

City of Holland
COMMUNITY DEVELOPMENT BLOCK GRANT
ENTITLEMENT PROGRAM
CONSOLIDATED ANNUAL PERFORMANCE
AND EVALUATION REPORT (CAPER)
JULY 1, 2015 - JUNE 30, 2016

CR-05 - Goals and Outcomes

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

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

The City's goals for the 2015-2019 planning period focused on continuing improving our neighborhoods by assisting with home repairs for low to moderate income homeowners and supporting neighborhood based services in low to moderate income neighborhoods. Specifically, in 2015-2016 the City completed the following:

1. Supported Neighborhood Groups providing neighborhood based services in low to moderate income neighborhoods,
2. Supported low to moderate income homeowners as part of the Home Repair Program
3. Supported Fair Housing Services
4. Provided effective administration of the program including public notice.

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

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Fair Housing Services	Fair Housing Services	CDBG: \$	Other	Other	35000	35000	100.00%	35000	35000	100.00%
Home Repair Program	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	330	83	25.15%	66	56	84.85%
Neighborhood Connections	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	17000	17000	100.00%	17000	17000	100.00%
Program Administration	Program Administration	CDBG: \$	Other	Other	35000	35000	100.00%	35000	35000	100.00%

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

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

We have used CDBG funds to address Affordable housing, asset based community development, Program Administration and Fair Housing services which were all classified as high priorities. Due to the significant age of homes in the city and the amount of homes that are owned by low income home owners, there is a need to ensure that repairs to these homes can be affordable to ensure low to moderate income homeowners can live in safe and decent homes. We completed 56 home repair projects under this objective. Another important part of our strategy is to support asset based community development. The core tenet of this approach to Community Development aims to capitalize on existing community assets. We provided support to 4 different neighborhood groups who completed a total of 65 neighborhood improvement projects. We place a high priority on administering the Holland CDBG program in accordance with Federal Rules and Regulations. Staff attended

regional meetings as well as participated in webinars and online training to learn how to complete the Environmental Review process, and the Caper online for the first time.

CR-10 - Racial and Ethnic composition of families assisted

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

91.520(a)

	CDBG
White	54
Black or African American	1
Asian	1
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
Total	56
Hispanic	20
Not Hispanic	36

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

Narrative

The number of minorities participating in our programs closely mirrors the number minorities in our community. Slightly more persons of hispanic origin take advantage of our programs than exist in the general population (36% vs. 25%). We have several bilingual staff to support our Spanish speaking clients so monolingual Spanish speakers not a barrier to accessing the assistance. Assistance in other languages is provided upon request.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG		313,853	300,464

Table 3 – Resources Made Available

Narrative

The Home Repair Program is available city wide. People from all areas of the city participate.

Identify the geographic distribution and location of investments

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

Table 4 – Identify the geographic distribution and location of investments

Narrative

While HUD does not require a match the City of Holland does an excellent job of leveraging funds to support our goals. Private homeowners pay a percentage of the cost of the project based on a sliding scale. Extremely low income people pay 10% of the cost, low income 25% and moderate income 50%. Where owners have difficulty paying additional costs we continue work closely with private non-profit organizations and churches to help meet these needs. Total project costs for this year were \$309,901.11. Owners or other organization contributed about 49% of the total project cost. Our support of Fair Housing Services allowed the FHCWM to access additional resources to support their mission. Supporting neighborhood groups allowed them to maximize other grants and community support.

Leveraging

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

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CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	66	56
Number of Special-Needs households to be provided affordable housing units	0	0
Total	66	56

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	66	56
Number of households supported through Acquisition of Existing Units	0	0
Total	66	56

Table 6 – Number of Households Supported

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

Since the fiscal year ends in the middle of the major construction season, projects may be committed in one fiscal year and not completed until the next year. We can't predict when projects will be completed therefore we do our best to estimate the number based on past grants. Every year the amount of projects fluctuates. This is dependent on the needs of local homeowners as we cannot predict when systems fail or need replacement. We typically do 60-90 projects so the actual amount is only slightly lower than the range we normally complete.

Discuss how these outcomes will impact future annual action plans.

Annual Action plans may be adjusted to meet new activities, changes in the demand for projects, or other urgent needs. For example, we have a new activity in the coming year focusing on energy efficiency that may affect the number of other projects completed in our Home Repair Program, which was adjusted to meet this change. The change was made to help low income residents better access a new on bill financing program to encourage home energy renovations through the newly formed Holland Energy Trust.

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

Number of Persons Served	CDBG Actual	HOME Actual
Extremely Low-income	4	0
Low-income	9	0
Moderate-income	43	0
Total	56	0

Table 7 – Number of Persons Served

Narrative Information

Several years ago we developed a sliding scale to allow lower income homeowners greater access to the Home Repair Program. Extremely low income households pay 10% of the project cost, low income 25% of the cost, and moderate income 50% of the cost. Moderate income people will have more resources to take advantage of improving their homes through our program. However, we work closely with other non-profit organizations, and churches to help extremely-low income persons access funds to complete much needed home repairs.

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

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

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

The City of Holland is an active participant in the Lakeshore Housing Alliance. This is a continuum of care organization that receives ESG funds which are then allocated to several homeless service providers. We work in collaboration with emergency housing providers to link consumers to the agencies that can help them, offer prevention services, and insure the availability of emergency housing. There are ongoing efforts to conduct surveys and do outreach to identify the number of homeless people in our community.

Addressing the emergency shelter and transitional housing needs of homeless persons

There are several agencies providing emergency shelter and transitional housing such as the Holland Rescue Mission, and Good Samaritan Ministries.. We work collaboratively to refer homeless persons to these organizations and link them with shelter and transitional housing as appropriate.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

We assist low income individuals and families to avoid homelessness by focusing on critical home repairs that they could not afford to complete without assistance. These repairs are mostly major components which will increase safety and energy efficiency of their homes (roofing, furnaces, insulation). We also refer to Good Samaritan Ministries and other non-profit organizations for assistance with housing.

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

Helping the homeless is addressed on a regional basis primarily through our collaboration with the

Lakeshore Housing Alliance.

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

Actions taken to address the needs of public housing

The Michigan State Housing Development Authority (MSHDA) