River and GBCATCH) will be sent as a referral. It is up to the program to determine if it will accept someone from outside the New Bedford CoC.

4.2 Thresholds.

4.21 Emergency Shelter

- ❑ Participants must meet the HUD definition of homelessness
- ❑ Participants can be safely maintained in shelter and behavior is not an obstacle to safety
- ❑ Registered sex offenders are not eligible
- ❑ Families must be referred to the Massachusetts (DHCD) Department of Housing and Community Development before offered other shelter/housing options.
- ❑ Emergency Shelter should be reserved for the most vulnerable, hardest-to-serve clients.

4.22 Transitional Housing

- ❑ Must be screened for diversion first
- ❑ Applicant must be homeless coming from shelter/s and/or streets with income below 30% AMI (Area Median Income).
- ❑ Applicant must be able to be safely maintained in the program
- ❑ Client cannot be slated for PSH AND
- ❑ At least one prior episode of homelessness (except young adults) AND
- ❑ Be classified as one of the following special subpopulations:
 - Young adult 18-24
 - Family with children under age 5
 - Substance use disorder
 - Behavioral health disorder
 - Military veteran
 - Fleeing DV and DV the cause of recent homeless episode

4.23 Rapid Re-Housing

- ❑ An intervention designed to help individuals and families quickly exit homelessness and return to permanent housing.

- ❑ Offered without preconditions (such as employment, income, absence of criminal record or sobriety)
- ❑ Resources and services are tailored to the unique needs of the household

4.24 Permanent Supportive Housing

- ❑ Must meet HUD definition of literally homeless AND
- ❑ Include one family member with a disability
- ❑ For HUD CoC-funded units, the priority for housing is given to those household who are defined as chronic homeless with the most barriers to housing

5.0 NOTIFICATION of VACANCIES

Participating agencies must complete eligibility forms (see addendum) for each participating program. Eligibility forms will be updated annually to reflect the most current bed counts and eligibility criteria. If a new program begins in a participating agency it will be the agency's responsibility to submit the eligibility criteria form to THE CALL a minimum of five (business) days before the program begins.

If a new agency would like to participate with THE CALL they will first need to contact the CoC in their service area and execute an MOU (Memorandum of Understanding) for that Continuum. They will work with that Continuum to ensure they have provided the necessary documentation and information to participate in THE CALL.

Emergency Shelters for individual men and women are required to report vacancies between 8:30am-9:30am every morning [family emergency shelters are exempted from this since referrals come through the state]. On Friday, Saturday, and Sunday the on-call worker will contact each agency that contains emergency shelter beds by 9:30am and determine how many beds are open for the day in order to place individuals in case of an emergency. PSH and TH programs will report as openings occur.

5.1 Emergency Shelter

Providers must hold the vacancy on behalf of the referred client in accordance with the emergency shelter's protocols. If the referred individual or family does not arrive at the shelter to claim a bed by the appointed time the shelter will contact THE CALL and notify that the bed has reopened for the evening.

5.2 Transitional Housing

Staff at the Housing program will determine eligibility and acceptance or rejection into the program within three business days. If the homeless family or individual is accepted, the receiving program must document that acceptance and arrange for move-in within three business days from acceptance. To ensure that vacancies are promptly filled, THE CALL may issue up to three referrals per vacancy.

5.3 Rapid Re-Housing

Once a person is determined initially eligible for rapid rehousing they are referred to a rapid-rehousing program. The CALL staff will discuss the household's current situation and if whether they would likely be able to sustain housing in a unit with temporary rapid rehousing assistance. Should the determination be that sustainability would be possible, the household then schedules to meet with a case manager at the rapid rehousing program to which they are being referred. At their appointment, the client will complete the necessary paperwork

proving they are eligible for services and will be instructed as to how to seek an affordable unit.

5.4 Permanent Supportive Housing

After the intake interview, staff will determine eligibility and acceptance or rejection into the program within five business days. If the homeless individual or family is accepted the receiving program must document that acceptance and arrange for move-in as follows:

- ❑ Project-Based PSH Program – dependent upon room readiness
- ❑ Scattered-Site PSH Program –
 - Dependent upon tenant's acceptance of apartment
 - Dependent upon landlord acceptance of tenant
 - Dependent upon inspection of unit, repairs and re-inspection as applicable

To ensure that vacancies are promptly filled, THE CALL may issue up to three referrals per vacancy.

6.0 CLIENT/CONSUMER CHOICE – PREFERENCE AND DECLINE POLICY

In accordance with HUD standards, clients are able to decline a referral and continue to receive services. CoC coordinated entry participants are freely allowed to decide what information they provide during the assessment process, to refuse to answer assessment questions and to refuse housing and service options without retribution or limiting their access to other forms of assistance.

When a client refuses or rejects options presented to them, they maintain the right to remain on the placement/waiting list in accordance with their existing vulnerability index score.

Clients who accept a housing/service option at a program requiring certain pieces of information to ensure program eligibility when required (such as evidence of homelessness in order to comply with HUD's definition of homelessness) must produce that evidence in order to maintain their access into that program.

7.0 PROVIDER DECLINE POLICY

7.1 Emergency Shelters

Emergency Shelters may only decline individuals and families found eligible for and referred by THE CALL under limited circumstances including

- ❑ No actual vacancy available
- ❑ The household presents with more people than referred by THE CALL
- ❑ The Emergency Shelter has determined that the individual or family cannot be safely accommodated

The Emergency Shelter must accommodate the client or provide an appropriate referral and must report the reason for any decisions to reject a client to THE CALL. If the rejected client has not otherwise been accommodated for the night and no appropriate referral can be made, the Emergency Shelter must refer the client back to THE CALL.

7.2 Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing

The above listed housing programs may only decline individuals and families found eligible for and referred by THE CALL under limited circumstances which include the following:

- ❑ No actual vacancy available
- ❑ The Household presents with more people than referred by THE CALL
- ❑ The Household has missed two intake appointments

- ❏ Based on individual program policies and procedures, the Receiving Program has determined that the individual or family cannot be safely accommodated
- ❏ Based on individual program policies and procedures the Receiving Program has determined the individual cannot meet tenancy obligations with the supports provided by the program.
- ❏ The Household has not presented at the Receiving Program within five business days from the intake appointment.

Programs may not decline persons with psychiatric disabilities for refusal to participate in mental health services as long as the client reasonably complies with the tenancy and is of no harm to himself or others.

The Continuums of Care have agreed that Providers must accept at least two of every three referrals received from THE CALL.

If the client, referred by THE CALL, has not presented at the Receiving Program within five business days from the intake appointment, the Receiving Program must notify THE CALL and document the lack of follow through by the client. Should client present at or contact the Receiving Program after more than five days from the appointment, the Receiving Program must refer the client back to THE CALL, and the client is placed at the bottom of the Centralized Waitlist.

7.3 Clients declined by all referrals

The CALL may convene a case conference in the event that a client has been declined by three programs. The purpose of the case conference will be to resolve barriers to the client receiving indicated level of service. The CALL will determine which parties will attend the case conference, including but not limited to the Assessment Entity, the receiving Programs, and other Collateral Contacts as determined necessary. The CALL will then arrange a conference with the client to discuss any alternative options.

8.0 RETURNS TO EMERGENCY SHELTER OR THE STREETS

If a client/household can no longer be served by a housing program and the Receiving Program has exhausted all of its agency resources, the CALL should be notified to determine if another placement could be made to prevent a return to emergency shelter or the streets.

9.0 HOLDING BEDS OR UNITS TO LOCATE CLIENTS

9.1 Emergency Shelter

Once a referral is made, the provider is required to hold a bed until a time as set by the Emergency Shelter's protocols, in order for the individual or household to arrive at the Emergency Shelter.

9.2 Transitional Housing, Permanent Supportive Housing

Once a referral has been made by the CALL, the Receiving Program is required to hold the unit vacant for three business days in order to locate and inform the individual or household of the availability of housing and arrange the intake.

10.0 GRIEVANCE AND APPEALS POLICIES

Upon completion of an assessment, each client will be provided with a notice that forms are available upon request should they wish to file any type of grievance including a grievance for discrimination, placement decision, eligibility decision or other grievance. All households have the

right to appeal eligibility and referrals made by the CALL. All appeals of this nature should be made in writing and submitted within 10 days of client notification to the CALL Evaluation Subcommittee of the SOCO (South Coast Regional Network to End Homelessness). The entity receiving the appeal must ensure that an objective third party reviews and responds in writing to all appeals within 14 days. Responses must be submitted to the CALL, Receiving Program and the client.

Grievances and/or appeals may be handled in one of three ways.

10.1 For those grievances and appeals directed to the program and/or program agency, all such matters will be handled within the agency to which the individual/family has been referred according to their policies and procedures.

10.2 If the client wishes to appeal or grieve an action of the CALL, the client may complete a grievance/appeal form and submit it to Catholic Social Services and the City's Department of Planning, Housing & Community Development.¹

10.3 Should the client wish to appeal or grieve both the program and the CALL, the client may complete the form identifying the two separate issues and the reason for appeal/grievance of each respective entity and submit it to both the program and CALL.

11.0 DOCUMENTS

The CALL will utilize uniform documentation for initial assessment, vulnerability index, and other procedures. The following documentation will be provided to all agencies within the CALL as well as the Continuums of Care utilizing the CALL. The documentation will be part of the written standards and procedures. The documentation is subject to change as necessary in order to most effectively serve the clients.

The following documents will be used and are included within the ADDENDUM to these Operational Standards:

- ✘ THE CALL Initial Assessment
- ✘ SPDAT
- ✘ Flow Chart for Family Seeking Shelter
- ✘ Flow Chart for Individual Seeking Shelter
- ✘ Daily Bed Count for Emergency Shelters
- ✘ Bed Reporting Form for Transitional Housing Programs and Permanent Supportive Housing Programs
- ✘ Proof of Disability Form
- ✘ Proof of Chronic Homelessness Form
- ✘ Proof of Homelessness Form
- ✘ Release and Revocation of Services Form

¹ The City's Department of Planning, Housing & Community Development is the administrative agent for the New Bedford Continuum of Care and the grantee/monitoring agent for funding for the coordinated entry system.

12.0 DATA

The CALL will, on an ongoing basis, utilize and input client level data into the CoC's Homeless Management Information System (HMIS) once the Case Worthy system is operational. The CALL staff shall work to ensure the highest level of data quality at all times.

Should the CoC vote to participate with the Statewide Data Warehouse anticipated to begin during 2018, the CALL will meet or exceed any relevant standards necessitated for its participation in the statewide system.

12.1 Privacy Protections. The CoC, through its HMIS Standards and CoC Standards requires the protection of all data collected through the CE assessment process. Security of this data will be reviewed during the City's monitoring process of the CALL.

12.2 Prior to the recording, logging or input of any data, consent from the client permitting the sharing and storage of their information for the purposes of assessing and referring them through the coordinated entry process and to better understand the efficiencies of the system shall first be obtained by the CALL.

12.3 The CoC prohibits denying services to clients in the client refuses to allow their data to be shared *unless Federal Statute requires collection, use, storage and reporting of a client's personally identifiable information as a condition of program participation.*

12.2 All information/data within the CALL's Prioritization List shall be maintained according to the same HMIS data privacy and security protections prescribed by HUD for HMIS practices in the HMIS Data and Technical Standards.

12.3 In accordance with Section 3.45 of these Operational Standards, the assessment process cannot require disclosure of specific disabilities or diagnosis. Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals.

ADDENDUM

- Appendix A Definitions
- Appendix B HUD Definitions of Homelessness
- Appendix C Housing Strategies and Components
- Appendix D THE CALL Initial Assessment
- Appendix E Referral Checklist
- Appendix F SPDAT (*Service Prioritization Decision Assessment Tool*)
- Appendix G Flow Chart for Family With Children Seeking Shelter
- Appendix H Flow Chart for Individual Seeking Shelter
- Appendix I Daily Bed Count Form
- Appendix J Bed Reporting Form for Transitional Housing Programs and Permanent Supportive Housing Programs
- Appendix K Verification of Disability Form
- Appendix L Chronically Homelessness Third Party Verification
- Appendix M Proof of Homelessness Form
- Appendix N Authorization of Release of Information Form
- Appendix O Revocation of Authorization Form
- Appendix P Disability Accommodation Form
- Appendix Q CALL Grievance Form

Appendix A Definitions

Trained Provider

A “trained provider” is a staff person of either a CoC or ESG funded agency, or a mainstream resource staff person, who has been formally trained by CALL staff in the overall coordinated assessment process as well as the administration of the VI-SPDAT (Service Prioritization Decision Assessment Tool). The trained provider can, at the request of CALL staff, administer the SPDAT and provide the completed tool to the CALL. CALL staff will then, based on the completed tool, arrive at a Vulnerability Index score which will be used to rank users coming in to the system as regards their placement in housing.

Chronically Homeless (HUD Definition)

A “chronically homeless” individual is defined as a homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility.

- In order to meet the “chronically homeless” definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months.
- Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven.
- Chronically homeless families are families with adult heads of household who meet the definition of a chronically homeless individual. If there is no adult in the family, the family would still be considered chronically homeless if a minor head of household meets all the criteria of a chronically homeless individual. A chronically homeless family includes those whose composition has fluctuated while the head of household has been homeless.

Disability (HUD Definition)

A Physical, Mental or Emotional Impairment, including impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that is expected to be long-continuing or of indefinite duration, substantially impedes the individual’s ability to live independently, and could be improved by the provision of more suitable housing conditions; includes: Developmental Disability Defined in §102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 USC 15002) – a severe, chronic disability that is attributable to a mental or physical impairment or combination AND is manifested before age 22 AND is likely to continue indefinitely AND reflects need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated. An individual may be considered to have a developmental disability without meeting three or more of the criteria listed previously, if individual is 9 years old or younger AND has a substantial developmental delay or specific congenital or acquired condition AND without services and supports, has a high probability of meeting those criteria later in life. HIV/AIDS Criteria Includes the disease of acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome, including infection with the human immunodeficiency virus (HIV).

Literally Homeless (HUD Homeless Definition Category #1):

(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Appendix B
U.S. Department of Housing and Urban Development
(HUD) Definition of Homelessness

Category 1	Literally Homeless	Individuals who lack a fixed, regular, and adequate night time residence, meaning:
		<ul style="list-style-type: none"> ▪ Have a primary residence that is a public or private place not meant for human habitation; ▪ Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing and hotels/motels paid for by charitable organizations or by federal/state/local government programs); or ▪ Is exiting an institution where s/he has resided for 90 days or less <u>and</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
Category 2	Imminent Risk of Homelessness	Individual or family who will imminently lose their primary nighttime residence, provided that:
		<ul style="list-style-type: none"> ▪ Residence will be lost within 14 days of the date of application for homeless assistance; ▪ No subsequent residence has been identified; <u>and</u> ▪ The individual or family lacks the resources or support networks needed to obtain other permanent housing.
Category 3	Modified McKinney-Vento	Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
		<ul style="list-style-type: none"> ▪ Are defined as homeless under the other listed federal statutes; ▪ Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; ▪ Have experienced persistent instability as measured by two moved or more during the preceding 60 days; <u>and</u> ▪ Can be expected to continue in such status for an extended period of time due to special needs or barriers
Category 4	Attempting to Flee Domestic Violence	Any individual or family who:
		<ul style="list-style-type: none"> ▪ Is fleeing, or is attempting to flee, domestic violence ▪ Has no other residence; <u>and</u> ▪ Lacks the resources or support networks to obtain other permanent housing

Appendix C

Housing Strategies and Components

Housing Strategies/ Components	Targeted Population	Eligible Activities
Permanent Supportive Housing	Literally homeless individuals with disabilities and families with one member who has a disability	Acquisition, Rehabilitation, New Construction, Leasing, Rental Assistance, Transition (leasing), Tenant Based Rental Assistance, Sponsor-Based Rental Assistance, Project Based Rental Assistance, Vacancies and Property Damage, Supportive Services: Annual assessment of service needs, assistance with moving costs, case management, child care, education services, employment assistance or job training, food, housing search and counseling services, utility deposits, legal services, life skills training, mental health services, outpatient health services, outreach services, substance abuse treatment services, transportation
Rapid Re-housing Transitional Housing Supportive Services Only	Literally homeless individuals and families	
Street Outreach	Literally homeless individuals and families	Engagement, Case Management, Emergency Health Services, Emergency Mental Health Services, Transportation
Emergency Shelter		Essential services: case management, child care, education services, employment assistance or job training, legal services, life skills training, mental health services, outpatient health services, substance abuse treatment services, transportation; Renovation, Shelter Operations, Assistance required under "URA"
Rapid Re-housing		Housing relocation and Stabilization services: financial assistance - moving costs, rent application fees, security deposits, last month's rent, utility deposit, utility payments; services - housing search and placement, housing stability case management, mediation, legal services, credit repair; short (3 months)/ medium (4-24 months) rental assistance; six months of rental arrears
Homeless Prevention		
	At risk of homelessness	

Appendix D THE CALL Initial Assessment



Initial Assessment

QUESTIONS ASKED OF EVERYONE

Name: _____

DOB: ____/____/____

Contact # _____

Last Known Address: _____

Location where they are now: _____

Mothers Maiden Name: _____

Primary language: _____

Current Situation: _____

DEPENDING ON ANSWERS TO CURRENT SITUATION THIS IS WHAT IS ASKED

If not homeless not seeking emergency shelter the highlighted questions are not asked

Are you in Danger (to help determine DV)? _____

Where did you sleep last night?
(determine prevention, rapid rehousing, diversion, and residency) _____

DEPENDING ON ANSWERS TO CURRENT SITUATION THIS IS WHAT IS ASKED, Contd.
If not homeless not seeking emergency shelter the highlighted questions are not asked

Previous Location and can you return back (PART OF DIVERSION): _____

Income (monthly) Annual Income (help determine if eligible for Prevention) _____

Documented Disability (possible PSH) _____

Immediate Prior Location (residency, diversion, rapid rehousing, diversion) _____

How long Have been homeless (first look at chronic status) _____

Ma ID (help with residency) _____

Meds How Many meds (ensure safety at emergency shelter) _____

Allergies (safety at emergency shelter) _____

Can you climb stairs (if need to enter shelter that is handicapped accessible) _____

Have you been in shelter before (determine residency, history, and if excluded from shelter) _____

Although this will not preclude you from entering shelter, can you pass Drug Screen and Breathalyzer ?(ask for safety reasons)

Do you have transportation (so we know if they can get to shelter) _____

Are you a registered sex offender (for safety reasons) _____

Status of household Age of HOH Gender Total Adults Total children Household size (determine if eligible for prevention services, basic demographic information) _____

Did you serve active military duty (to refer to Vet services if applicable) _____

Appendix E REFERRAL CHECKLIST



REFERRAL CHECKLIST

- ☐ Release signed by Consumer
- ☐ Complete Demographic Waitlist Placement Sheet
- ☐ Complete Vulnerability Index page (21, 22, 23, 24, 25, 27, 28)
Please note interviewer: Questions 33, 40, and 47 are for your observations and not to be asked of the consumer.
- ☐ Enter total of VI Score in box on page 1 of the referral packet (page 21 of these Operational Standards)
- ☐ Verification of Disability
- ☐ Proof of Chronic Homelessness (if applicable)
- ☐ Proof of Homelessness (if not able to prove Chronic Homelessness)
- ☐ Email referral packet **entirely completed** only to : Thecall@cssdioc.org or you fax to: ATTN: Emergency Solutions Dept. "THE CALL" 508-675-2224

"THE CALL"
A program of Catholic Social Services
Diocese of Fall River
Fall River 1600 Bay Street
P.O. Box M-So Station Fall River, MA 02724 **1-800-HOMELESS**
Ph: 508.674-4681 Fx: 508~675~2224



Appendix F SPDAT (Service Prioritization Decision Assessment Tool)

- Add up the "1s" from all later pages, and enter at right.
- If the VI = 10 or greater, client is recommended for a PSH or Housing First Assessment.
- If the VI = 6-9, client is recommended for a [Rapid Re-housing Assessment](#).
- If the VI = 0-4, client is not recommended for a [Housing and Support Assessment](#).

VULNERABILITY INDEX SCORE (VI Score)

Place Total in box below at conclusion of interview

TRIAGE FORM – INDEX

DO ANY OF THESE SITUATIONS APPLY TO YOU?	222
WHAT HOUSING WAITLISTS WOULD YOU BE ELIGIBLE FOR	222
WAITLIST PLACEMENT – ALL FIELDS ARE REQUIRED	2324
CLIENT ID (FOR HOH OR UNACCOMPANIED INDIVIDUAL)	244
BASIC TRIAGE QUESTIONS	266
HOMELESS OR IMMINENT RISK CLIENTS, including RRH	277
HOMELESS PREVENTION	277
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REFERRAL DECISION	30
FOLLOW-UP FORM	301

Referring Agency:	_____
Agency Address (incl. city/state/zip):	_____
Name of Staff who completed this form:	_____
Phone of Staff:	_____
Email of Staff:	_____
Date of Referral mm/dd/yyyy:	____ / ____ / ____

DO ANY OF THESE SITUATIONS APPLY TO YOU OR ANYONE IN YOUR HOUSEHOLD?

(choose one only, the most important (○ = ●))

- | | | | |
|---|----|--|----|
| <input type="radio"/> Elderly, or Disabled | 1 | <input type="radio"/> Need to leave High-Crime Neighborhood | 12 |
| <input type="radio"/> Displacement for Witness Protection/Hate Crime | 2 | <input type="radio"/> Aging out of Child/Teen Services | 13 |
| <input type="radio"/> Section 236 or Displaced by Gov't Action | 3 | <input type="radio"/> Release from institution into Homelessness | 14 |
| <input type="radio"/> Displacement due to Domestic Violence | 4 | <input type="radio"/> Registered Sex Offender | 16 |
| <input type="radio"/> Displacement due to Health Code Violations | 5 | <input type="radio"/> Local Resident | 17 |
| <input type="radio"/> Displacement due to Urban Renewal | 6 | <input type="radio"/> Local Employee | 18 |
| <input type="radio"/> Displacement due to Natural Disaster / Fire / Water | 7 | <input type="radio"/> Community-Based Housing Certification | 19 |
| <input type="radio"/> Rent-Burdened despite Full-Time Employment | 8 | <input type="radio"/> Homeless due to Health Care/Medical Costs | 10 |
| <input type="radio"/> Rent-Burdened despite Part-Time Employment | 15 | <input type="radio"/> Veteran | 20 |
| <input type="radio"/> Displacement by Landlord or Market Forces | 9 | <input type="radio"/> Seeking reunification after treatment | 21 |
| <input type="radio"/> Internal Transfer (already live here) | 11 | <input type="radio"/> Unaccompanied Youth - Throwaway Runaway | 22 |

WHAT HOUSING WAITLISTS WOULD YOU BE ELIGIBLE FOR? (choose as many as seem appropriate)

INDIVIDUALS	FAMILIES	UNACCOMPANIED YOUTH
<input type="radio"/> TH <input type="radio"/> PH HISTORY OF: <input type="radio"/> Domestic Violence <input type="radio"/> Substance Abuse Long Term <input type="radio"/> Special Needs <input type="radio"/> MH <input type="radio"/> HIV <input type="radio"/> DD <input type="radio"/> Other	<input type="radio"/> TH <input type="radio"/> 2BR <input type="radio"/> 3BR <input type="radio"/> 4BR <input type="radio"/> 5BR <input type="radio"/> 6BR <input type="radio"/> 7+ <input type="radio"/> PSH <input type="radio"/> 2BR <input type="radio"/> 3BR <input type="radio"/> 4BR <input type="radio"/> 5BR <input type="radio"/> 6BR <input type="radio"/> 7+ <input type="radio"/> Domestic Violence: <input type="radio"/> 2BR <input type="radio"/> 3BR <input type="radio"/> 4BR <input type="radio"/> 5BR <input type="radio"/> 6BR <input type="radio"/> 7+ <input type="radio"/> Substance Abuse: <input type="radio"/> 2BR <input type="radio"/> 3BR <input type="radio"/> 4BR <input type="radio"/> 5BR <input type="radio"/> 6BR <input type="radio"/> 7+ <input type="radio"/> Veterans <input type="radio"/> 2BR <input type="radio"/> 3BR <input type="radio"/> 4BR <input type="radio"/> 5BR <input type="radio"/> 6BR <input type="radio"/> 7+ <input type="radio"/> Special Needs: <input type="radio"/> MH <input type="radio"/> HIV <input type="radio"/> DD <input type="radio"/> Other	<input type="radio"/> Pregnant / Parenting <input type="radio"/> Runaway / Castaway <input type="radio"/> Special Needs: <input type="radio"/> MH <input type="radio"/> HIV <input type="radio"/> DD <input type="radio"/> Other

Describe current living situation:

Date entered current living situation: _____

Triage for Possible Placement and Referral – with Vulnerability Index

WAITLIST PLACEMENT – ALL FIELDS ARE REQUIRED (Vulnerability Index to be completed by CSS staff)

<input type="radio"/> Head of Household's FIRST Name in the boxes below, write your <u>first</u> name <u>as it appears on your birth certificate</u>											
<input type="radio"/> Head of Household's MIDDLE Name write your <u>full</u> middle name, not just the initial											
<input type="radio"/> Head of Household's LAST Name (ex: Baez-Gonzalez)											

<input type="radio"/> Yes <input type="radio"/> No Have you ever served in the military?				<input type="radio"/> Yes <input type="radio"/> No Have you or anyone in your HH experienced DV?			
<input type="radio"/> Head of Household's SOCIAL SECURITY NUMBER				<input type="radio"/> GENDER		<input type="radio"/> Head of Household's DATE OF BIRTH	
						Month Day Year	
<input type="radio"/> - -				<input type="radio"/>		<input type="radio"/>	

ETHNICITY Also provide your race at right!				RACE: Asian , Black, White, Native American, Pacific Islander, Multi-racial Do <u>NOT</u> write Spanish, Hispanic, Latino here – and do <u>NOT</u> write your country!			
<input type="radio"/> <input type="radio"/> Hispanic <input type="radio"/> non-Hispanic				<input type="radio"/>			

<input type="radio"/> YOUR MOTHER'S MAIDEN NAME											
--	--	--	--	--	--	--	--	--	--	--	--

<input type="radio"/> YOUR HOME TELEPHONE						<input type="radio"/> SECOND TELEPHONE (if you have one)					
<input type="radio"/> - -						<input type="radio"/> - -					

<input type="radio"/> YOUR EMAIL ADDRESS											
---	--	--	--	--	--	--	--	--	--	--	--

<input type="radio"/> WHERE CAN WE REACH YOU A YEAR FROM NOW? <input type="radio"/> same address as shown on the opposite side of this page											
Answer this: Address is <input type="radio"/> a P.O. Box <input type="radio"/> a street address - include any apartment # <input type="radio"/> a "care of" address											
<input type="radio"/> If "Care of" include the care of person's name in the address line below: ex: "c/o Smith, 19 Flower St #4"											
<input type="radio"/>											
<input type="radio"/> City, State, and Zip Code:											

<input type="radio"/> SECOND CONTACT or MAILING ADDRESS <input type="radio"/> same address as above											
Answer this: Address is <input type="radio"/> a P.O. Box <input type="radio"/> a street address - include any apartment # <input type="radio"/> a "care of" address											
<input type="radio"/> If "Care of" include the care of person's name in the address line below: ex: "c/o Smith, 19 Flower St #4"											
<input type="radio"/>											
<input type="radio"/> City, State, and Zip Code:											

<input type="radio"/> TOTAL HOUSEHOLD SIZE include yourself				<input type="radio"/> # of Bedrooms		<input type="radio"/> How much money does your family receive in a year?			
<input type="radio"/> # Adults # Children Total #				<input type="radio"/> bedrooms		<input type="radio"/> \$, .0 0			

<input type="radio"/> INCOME SOURCES fill in the circles next to any income source that your household currently receives <input type="radio"/> = <input checked="" type="radio"/>											
<input type="radio"/> <input type="radio"/> Job <input type="radio"/> Pension <input type="radio"/> Unemployment <input type="radio"/> SSI <input type="radio"/> SSDI <input type="radio"/> SS Retirement <input type="radio"/> Veteran's Payments <input type="radio"/> Other <input type="radio"/> GA/TANF/TAFDC/Welfare <input type="radio"/> Disability <input type="radio"/> Worker's Comp <input type="radio"/> Child Support/Alimony <input type="radio"/> Food Stamps											

<input type="radio"/> MOBILE RENTAL ASSISTANCE Do you <u>currently</u> have rental assistance that you can use to pay rent in <u>our</u> building?											
<input type="radio"/> <input type="radio"/> I will not bring rental assistance <input type="radio"/> Section 8 voucher <input type="radio"/> MRVP <input type="radio"/> AHVP <input type="radio"/> VASH or similar <input type="radio"/> Temp. assistance _____											

<input type="radio"/> ACCOMMODATIONS – DO YOU NEED											
<input type="radio"/> <input type="radio"/> Wheelchair Access <input type="radio"/> No-Steps Unit <input type="radio"/> First-Floor Unit <input type="radio"/> Reasonable Accommodation <i>based on disability or language barrier</i>											

Triage for Possible Placement and Referral – with Vulnerability Index

CLIENT ID (FOR HOH OR UNACCOMPANIED INDIVIDUAL)

NAME, INCLUDING SUFFIX (JR, SR, III, etc.)

Full Legal First Name		N/A	Client does not know	CR	I only got a partial name, streetname, or codename	Data not collected – unacceptable answer
Full Middle Name	<input type="radio"/> Client definitely does not have a middle name!	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Last Name						
Suffix?	<input type="radio"/> Sr <input type="radio"/> Jr <input type="radio"/> II <input type="radio"/> III <input type="radio"/> IV <input type="radio"/> V <input type="radio"/> VI <input type="radio"/> VII <input type="radio"/> VIII					

MOTHER'S MAIDEN NAME (last name before she was married) _____

SOCIAL SECURITY NUMBER

--	--	--	--	--	--	--	--	--	--

DATE OF BIRTH (m/d/y)

--	--	--	--	--	--	--	--

SSN ASSESSED

<input type="radio"/> Full SSN	<input type="radio"/> Partial SSN
<input type="radio"/> Doesn't Know/Doesn't Have	<input type="radio"/> CR

DATE OF BIRTH TYPE

<input type="radio"/> Full DOB	<input type="radio"/> Partial / Approximate DOB
<input type="radio"/> CDNK	<input type="radio"/> CR)

Vulnerability Index (VI)

OPTIONAL:

--

Telephone Number _____

____nd ____.

IDENTITY WAS VERIFIED

<input type="radio"/> Yes
<input type="radio"/> No

HoH SIGNED A RELEASE of INFORMATION

<input type="radio"/> Yes
<input type="radio"/> No

STATE-ASSIGNED ID FOR BENEFITS OR HEAD OF HOUSEHOLD'S ALIEN REGISTRATION # (if applicable)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

GENDER

<input type="radio"/> Male	<input type="radio"/> Female	<input type="radio"/> Other
<input type="radio"/> Transgendered M to F	<input type="radio"/> Transgendered F to M	<input type="radio"/> CDKN <input type="radio"/> CR

ETHNICITY *

<input type="radio"/> Hispanic / Latino
<input type="radio"/> Non-Hispanic / Non-Latino
<input type="radio"/> CDNK
<input type="radio"/> CR

RACE(s) you may select two races if client is multi-racial

<input type="radio"/> American Indian or Alaskan Native	<input type="radio"/> White
<input type="radio"/> Asian	<input type="radio"/> CDNK
<input type="radio"/> Black / African American	<input type="radio"/> CR
<input type="radio"/> Native/Hawaiian or Other Pac Islander	

*Hispanic = " Spanish, Cuban, Mexican, Puerto Rican, South or Central American, Other Spanish culture of origin."

LONG TERM CONTACT ADDRESS AND PHONE IF CLIENT IS TO APPLY FOR ES, TH, OR SUBSIDIZED/AFFORDABLE HOUSING – client may be placed on a waitlist, so will need to be contacted in future.

Street and Apt # or PO Box					
City		State		Zip 9 digit preferred	-
Move In Date		Move Out Date			

Total household size, including HoH		Annual income		Income sources	
-------------------------------------	--	---------------	--	----------------	--

Triage with Vulnerability Score and Waitlist Placement

Have you ever served in the Military?

- ☐ Yes
☐ No

- ☐ CDNK
☐ CR

TYPE OF DISCHARGE

- ☐ Did Not Ask ☐ General ☐ Medical ☐ Other
☐ Honorable ☐ Dishonorable ☐ Bad conduct

IF YOU ARE NOT A VETERAN, ARE YOU:

THE SPOUSE or PARTNER (PRESENT OR FORMER) OF A VETERAN?

- ☐ The spouse or partner (present or former) of a veteran?

THE CHILD OF A VETERAN?

- ☐ The child of a veteran?

HoH HAS HEALTH CONDITIONS LASTING > WEEK?

- ☐ Yes ☐ No ☐ CDNK ☐ CR

SPECIFY THE DISABILITIES (You will list them again on a later page – i.e. you'll be asking the client twice):

- ☐ Substance Use: Alcohol only ☐ Substance use: Drugs only ☐ Substance Use: **Both Alcohol and Drug**
☐ Developmental Disability
☐ HIV/AIDS
☐ Mental Health Issues ☐ Physical Disability
☐ Other Chronic Health Condition _____
(ex: diabetes, high blood pressure, Hep C, Alzheimer's, COPD)

CHRON HOMELESS: DOES ANY ADULT IN THIS HOUSEHOLD HAVE A DISABILITY AND HAS BEEN 1. HOMELESS 4 TIMES IN THE PAST 3 YEARS OR ELSE 2. CONTINUOUSLY HOMELESS FOR 1 YEAR OR MORE?

- ☐ Yes ☐ No ☐ CDNK ☐ CR

If you have answered "Yes" to the last two questions, this client/household is **CHRONICALLY HOMELESS**.

RECORD OF PAST ENTRIES

- | | | | |
|-----------------------|-------|-----------------------|-------|
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |

RECORD OF PAST ENTRIES

- | | | | |
|-----------------------|-------|-----------------------|-------|
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |
| <input type="radio"/> | _____ | <input type="radio"/> | _____ |

OTHER ASSISTANCE PROVIDED?

- ☐ RAFT
☐ HOMEBASE
☐ SPECIFY: _____

TYPE OF ROOM DESIRED:

- ☐ _____
☐ _____

HOUSING STATUS AT ENTRY (if you do not provide housing for this family, what would the client's status be?)

- | | |
|---|--|
| <input type="radio"/> Category 1: Homeless | <input type="radio"/> At-Risk of Homelessness – Homeless Prevention Programs only |
| <input type="radio"/> Category 2: Housing Loss in 14 Days (at imminent risk) | <input type="radio"/> Stably Housed |
| <input type="radio"/> Category 3: Homeless only under other federal statutes | <input type="radio"/> CDNK (will not be eligible for Rapid Re-Housing or Homeless Prevention) |
| <input type="radio"/> Category 4: Fleeing domestic violence | <input type="radio"/> CR (will not be eligible for Rapid Re-Housing or Homeless Prevention) |

RELEASE FROM INSTITUTION? ☐ not applicable (not institutionalized)

- ☐ will be homelessness if released from current institutional stay (prison, hospital, foster home, group home, etc.)
☐ will be at risk of homelessness if released from current institutional stay (prison, hospital, foster home, group home, etc.)

BASIC TRIAGE QUESTIONS

Where did you stay last night?	Based on Response:
<input type="checkbox"/> With a friend/family member/other doubled up situation	<i>skip to</i> Homeless or Imminent Risk, including RRH
<input type="checkbox"/> A hospital <input type="checkbox"/> Jail/prison <input type="checkbox"/> Juvenile detention facility <input type="checkbox"/> In a foster care/group home <input type="checkbox"/> In a substance abuse treatment facility <input type="checkbox"/> In housing rented by client <input type="checkbox"/> In a hotel/motel	<i>skip to</i> Homeless or Imminent Risk, including RRH
<input type="checkbox"/> In housing owned by client but am at risk or imminent risk	<i>skip to</i> Homeless or Imminent Risk, including RRH or Homeless Prevention or consider Foreclosure Prevention Resources
What brought on your housing crisis? <input type="checkbox"/> Problems with landlord <i>If yes, ask what specific issues are. Interpersonal? Disputes about the unit? Problems being caused by the tenant? Not paying rent? Make a note of the answer. Use this answer to determine what kind of mediation or conflict resolution is necessary.</i>	<i>skip to</i> Homeless or Imminent Risk, including RRH or Homeless Prevention or consider Foreclosure Prevention Resources
<input type="checkbox"/> Have rental arrears <input type="checkbox"/> Have utility arrears <i>If yes, list amount owed: \$_____.</i>	<i>skip to</i> Homeless Prevention
<input type="checkbox"/> Other _____ <i>Ask household to describe "other."</i>	<i>skip to</i> Homeless or Imminent Risk, including RRH or Homeless Prevention or consider Foreclosure Prevention Resources
<input type="checkbox"/> Unable to pay rent for foreseeable future at current location	<i>skip to</i> Referral Decision
<input type="checkbox"/> Experiencing high overcrowding <i>If yes, determine extent of overcrowding in the unit. If situation seems untenable, skip to Diversion Questions.</i>	
<input type="checkbox"/> Violence or abuse occurring in the family's household <i>If the household is in immediate danger, refer them to law enforcement and/or the appropriate domestic violence provider.</i>	
<input type="checkbox"/> Other _____	
<input type="checkbox"/> Yes <input type="checkbox"/> No Based on above info, is client/household homeless (living on the street, staying in an emergency shelter or transitional housing program, fleeing domestic violence) or at-risk of homelessness? <input type="checkbox"/> In a car, on the street, or in another place not meant for human habitation <input type="checkbox"/> In other housing (explain) _____	<i>If Yes, skip to Homeless or Imminent Risk section on next page.</i> <i>If the household is <u>not</u> homeless and not at-risk, refer to other mainstream resources.</i>

Triage for Possible Placement and Referral – with Vulnerability Index

HOMELESS OR IMMINENT RISK CLIENTS, including RRH

What brought on your housing crisis? <input type="checkbox"/> Victim of foreclosure on rental property <input type="checkbox"/> Living in housing that has been condemned <input type="checkbox"/> Unable to pay rent <input type="checkbox"/> Experiencing high overcrowding that can't last. <input type="checkbox"/> Recently evicted or in the process of being evicted from a private dwelling or housing provided by family or friends	
<input type="checkbox"/> Yes <input type="checkbox"/> No Are you safe in your current living situation?	<i>If no, but household is safe and otherwise eligible for diversion, divert them to RRH or location other than where they are currently staying and make sure that it is somewhere where the household feels safe. Skip to Concluding Questions.</i> If household is unsafe, refer to DV program, safe friend or family housing, or RRH.

HOMELESS PREVENTION

What brought on your housing crisis? <input type="checkbox"/> Victim of foreclosure on rental property <input type="checkbox"/> Living in housing that has been condemned <input type="checkbox"/> Unable to pay rent <input type="checkbox"/> Experiencing high overcrowding that can't last.	
<input type="checkbox"/> Yes <input type="checkbox"/> No Are you safe in your current living situation?	<i>If no, but household is safe and otherwise eligible for diversion, divert them to a location other than where they are currently staying and make sure that it is somewhere where the household feels safe. Alternately, refer to Concluding Questions.</i> If household is unsafe, refer to DV program, safe friend or family housing, or RRH.
<input type="checkbox"/> Yes <input type="checkbox"/> No Is there anyone else you and your family could stay with for at least the next three (3) to seven (7) days if you were able to receive case management services/transportation assistance/limited financial support? <i>Help family think through potential places – with family, friends, co-workers. Have them identify what barriers they think exist to staying in a certain location and how they might be overcome.</i>	<i>If answer to this question is YES, household qualifies for diversion assistance. Skip to Concluding Questions.</i> <i>If answer to this question is NO and shelter diversion has therefore been ruled out, go to Prevention Questions.</i>
<input type="checkbox"/> Yes <input type="checkbox"/> No Are you safe in your current living situation?	If no, admit or refer to emergency shelter.
<input type="checkbox"/> Yes <input type="checkbox"/> No Do you believe you will become homeless within the next seven (7) days?	
<input type="checkbox"/> Yes <input type="checkbox"/> No Have you ever been to a shelter or another homeless assistance program before? If you answered yes to the previous question, what was the name of the program? _____ When were you last there? Mm/dd/yyyy ____/____/____	
<input type="checkbox"/> Yes <input type="checkbox"/> No Household income is at or below 30 percent of AMI	
<input type="checkbox"/> Yes <input type="checkbox"/> No Has household experienced homelessness in the last 12 months?	

Triage for Possible Placement and Referral – with Vulnerability Index

NEWEST VERSION OF THE SPDAT (SERVICE PRIORITIZATION DECISION ASSESSMENT TOOL WILL BE USED TO DETERMINE PRIORITY ON THE COORDINATED ENTRY WAITLIST

REFERRAL DECISION

<p><input type="checkbox"/> Yes <input type="checkbox"/> No Does client qualify for RRH "Diversion" assistance?</p> <p>If so, what kind of assistance do they need initially to be successfully diverted?</p> <p><input type="checkbox"/> Landlord mediation</p> <p><input type="checkbox"/> Conflict resolution with potential roommate</p> <p><input type="checkbox"/> Rental assistance -recommended amount \$ _____ .00</p> <p><input type="checkbox"/> Utility assistance -recommended amount \$ _____ .00</p> <p><input type="checkbox"/> Other financial assistance -recommended amount \$ _____ .00</p> <p><input type="checkbox"/> Other assistance Define: _____</p>	<p><i>If no, attempt to make appropriate referrals to other available community/mainstream resources.</i></p> <p><i>If yes, refer to ESG ES, TH, RRH, and Housing Search Advocates.</i></p>
<p><input type="checkbox"/> Yes <input type="checkbox"/> No Does client qualify for Homeless prevention assistance?</p> <p>If so, what kind of assistance do they need initially to be successfully rescued at current housing location?</p> <p><input type="checkbox"/> Landlord mediation</p> <p><input type="checkbox"/> Conflict resolution with potential roommate</p> <p><input type="checkbox"/> Rental assistance -recommended amount \$ _____ .00</p> <p><input type="checkbox"/> Utility assistance -recommended amount \$ _____ .00</p> <p><input type="checkbox"/> Other financial assistance -recommended amount \$ _____ .00</p> <p><input type="checkbox"/> Other assistance (Define: _____)</p>	<p><i>If no, attempt to make appropriate referrals to other available community/mainstream resources.</i></p> <p><i>If yes, refer to ESG HP and Housing Search Advocates.</i></p>
<p><input type="checkbox"/> Yes <input type="checkbox"/> No Does client qualify for Housing Search Assistance only?</p>	<p><i>Refer to SSO agencies or www.housingworks.net</i></p>
<p>Does client/hh qualify for:</p> <p><input type="checkbox"/> Emergency Shelter? <input type="checkbox"/> TH?</p> <p><input type="checkbox"/> Dom Violence Shelter? <input type="checkbox"/> PSH?</p>	<p><i>Consult Bed Register and refer to agency or send form to be added to that programs waitlist</i></p>

If client returns in 30 days, pull this form from the files and complete the Follow-Up on the next pages.

FOLLOW-UP FORM

1. Was the household diverted from entering shelter? (If no, skip to question two).

☐ Yes ☐ No

If yes, to where:

☐ Friend's house

☐ Family member's housing

☐ Previous housing

☐ Other (please describe): _____

How long were they in this housing? Number of days: _____

2. Did the household receive prevention assistance?

☐ Yes ☐ No

What type?

☐ Utility assistance in the amount of \$ _____

☐ Rental assistance in the amount of \$ _____

☐ Security deposit in the amount of \$ _____

☐ Moving costs in the amount of \$ _____

☐ Other \$ _____

After 30 Days...

1. Did they find permanent housing?

☐ Yes ☐ No

After 90 Days...

1. Have they come back to shelter/the homeless assistance system since being diverted?

☐ Yes ☐ No

2. Are there whereabouts known?

☐ Yes ☐ No

3. If they are known, where do they live currently?

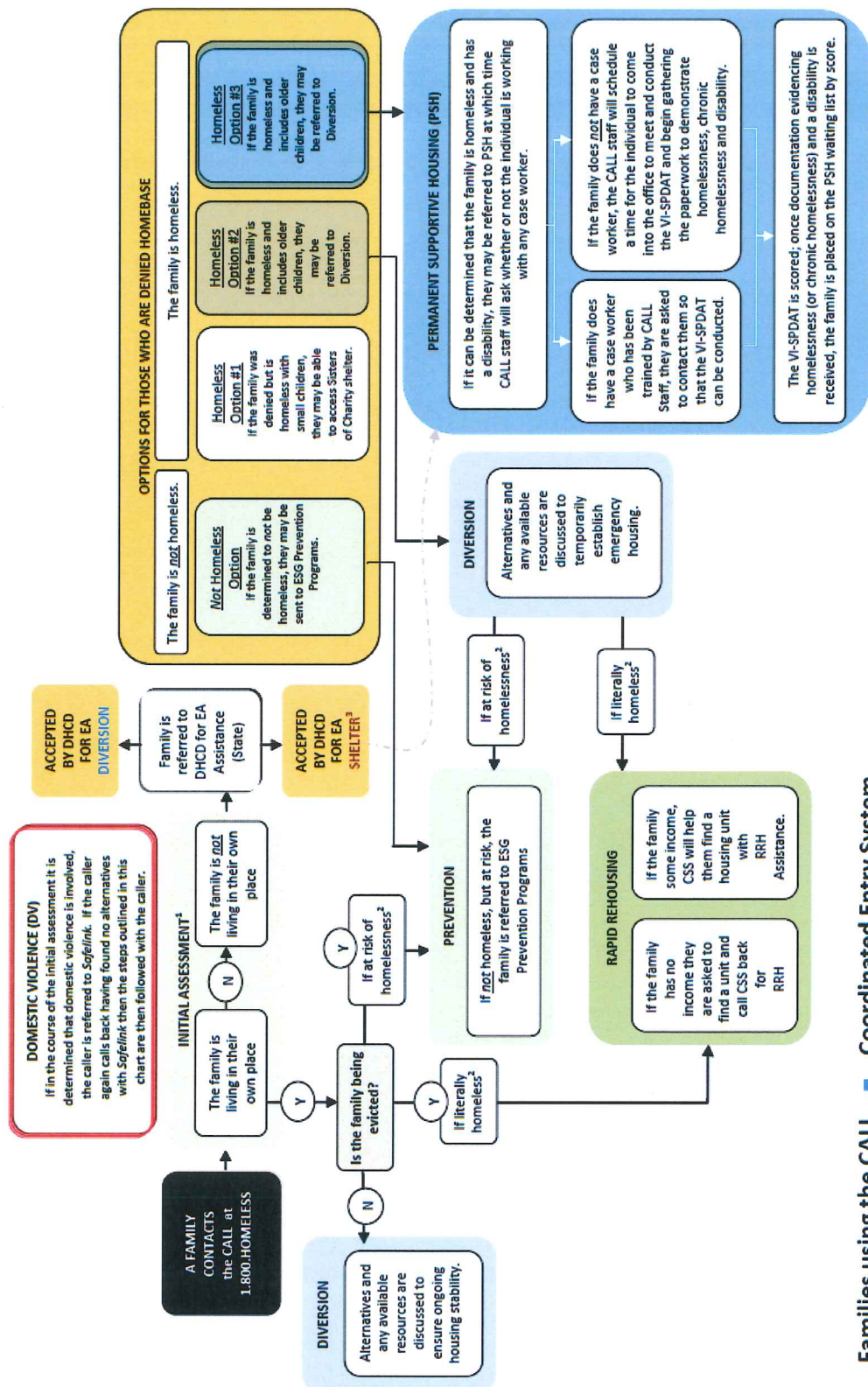
☐ Remained in initial housing

☐ Relocated to different permanent housing unit

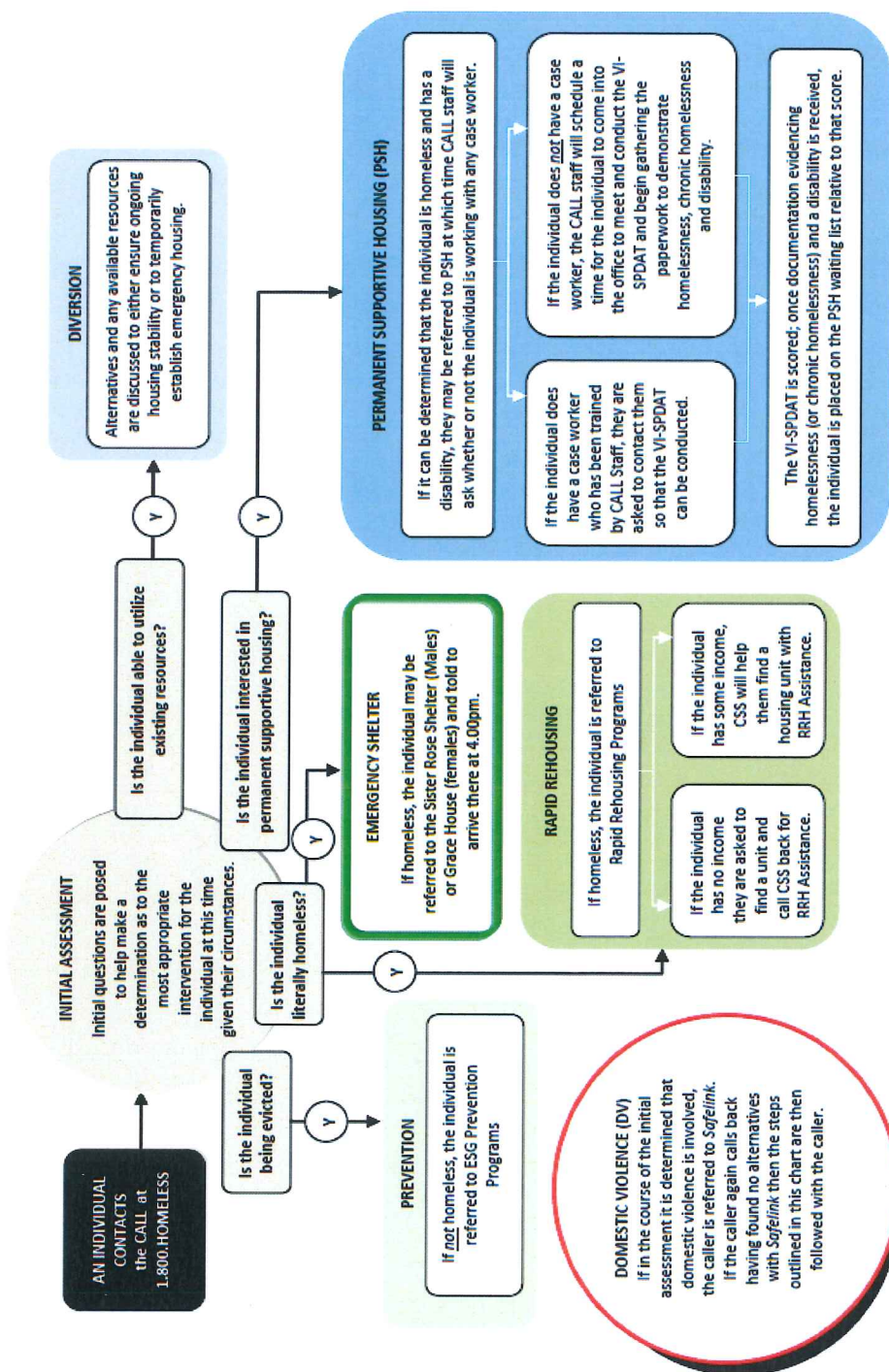
☐ In homeless assistance system

4. Number of Days If they "remained in initial housing" or "relocated to different permanent housing unit," how long have they been there?

THE CALL :: Operational Standards February 2018



Appendix H Flow Chart for Individuals Seeking Shelter



Individuals using the CALL ■ Coordinated Entry System

NOTE:

The terms "homeless" and "literally homeless" shall be in accordance with the U.S. Department of Housing & Urban Development's definitions.

Appendix I Daily Bed Count Form



Bed Status Reporting Form

- Submit via *✓* fax to: 508-675-2224 *✓* email to: thecall@cssdioc.org
- ES Programs must report daily between 8:30 AM and 9:30 AM
ES Programs must also report by 4:00 PM if any vacancies remain after 3:30 PM.
- TH and PSH Programs must report ASAP if a vacancy occurs or is about to occur.

This report is for the . . .

. . . night of: *mm/dd/yyyy*

. . . day of the week:

. . . agency:

. . . project:

. . . city:

This program serves:
Check one box

- {

☐
☐
☐
☐
☐

Unaccompanied Individuals and Families
 Unaccompanied Individuals and Families and Teen Parents
 Unaccompanied Adult Individuals Only
 Unaccompanied Teens Only
 Teens Parents with Children

Any Vacant Beds?

☐ **Yes** *(explain below)*
☐ **No** *(if "No", save and print/fax or email)*

A. Unaccompanied
Individuals

___ # of empty top bunks (*any weight*) ___ # male beds ___ # female beds
 ___ # of empty top bunks (*persons weighing less than 150 lbs*) ___ # male beds ___ # female beds
 ___ # of empty lower bunks, mattresses, or pads (*any weight*) ___ # male beds ___ # female beds

B. Beds/Rooms for
Families

___ # of empty top bunks ☐ *check if bunks are restricted to persons weighing less than 150 lbs.)*
 ___ # of empty lower bunks, mattresses, or pads (*any weight*)
 ___ # of empty cribs

C. Beds/Rooms for
Teens/T
Parents

___ # of empty top bunks (*persons weighing less than 150 lbs*)

Appendix J Bed Reporting Form for Transitional Programs and Permanent Supportive Housing Programs



OPEN BED REPORTING FORM PSH AND THP PROGRAMS

DAY BED WILL BE AVAILABLE

NAME OF PROGRAM

**CONTACT PERSON NAME
PHONE AND EMAIL**

TYPE OF PROGRAM:

☐ TRANSITIONAL HOUSING FOR MEN

☐ TRANSITIONAL HOUSING FOR WOMEN

☐ TRANSITIONAL HOUSING FOR FAMILIES

OF BEDROOMS IF FAMILIES

☐ PERMANENT SUPPORTIVE HOUSING FOR MEN

☐ PERMANENT SUPPORTIVE HOUSING FOR WOMEN

☐ PERMANENT SUPPORTIVE HOUSING FOR FAMILIES

OF BEDROOMS IF FAMILIES

Date of request from agency	Date of referral from THE CALL	Control # of Referral	Initials of Referral	Date accepted for initial interview or rejected	Reason if rejected

*Please complete date of request column when submitting referral

*Form and referrals will be returned to you by THE CALL within 48 business hours

*Please resubmit form with result of referrals in order to receive additional referrals from THE CALL

*Please submit one form for EACH opening even if within the same program



Appendix K Verification of Disability Form

VERIFICATION OF DISABILITY

U.S. Department of Housing
and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0204

THE CALL
COORDINATED ACCESS TO LOCAL LINKS
(A PROGRAM OF CATHOLIC SOCIAL SERVICES)
SERVING 3 CONTINUUMS OF CARE WITHIN BRISTOL COUNTY MA

PERMANENT SUPPORTIVE HOUSING PROGRAM-VERIFICATION OF DISABILITY

DATE: _____

TREATING SOURCE: _____

FROM: _____

SUBJECT: VERIFICATION OF DISABILITY

NAME: _____

ADDRESS: _____

This person has applied for housing assistance under a program of the U.S. Department of Housing and Urban Development (HUD). HUD requires the housing owner to verify all information that is used in determining this person's eligibility or level of benefits.

We ask your cooperation in providing the following information and returning it to the person listed at the top of the page. Your prompt return of this information will help to ensure timely processing of the application for assistance. The applicant/tenant has consented to this release of information as shown below.

RELEASE: I hereby authorize the release of the requested information. Information obtained under this consent is limited to information that is no older than 12 months.

Signature

Date

Note to Applicant/Tenant: You do not have to sign this form if either the requesting organization or the organization supplying the information is left blank.

This form is valid for one year from the date of signature. You have the right to revoke this authorization at any time by notifying your case manager in writing.

Page 1 of 3



REVISED 4/25/16

The CALL (Coordinated Entry to Local Links) **THE CALL**
THE CALL is made up of the 3 Continuums of Care in Bristol County MA

INFORMATION BEING REQUESTEDFor each numbered item below, mark an "X" in the applicable box that accurately describes the person listed above.

1. ☐ YES ☐ NO Has a physical, mental, or emotional impairment that is expected to be of long-continued and indefinite duration, substantially impedes his or her ability to live independently, and is of a nature that such ability could be improved by more suitable housing conditions.
2. ☐ YES ☐ NO Is a person with a developmental disability, as defined in Section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001(8)), i.e., a person with a severe chronic disability that:
- a. Is attributable to a mental or physical impairment or combination of mental and physical impairments;
 - b. Is manifested before the person attains age 22;
 - c. Is likely to continue indefinitely;
 - d. Results in substantial functional limitation in three or more of the following areas of major life activity;
 - (1) Self-care,
 - (2) Receptive and expressive language,
 - (3) Learning,
 - (4) Mobility,
 - (5) Self-direction,
 - (6) Capacity for independent living, and
 - (7) Economic self-sufficiency; and
 - e. Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services that are of lifelong or extended duration and are individually planned and coordinated.
3. ☐ YES ☐ NO Is a person with a chronic mental illness, i.e., he or she has a severe and persistent mental or emotional impairment that seriously limits his or her ability to live independently, and whose impairment could be improved by more suitable housing conditions.
4. ☐ YES ☐ NO Is a person whose sole impairment is alcoholism or drug addiction.

Page 2 of 3



The CALL (Coordinated Entry to Local Links)
THE CALL is made up of the 3 Continuums of Care in Bristol County MA

REVISED 4/25/16

VERIFICATION OF DISABILITY

U.S. Department of Housing
and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0204

NAME AND TITLE OF PERSON
SUPPLYING THE INFORMATION

FIRM/ORGANIZATION

Address: _____

SIGNATURE

DATE

Public reporting burden for this collection is estimated to average 12 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This information is required to obtain benefits and is voluntary. HUD may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number. Owners/management agents must obtain third party verification that a disabled individual meets the definition for persons with disabilities for the program governing the housing where the individual is applying to live. The definitions for persons with disabilities for programs covered under the United States Housing Act of 1937 are in 24 CFR 403 and for the Section 202 and Section 811 Supportive Housing for the Elderly and Persons with Disabilities in 24 CFR 891.305 and 891.505. No assurance of confidentiality is provided. The Department of Housing and Urban Development (HUD) is authorized to collect this information by the U.S. Housing Act of 1937, as amended (42 U.S.C. 1437 et. seq.); the Housing and Urban-Rural Recovery Act of 1983 (P.L.98-181); the Housing and Community Development Technical Amendments of 1984 (P.L. 98-479); and by the Housing and Community Development Act of 1987 (42 U.S.C. 3543).

PENALTIES FOR MISUSING THIS CONSENT:

Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government; HUD and any owner (or any employee of HUD or the owner) may be subject to penalties for unauthorized disclosures or improper uses of information collected based on the consent form. Use of the information collected based on this verification form is restricted to the purposes cited above. Any person who knowingly or willingly requests, obtains, or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages and seek other relief, as may be appropriate, against the officer or employee of HUD or the owner responsible for the unauthorized disclosure or improper use. Penalty provisions for misusing the social security numbers are contained in the Social Security Act at 208 (a) (6), (7) and (8). Violations of these provisions are cited as violations of 42 USC 408 (a) (6), (7) and (8).

Page 3 of 3

REVISED 4/25/16

The CALL (Coordinated Entry to Local Links)  THE CALL
THE CALL is made up of the 3 Continuums of Care in Bristol County MA

Appendix L Chronically Homelessness Third Party Verification

Chronically Homeless Third Party Verification CERTIFICATION

(1) A "homeless individual with a disability" that lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and has been homeless continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions total at least 12 months."

(2) "An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria noted above.

* Occasions separated by a break of at least 7 nights &

* Stays in institution of fewer than 90 days DO NOT constitute a break in homelessness

I certify that _____ stayed at _____
(Client's Name) (Facility/ Program Name)

for the following period of time:

(1) between: ____/____/____ and : ____/____/____

(2) between: ____/____/____ and : ____/____/____

(3) between: ____/____/____ and : ____/____/____

(4) between: ____/____/____ and : ____/____/____

Additional detail about the client's episodes of homelessness may be written below.

Before coming to this facility, the homeless person resided at:

This facility is classified as one of the following types of facilities/ programs:

- ☐ Emergency Shelter
- ☐ Transitional Housing
- ☐ Permanent Housing
- ☐ Medical Institution

- ☐ Mental Health Facility
- ☐ Correctional Facility
- ☐ Substance Abuse Facility
- ☐ Other: _____

Signature: _____
(Signature of Facility Staff)

Date: _____

Title: _____

Phone: _____

REVISED 4/26/16


The CALL (Coordinated Entry to Local Links) **THE CALL**
THE CALL is made up of the 3 Continuums of Care in Bristol County MA

Appendix M Proof of Homelessness Form

THE CALL
COORDINATED ACCESS TO LOCAL LINKS
(A PROGRAM OF CATHOLIC SOCIAL SERVICES)
SERVING 3 CONTINUUMS OF CARE WITHIN BRISTOL COUNTY MA

VERIFICATION OF HOMELESSNESS

Date: _____

Client/Participant/Guest Name: _____

Control Number for THE CALL (if known) _____

The above referenced person or family has been under the care of this facility from

_____ to _____

This person has completed a comprehensive housing search and no subsequent residence has been identified and the client lacks resources and support networks needed to obtain housing. The resident is being referred to your agency's housing program.

The person was homeless prior to entering this facility as evidenced below:

_____ Residing in a place not meant for human habitation

_____ Residing in an emergency shelter, transitional housing, or exiting an institution where they were placed for less than 90 days

_____ Fled domestic violence

Signature of referral Source


Title of Referral Source

Agency

Contact Phone Number

Date

REVISED 4/25/16


The CALL (Coordinated Entry to Local Links), **THE CALL**
THE CALL is made up of the 3 Continuums of Care in
Bristol County MA

Appendix N Authorization of Release of Information Form



AUTHORIZATION FOR RELEASE OF INFORMATION

HOW YOUR INFORMATION IS PROTECTED

Any information collected about you in electronic format is not accessible to anyone but your authorized advocate(s), THE CALL [Coordinated Access to Local Links], and eventually to the eligible receiving agency for housing placement.

- We do collect/store anonymous aggregate information for policy purposes but identifying information about you is never released.
- We don't store SSNs and names online; we comply with the tightest possible laws governing your personal information.
- We are "tighter than most banks".

YOUR ADVOCATE/S NEED YOUR PERMISSION TO SEND THE COMPLETED REFERRAL/APPLICATIONS

I, _____, understand it is my sole responsibility to update my advocate of any change in my information, specifically telephone number and address, as soon as change occurs. I understand that my advocate intends to use the HousingWorks/SimTech system to input and apply for housing. My housing information will be stored electronically and used to search for housing options. I further authorize my advocate to release my demographics and Vulnerability Index Score to the Coordinated Access Local Links otherwise known as "THE CALL". A second possibility is that my advocate can update waitlists I am on with any crucial changes in my application profile. Finally, I understand that if I authorize any other _____ in information, and _____ing advocates from _____ates have updated have permission to talk with _____ my records, if I wish; this is _____ my information and when.

My advocate should explain to me what kinds of agencies they generally contact in order to perform housing advocacy:

Restrictions on the use of information. (Please check one):

- ☐ This release lets my advocate request, or provides information from/to all relevant agencies for purposes of my housing search.
- ☐ This release specifies the only agencies [below], that my advocate can contact.

My signature below acknowledges my understanding, authorization and consent for the following:

1. This Authorization for Release of information form is valid until it is revoked in writing by the applicant;
2. This authorization is subject to my revocation at any time, except for information already released;
3. This authorization covers the release of that information specified in the previous section and the information to be compiled during the course of client's involvement with the agency or program;
4. I understand that I have a right to receive a copy of this authorization form as well as the Revocation of Authorization form.
5. I understand that by signing this release I authorize this agency's auditors and HousingWorks/Simtech support staff to view information contained in my file (for audit purposes only);
6. A copy of this form is as valid as the original;
7. My advocate cannot withdraw any of my applications without documented attempts to contact me. It is my responsibility to stay in touch with the agency unless I revoke their authorization by completing a Revocation of Authorization form.

Client/Parent/Guardian Signature

Date: ____/____/____

How client was informed of the above information (Please check one):

- ☐ Client read and signed this form
- ☐ Verbal explanation of this form was provided point by point by advocate
- ☐ An interpreter was provided

Printed Name of the Advocate I am authorizing

Signature of the Advocate I am authorizing

Date: ____/____/____

1/27/2016

THE CALL 1-800-HOMELESS
A program of Catholic Social Services
1600 Bay Street P.O. Box M-So Station
Fall River, MA 02724
Ph: 508.674-4681 ■ Fx: 508-675-2224

CSS
Catholic Social Services
Diocese of Fall River

Appendix O Revocation of Authorization Form



REVOCATION OF AUTHORIZATION

HOW YOU CAN STOP AN ADVOCATE FROM WORKING ON YOUR BEHALF

WRITTEN REVOCATION: I hereby revoke all authorization for the releases specified on the Authorization for Release of Information form that I previously signed.

Signature of Client/Parent/Guardian

Date: ____/____/____

ORAL REVOCATION: Client/Parent/Guardian revoked all authorizations for the above specified client.

Signature of Advocate

Date: ____/____/____

WHAT AUTHORIZATION(S) IS REVOKED? ☐ Ability to sign applications ☐ Permission to advocate for me in any way.

THE CALL 1-800-HOMELESS
A program of Catholic Social Services
1600 Bay Street P.O. Box M-So Station
Fall River, MA 02724
Ph: 508.674-4681 ■ Fx: 508-675-2224



REVOCATION OF AUTHORIZATION

HOW YOU CAN STOP AN ADVOCATE FROM WORKING ON YOUR BEHALF

WRITTEN REVOCATION: I hereby revoke all authorization for the releases specified on the Authorization for Release of Information form that I previously signed.

Signature of Client/Parent/Guardian

Date: ____/____/____

ORAL REVOCATION: Client/Parent/Guardian revoked all authorizations for the above specified client.

Signature of Advocate

Date: ____/____/____

WHAT AUTHORIZATION(S) IS REVOKED? ☐ Ability to sign applications ☐ Permission to advocate for me in any way.

THE CALL 1-800-HOMELESS
A program of Catholic Social Services
1600 Bay Street P.O. Box M-So Station
Fall River, MA 02724
Ph: 508.674-4681 ■ Fx: 508-675-2224



1/27/2016

Appendix P Disability Accommodation Form



Disability Accommodation

A Disability Accommodation Request is used to place a household on the Prioritized By-Name List that was unable to participate in the HMIS Client Consent Form and VI-SPDAT due to a disability. This accommodation should be used sparingly and must include evidence that at least three documented attempts have been made to complete the triage tool with the household. Please fill out this form entirely.

Person completing Assessment/Agency	
Client Unique Identifier/Name	

How many attempts have been made to offer this individual an assessment? When did these attempts occur?

--

What are the barriers or disabilities this individual is experiencing?

--

Why does the individual need the accommodation?

--

I certify that the information I have provided is accurate to the best of my knowledge.

Assessor Signature	Date
Print Name	Title
Phone Number	Email

Appendix Q Grievance Form for New Bedford



CALL Grievance Form

Name:	
Date:	
Contact Information:	
Best Time/ Way to Reach You:	
Explanation of your concern/ grievance:	
Action you believe would solve the problem:	

Signature: _____ Date: _____

Please return signed form to:

**CALL Grievance
Department of Planning, Housing & Community Development
2nd floor 608 Pleasant Street
New Bedford, MA 02740**

*The Department of Planning, Housing & Community Development
will respond to your grievance in writing within ten (10) business days.*

Appendix Q Grievance Form for Fall River



CALL Grievance Form

Name:	
Date:	
Contact Information:	
Best Time/ Way to Reach You:	
Explanation of your concern/ grievance:	
Action you believe would solve the problem:	

Signature: _____ Date: _____

Please return signed form to:

**CALL Grievance
Community Development Agency
1 Government Agency
Fall River, MA 02722**

*The Community Development Agency
will respond to your grievance in writing within ten (10) business days.*

Appendix Q Grievance Form for GBCATCH



CALL Grievance Form

Name:	
Date:	
Contact Information:	
Best Time/ Way to Reach You:	
Explanation of your concern/ grievance:	
Action you believe would solve the problem:	

Signature: _____ Date: _____

Please return signed form to:

**CALL Grievance
Community Counseling of Bristol County
1 Washington Street
Taunton, MA 02780**

*Greater Bristol County Attleboro/Taunton Committee to end Homelessness
will respond to your grievance in writing within ten (10) business days.*

Refinancing Guidelines

Under certain circumstances HOME allows the use of HOME funds for refinancing. However, the HUD regulations, at 24 CFR 92.206(b), require that "Refinancing Guidelines" be included in the local participating jurisdiction's Consolidated Plan. Subject to certain HUD requirements, the local participating jurisdiction designs its own "Refinancing Guidelines", and includes these guidelines in the Consolidated Plan for public input and HUD review/approval. The HOME regulations, at 24 CFR 92.206(b), allow HOME funds to pay "the cost to refinance existing debt secured by housing that is being rehabilitated with HOME funds:

1. For single family (1 to 4 family) owner-occupied housing when lending HOME funds to rehabilitate the housing, if the refinancing is necessary to reduce the overall housing costs to the borrower and make the housing more affordable; or
2. For multifamily projects, when lending HOME funds to rehabilitate the units if refinancing is necessary to permit or continue affordability under 24 CFR 92.252. The Participating Jurisdiction must establish refinancing guidelines and state them in its consolidated plan."

The proposed "Refinancing Guidelines" below describe the conditions under which the City of Fall River, through CDA, will use HOME funds in any project proposing to refinance existing debt on a multifamily housing property.

HOME funds may not be used to refinance properties that previously received HOME funding. This is a HOME regulations requirement. It is stated, at 92 CFR 92.214(a)(7), that HOME funds may not be used to provide HOME assistance (beyond one year after project completion) to a project previously assisted with HOME funds during the period of affordability established in the original written agreement.

Use of HOME funds for refinancing will only be allowed in multifamily projects, which are proposed to be rehabilitated with HOME funds. This is a HOME regulations requirement. It is stated, at 24 CFR 92.206(b), that HOME funds may be used to pay "the cost to refinance existing debt secured by housing that is being rehabilitated with HOME funds.

Use of HOME funds cannot be used to refinance single family or multifamily housing loans made or insured by any Federal program, including the CDBG program.

The refinancing must be necessary to permit or continue affordability under HOME regulations at 24 CFR 92.252 ("Qualification As Affordable Housing: Rental Housing"). The purpose of the refinancing must be to maintain current affordability and/or create additional affordable units. This is a HOME regulations requirement at 24 CFR 92.206(b)(2).

The new investment of HOME funds for refinancing can be made either to maintain current affordable units, or to create additional affordable units. Levels of affordability will be, at a minimum, those required by the HOME Program regulations. This guideline is a HOME regulations requirement, at 24 CFR 92.206(b)(2)(iii): the Guidelines must "state whether the

new investment is being made to maintain current affordable units, create additional affordable units, or both."

For example an increased affordability level may be achieved:

1. by lowering the existing rent;
2. by increasing the number of affordable units;
3. by extending the term of existing affordability restrictions; or
4. by a combination thereof.

The level of additional affordability (if any) will be determined in the context of overall financial feasibility of each financing.

Regardless of the amount of HOME funds invested, the minimum affordability period shall be at least 15 years. This is a HOME regulations requirement at 24 CFR 92.206(b)(2) and by 24 CFR 92.206(b)(2)(iv), (HOME normally requires minimum affordability periods: under \$15,000/unit = 5 years; \$15,000-\$40,000/unit = 10 years; over \$40,000/unit = 15 years; new construction = 20 years).

The investment of HOME funds for refinancing will be allowed jurisdiction-wide. Eligible properties must be located in the City of Fall River. This is a HOME regulations requirement at 24 CFR 92.206(b)(2)(v), which requires the guidelines to specify whether the investment of HOME funds for refinancing will be jurisdiction-wide or limited to a specific geographic area, such as a neighborhood identified in a neighborhood revitalization strategy.

CD HOME Program Specific Requirements

Eligible Applicant Description:

Homeowner or Investor Rehabilitation Applicants

- Owner-occupants must be low-income (80% of area median income)
- Must demonstrate strong financial capacity
- Must be credit worthy and gainfully employed
- Must have sufficient capital
- Must not have a mortgage
- Credit Score must be a minimum of 650
- Debt to income ratio must not exceed 45%

First-time Homebuyer Applicants

- Must be a first-time homebuyer
- Must be income eligible
- Must be gainfully employed and credit worthy
- Credit Score must be a minimum of 650
- Debt to income ratio must not exceed 45%
- Borrower must have at least \$3,000 in the bank
- GAP analysis must be neutral
- 1.5% of the purchase price for down payment
- Must complete a first-time homebuyer workshop

Process for soliciting and funding applications or proposals:

The soliciting and funding of applications are done on a first-come first-serve basis. If there is not enough HOME funds to fund applications, applicants are put on a waiting list until funds become available. Applications that meet the priorities and help the City attain its goals as contained in the Five Year Consolidated Plan take priority over other applications.

Location of where detailed information may be obtained:

Detailed information about all of the City's grant programs can be obtain physically from the CDA offices located at One Government Center, Room 414 or at the City's website fallriverma.com. Funding applications are available at the CDA office located at One Government Center Room 414.

Recapture/Resale Guidelines

The City of Fall River will use the Recapture method to recover HOME funds from projects that have not met the minimum required affordability periods. The proceeds from the repayment of the HOME Program assistance to the original first-time homebuyer will be utilized to assist other HOME Program eligible first-time homebuyers to obtain a home within the City of Fall River, providing the property will be their principal residence.

To ensure that the City recovers all or a portion of the HOME Program funds from a homeowner if the housing is sold, transferred or foreclosed upon within the minimum federally-required affordability period, the following Recapture provisions will be made an express covenant of the borrower applicable to the loan:

If the mortgaged property is sold, refinanced, conveyed, assigned, leased or otherwise transferred or if a senior lender forecloses on any senior mortgage prior to the end of the minimum federally required affordability period as defined by 24CFR 92.254(a)(4), the ADDI/Home Program loan assistance must be repaid to the City of Fall River on a net proceeds basis according to the following mathematical formula:

Net Proceeds = (sales price minus municipal liens minus principal owed to senior lenders minus selling costs);

Homeowner Investment = (downpayment plus principal paid on first mortgage, and any verifiable capital improvement investment made from date of purchase);

City's Investment = (HOME Program Loan(s) assistance);

Total Investment = (homeowner investment plus City's investment);

Amount of Net Proceeds to be returned to the City = $\frac{\text{City's investment}}{\text{Total investment}} \times \text{net proceeds}$

In the event of resale of a property where there is no direct subsidy to the buyer, the City employs a Resale Provision to preserve the full term of affordability and insure the housing is retained for occupancy by low income families. Specifically, the Resale Provision requires that if the owner sells, conveys or otherwise transfers his interest in the premises prior to expiration of the affordability period, such sale, conveyance or transfer shall only be to an eligible, low-income purchaser. Other restrictions concerning notice of sale, maximum resale price and marketing of affordable units(s) apply and are fully detailed in the City's Resale Provision as described here:

1. OWNER OCCUPANCY

The Premises shall be occupied and used as the principal residence of the relevant owner of record ("Owner") and, shall not be leased, refinanced, encumbered (voluntary or otherwise) or

mortgaged without the prior written consent of the Lender. Any rents, profits or proceeds from a transaction described in the preceding sentence which have not received the prior written consent of the Lender shall be paid to the Lender. Each Owner shall keep his, her or their Premises insured against fire and such other casualties as are customarily insured against under a standard homeowner casualty insurance policy.

2. RESALE AND TRANSFER RESTRICTIONS

If any Owner shall desire to sell, convey or otherwise transfer his, her or their interest in the Premises or any portion thereof, prior to the expiration of the AHT, each such Owner shall sell, convey or otherwise transfer the Premises only to a household who at the time of such transfer is an Eligible Purchaser and intends to occupy the Premises as his, her or their principal residence. As used herein "Eligible Purchaser" shall mean and shall meet the qualifying criteria for "Low Income Families" and "Family" described in Section 7(a) of the AHR. Any sale, conveyance, or other transfer, whether or not to an Eligible Purchaser, shall be subject to the Maximum Resale Price limitations as set forth in Section 5 hereof. Any purported sale, conveyance or other transfer which is effected without following the provisions set forth herein shall be null and void. If an Owner shall desire to sell, convey or otherwise transfer his, her or their interest in the Premises or any portion thereof to a third-party buyer prior to the expiration of this AHR, the Owner shall notify the Lender in writing of the Owner's desire to sell the Premises (a "Sale Notice"). The Sale Notice shall set forth (i) the address of the Premises; (ii) the name of the Owner and the Owner's contact information; and (iii) the amount of secured debt on the Premises.

3. RESPONSE TO SALE NOTICE

Upon receipt of a Sale Notice, the Lender shall take the following actions:

The Lender shall determine the Maximum Resale Price, which is the maximum consideration for which the Owner's interest in the Premises or any portion thereof may be sold, conveyed, transferred or otherwise disposed of. The "Maximum Resale Price" for the Premises as of a given date shall be the lesser of (A) the written appraised value of the Premises as determined by a qualified appraiser in good standing with the relevant licensing agency, or agencies, and otherwise reasonably accepted to Lender and ; (B) the sum of : (i) the consideration paid for the Premises as specified in the Deed to the Owner increased three percent (3%) per annum, compounded annually, plus (ii) the actual cost of capital improvements made to the Premises by the Owner from time to time subject to the limitation that credit for capital improvements shall not exceed one percent (1%) per year of the consideration paid for the Premises by the Owner on a cumulative basis and that such credit shall be reduced over time to reflect depreciation of such capital improvements over their depreciable life, plus (iii) the amount incurred by the Owner for the services of a real estate agent, up to an amount not greater than seven percent (7%) of the

sum of the Maximum Resale Price and provided that such expenses are documented to the satisfaction of Lender.

The cost of capital improvements shall be included in the Maximum Resale Price described in (B) in the preceding paragraph, only if, (i) the improvements are considered to be "capital" improvements within the definition of the United States Internal Revenue Code; (ii) the improvements complied with all pertinent statutes, ordinances and regulations at the time such improvements were made, and (iii) the cost of such improvements have been documented to the satisfaction of Lender at the time of resale. The Lender may require the Owner to submit such additional evidence as the Lender may require to compute the Maximum Resale Price. Within thirty (30) days after the later of the date the Sale Notice is given or the date on which all additional evidence required by the lender is submitted by the Owner, the Lender shall furnish to the Owner a certificate hereto stating the Maximum Resale Price for the Premises (a "Maximum Resale Price Certificate").

4. OWNERS MARKETING OF AFFORDABLE UNIT

Once the Owner has received the Maximum Resale Price Certificate as described above, the Owner may proceed to search for a buyer of the Premises ("Prospective Buyer"). At such time as the Owner has located a Prospective Buyer, the Owner shall give notice to the Lender (a "Prospective Buyer Notice"), which notice shall set forth the price at which the Premises is to be sold and the identity of the Prospective Buyer, shall indicate whether the Owner believes the Prospective Buyer is an Eligible Purchaser and, if so, shall provide contact information for the Prospective Buyer. The Prospective Buyer Notice shall be accompanied by a copy of a fully executed offer to purchase or purchase and sale agreement for the proposed transaction, provided that any such offer to purchase or purchase and sale agreement shall expressly provide that it is contingent on Lender's approval of the Prospective Buyer.

5. ELIGIBLE PURCHASER DETERMINATION

Upon receipt of a Prospective Buyer Notice that indicates the Owner believes the Prospective Buyer is an Eligible Purchaser, the Lender shall contact the Prospective Buyer within thirty (30) days and request submission of such evidence as the Lender may require to determine whether the Prospective Buyer is an Eligible Purchaser, as well as information on the Prospective Buyer's first mortgage financing, if available. The Lender shall respond to a Prospective Buyer Notice within thirty (30) days after receipt of all information requested from the Prospective Buyer. If the Lender determines that the Prospective Buyer is an Eligible Purchaser and that the Prospective Buyer's mortgage financing meets the requirements set out in Section 26 below the Lender shall furnish to the Owner a Compliance Certificate. If the Lender determines the Prospective Buyer is an Eligible Purchaser but the Prospective Buyer has not yet received a commitment for mortgage financing or has received a commitment that does not meet the requirements set out in Section 26 below the Lender shall furnish to the Owner an Eligible

Purchaser Certificate. If the Lender determines that the Prospective Buyer is not an Eligible Purchaser, the Lender shall so notify the Owner (a "Negative Eligibility Determination").

6. CONVEYANCE TO PROPECTIVE BUYER

If the Prospective Buyer is an Eligible Purchaser, the Prospective Buyer's mortgage financing must be approved by the Lender as meeting all of the Lender's then-current guidelines for first mortgage loans to buyers of Premises. Unless the Lender previously issued a Compliance Certificate in response to the Prospective Buyer Notice, prior to conveying the Premises the Owner must obtain from the Lender either a Compliance Certificate or a Noncompliance Payment Certificate as described in Section 29 below. The Prospective Buyer may be required to execute at Closing, upon request of Lender, a mortgage in favor of the Lender securing the Prospective Buyer's obligation to comply with the terms of this AHR during the period of such Prospective Buyer's ownership of the Premises.

7. COMPLIANCE AND NONCOMPLIANCE PAYMENT CERTIFICATES

No sale, conveyance, assignment or transfer of the Premises or any interest therein to a party shall be valid under the terms of this AHR unless either (a) a certificate signed and acknowledged by the Lender, stating that the proposed conveyance, sale, transfer or assignment of the Premises or any interest therein, is in compliance with this AHR (a "Compliance Certificate") is obtained by the Owner and recorded with the Registry of Deeds or (b) a certificate signed and acknowledged by the Lender, stating that the Noncompliance Payment Amount, if applicable, has been received or indicating that no Noncompliance Payment Amount is payable (a "Noncompliance Payment Certificate") is obtained by the Owner and recorded with the Registry of Deeds. A Compliance Certificate shall indicate the name of the purchaser, the actual price for which the Premises is being conveyed, the identity of the purchaser's first mortgagee and the terms of the purchaser's first mortgage loan, including the amount, interest rate, term and amortization schedule.

8. CERTIFICATES GENERALLY

Upon written application and upon submission of such evidence as the Lender may require, the Lender shall furnish to any Owner a certificate stating whether a person or household qualifies as an Eligible Purchaser (an "Eligible Purchaser Certificate"). Upon written application and upon submission of such evidence as the Lender may require, the Lender shall furnish to any Owner, mortgagee or person having a security interest in the Premises, a Maximum Resale Price Certificate. An Eligible Purchaser Certificate, a Maximum Resale Price Certificate and a Compliance Certificate shall be valid for the period stated in the certificate, which period shall be no less than ninety (90) days. A mortgagee of the Premises may conclusively rely upon a

Maximum Resale Price Certificate issued by the Lender, provided that such Maximum Resale Price is not exceeded by the consideration for the Premises stated in the recorded deed to the Owner and further provided that such Maximum Resale Certificate is recorded in the Registry of Deeds. This Section shall not limit the right of persons to rely upon certificates of the Lender described elsewhere in this AHR.

9. NONCOMPLIANCE PAYMENTS

Notwithstanding any provision herein to the contrary, if the Owner of the Premises is entitled, pursuant to Section 26 above, to sell, convey or otherwise transfer the Premises to a Prospective Buyer who is not an Eligible Purchaser, the Owner shall immediately and directly pay to the Lender, the Noncompliance Payment Amount. The "Noncompliance Payment Amount" shall equal the excess of the sale price of the Premises over the Maximum Resale Price, Reasonable recording costs and the brokers commissions payable by the Owner in connection with the sale of the Premises shall be taken into consideration by Lender in determining the Non-Compliance Payment Amount. Upon receipt of a Noncompliance Payment Amount under this Section, if any, the Lender shall issue to the Owner a Noncompliance Payment Certificate. A Noncompliance Payment Certificate may be recorded in the Registry of Deeds and such certificate may be relied upon by third parties as constituting conclusive evidence that such Noncompliance Payment Amount, if any, has been paid or that no Noncompliance Payment Amount is payable and that the rights, restrictions, agreements, and covenants set forth herein have been met, provided that the consideration recited in the deed or other instruments conveying the Premises upon such resale shall not be greater than the consideration stated in the Noncompliance payment Certificate. The Noncompliance Payment Certificate shall have the same force and effect as if a Compliance Certificate had been issued hereunder pursuant to the provisions of Section 27. Any third party buyer shall be subject to all of the rights, restrictions, agreements and covenants set forth herein as the successor in interest to the Owner, regardless of whether any Noncompliance Payment Amount has been paid.

10. OWNER COMPLIANCE

Each Owner shall furnish such information about the Premises as the Lender may request from time to time, as to the identity of the Owner and the Owner's Family, the identity of any mortgagee or other person having an interest in the Premises, the consideration paid for the Premises, the condition of the Premises, the identity of the occupants of the Premises and any other information which the Lender deems relevant, all for the purpose of assuring compliance with this AHR. The Lender shall have access to inspect the Premises at reasonable times and on reasonable notice.

Within ten (10) days of the closing of the conveyance of the Premises from an existing Owner to a new Owner, the new Owner shall deliver to the Lender a true and certified copy of the deed of the Premises and the mortgage of the Premises in favor of the Lender, both as recorded, together with information as to the place of recording thereof in the public records. Failure of the new

Owner to comply with the first sentence of this paragraph shall not affect the validity of such conveyance or the applicability of this AHR to the new Owner.

11. MISCELLANEOUS

- A. Waiver. Nothing contained herein shall limit the rights of the Lender to release or waive, from time to time, in whole or in part, any of the rights, covenants, agreements or restrictions contained herein with respect to the Premises. No waiver shall be effective against any party unless in writing and executed by such party.
- B. Third-Party Beneficiaries. The covenant as to Maximum Resale Price may be enforced by any Owner and/or prospective purchaser of the Premises.
- C. Captions Not Binding. The Captions are used only as a matter of convenience and are not to be considered a part of this AHR or to be used in determining the intent of the parties to it.
- D. Severability. If any provision of this AHR or the application thereof to any person or circumstance is held to be invalid or unenforceable by any decision of any court of competent jurisdiction, such decision shall not impair or otherwise affect any other provision of this AHR, or the application of such provisions to persons or circumstances other than those as to which it is held invalid or unenforceable.
- E. Counterparts. This AHR may be executed in any number of counterparts, each of which when so executed and delivered shall be deemed an original, but such counterparts shall together constitute but one and the same instrument.
- F. Other Assurances. Each Owner agrees from time to time, as may be reasonably required by the Lender, to provide a written statement, signed and, if requested, acknowledged, setting forth the occupancy of the Premises and information concerning the resale of such Premises.
- G. Governing Law. This AHR shall be construed and governed in accordance with the laws of The Commonwealth of Massachusetts.
- H. Successors and Assigns. The provisions of the AHR, as amended, is binding on Borrower, each Owner and each of their successors, heirs and assigns.

As amended hereby, the Affordable Housing Resale Restriction hereinabove first described is hereby ratified and confirmed and all terms and provision as amended hereby, are and shall remain in full force and effect.

GRANTEE SF-424s AND CERTIFICATIONS

CERTIFICATIONS

In accordance with the applicable statutes and the regulations governing the consolidated plan regulations, the jurisdiction certifies that:

Affirmatively Further Fair Housing --The jurisdiction will affirmatively further fair housing.

Uniform Relocation Act and Anti-displacement and Relocation Plan -- It will comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, (42 U.S.C. 4601-4655) and implementing regulations at 49 CFR Part 24. It has in effect and is following a residential anti-displacement and relocation assistance plan required under 24 CFR Part 42 in connection with any activity assisted with funding under the Community Development Block Grant or HOME programs.

Anti-Lobbying --To the best of the jurisdiction's knowledge and belief:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of it, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; and

3. It will require that the language of paragraph 1 and 2 of this anti-lobbying certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

Authority of Jurisdiction --The consolidated plan is authorized under State and local law (as applicable) and the jurisdiction possesses the legal authority to carry out the programs for which it is seeking funding, in accordance with applicable HUD regulations.

Consistency with plan --The housing activities to be undertaken with Community Development Block Grant, HOME, Emergency Solutions Grant, and Housing Opportunities for Persons With AIDS funds are consistent with the strategic plan in the jurisdiction's consolidated plan.

Section 3 -- It will comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) and implementing regulations at 24 CFR Part 135.

May 06, 2019

Signature of Authorized Official

Date

Mayor

Title

Specific Community Development Block Grant Certifications

The Entitlement Community certifies that:

Citizen Participation -- It is in full compliance and following a detailed citizen participation plan that satisfies the requirements of 24 CFR 91.105.

Community Development Plan -- Its consolidated plan identifies community development and housing needs and specifies both short-term and long-term community development objectives that have been developed in accordance with the primary objective of the CDBG program (i.e., the development of viable urban communities, by providing decent housing and expanding economic opportunities, primarily for persons of low and moderate income) and requirements of 24 CFR Parts 91 and 570.

Following a Plan -- It is following a current consolidated plan that has been approved by HUD.

Use of Funds -- It has complied with the following criteria:

1. Maximum Feasible Priority. With respect to activities expected to be assisted with CDBG funds, it has developed its Action Plan so as to give maximum feasible priority to activities which benefit low- and moderate-income families or aid in the prevention or elimination of slums or blight. The Action Plan may also include CDBG-assisted activities which the grantee certifies are designed to meet other community development needs having particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community, and other financial resources are not available (see Optional CDBG Certification).

2. Overall Benefit. The aggregate use of CDBG funds, including Section 108 guaranteed loans, during program year(s) 2019 [a period specified by the grantee of one, two, or three specific consecutive program years], shall principally benefit persons of low and moderate income in a manner that ensures that at least 70 percent of the amount is expended for activities that benefit such persons during the designated period.

3. Special Assessments. It will not attempt to recover any capital costs of public improvements assisted with CDBG funds, including Section 108 loan guaranteed funds, by assessing any amount against properties owned and occupied by persons of low and moderate income, including any fee charged or assessment made as a condition of obtaining access to such public improvements.

However, if CDBG funds are used to pay the proportion of a fee or assessment that relates to the capital costs of public improvements (assisted in part with CDBG funds) financed from other revenue sources, an assessment or charge may be made against the property with respect to the public improvements financed by a source other than CDBG funds.

In addition, in the case of properties owned and occupied by moderate-income (not low-income) families, an assessment or charge may be made against the property for public improvements financed by a source other than CDBG funds if the jurisdiction certifies that it lacks CDBG funds to cover the assessment.

Excessive Force -- It has adopted and is enforcing:

1. A policy prohibiting the use of excessive force by law enforcement agencies within its jurisdiction against any individuals engaged in non-violent civil rights demonstrations; and
2. A policy of enforcing applicable State and local laws against physically barring entrance to or exit from a facility or location which is the subject of such non-violent civil rights demonstrations within its jurisdiction.

Compliance with Anti-discrimination laws -- The grant will be conducted and administered in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the Fair Housing Act (42 U.S.C. 3601-3619) and implementing regulations.

Lead-Based Paint -- Its activities concerning lead-based paint will comply with the requirements of 24 CFR Part 35, Subparts A, B, J, K and R.

Compliance with Laws -- It will comply with applicable laws.

Signature of Authorized Official

May 06, 2019
Date

Mayor
Title

OPTIONAL Community Development Block Grant Certification

Submit the following certification only when one or more of the activities in the action plan are designed to meet other community development needs having particular urgency as specified in 24 CFR 570.208(c):

The grantee hereby certifies that the Annual Plan includes one or more specifically identified CDBG-assisted activities which are designed to meet other community development needs having particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community and other financial resources are not available to meet such needs.

Signature of Authorized Official

May 06, 2019

Date

Mayor

Title

Specific HOME Certifications

The HOME participating jurisdiction certifies that:

Tenant Based Rental Assistance -- If it plans to provide tenant-based rental assistance, the tenant-based rental assistance is an essential element of its consolidated plan.

Eligible Activities and Costs -- It is using and will use HOME funds for eligible activities and costs, as described in 24 CFR §§92.205 through 92.209 and that it is not using and will not use HOME funds for prohibited activities, as described in §92.214.

Subsidy layering -- Before committing any funds to a project, it will evaluate the project in accordance with the guidelines that it adopts for this purpose and will not invest any more HOME funds in combination with other Federal assistance than is necessary to provide affordable housing;

May 06, 2019

Signature of Authorized Official

Date

Mayor

Title

Emergency Solutions Grants Certifications

The Emergency Solutions Grants Program recipient certifies that:

Major rehabilitation/conversion/renovation – If an emergency shelter's rehabilitation costs exceed 75 percent of the value of the building before rehabilitation, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed rehabilitation.

If the cost to convert a building into an emergency shelter exceeds 75 percent of the value of the building after conversion, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed conversion.

In all other cases where ESG funds are used for renovation, the recipient will maintain the building as a shelter for homeless individuals and families for a minimum of 3 years after the date the building is first occupied by a homeless individual or family after the completed renovation.

Essential Services and Operating Costs – In the case of assistance involving shelter operations or essential services related to street outreach or emergency shelter, the recipient will provide services or shelter to homeless individuals and families for the period during which the ESG assistance is provided, without regard to a particular site or structure, so long the recipient serves the same type of persons (e.g., families with children, unaccompanied youth, disabled individuals, or victims of domestic violence) or persons in the same geographic area.

Renovation – Any renovation carried out with ESG assistance shall be sufficient to ensure that the building involved is safe and sanitary.

Supportive Services – The recipient will assist homeless individuals in obtaining permanent housing, appropriate supportive services (including medical and mental health treatment, victim services, counseling, supervision, and other services essential for achieving independent living), and other Federal State, local, and private assistance available for these individuals.

Matching Funds – The recipient will obtain matching amounts required under 24 CFR 576.201.

Confidentiality – The recipient has established and is implementing procedures to ensure the confidentiality of records pertaining to any individual provided family violence prevention or treatment services under any project assisted under the ESG program, including protection against the release of the address or location of any family violence shelter project, except with the written authorization of the person responsible for the operation of that shelter.

Homeless Persons Involvement – To the maximum extent practicable, the recipient will involve, through employment, volunteer services, or otherwise, homeless individuals and families in constructing, renovating, maintaining, and operating facilities assisted under the ESG program, in providing services assisted under the ESG program, and in providing services for occupants of facilities assisted under the program.

Consolidated Plan – All activities the recipient undertakes with assistance under ESG are consistent with its consolidated plan.

Discharge Policy – The recipient will establish and implement, to the maximum extent practicable and where appropriate, policies and protocols for the discharge of persons from publicly funded institutions or systems of care (such as health care facilities, mental health facilities, foster care or other youth facilities, or correction programs and institutions) in order to prevent this discharge from immediately resulting in homelessness for these persons.

Signature of Authorized Official

May 06, 2019

Date

Mayor

Title

Housing Opportunities for Persons With AIDS Certifications

The HOPWA grantee certifies that:

Activities -- Activities funded under the program will meet urgent needs that are not being met by available public and private sources.

Building -- Any building or structure assisted under that program shall be operated for the purpose specified in the consolidated plan:

1. For a period of not less than 10 years in the case of assistance involving new construction, substantial rehabilitation, or acquisition of a facility,
2. For a period of not less than 3 years in the case of assistance involving non-substantial rehabilitation or repair of a building or structure.

Signature of Authorized Official

May 06, 2019

Date

Mayor

Title

APPENDIX TO CERTIFICATIONS

INSTRUCTIONS CONCERNING LOBBYING CERTIFICATION:

Lobbying Certification

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.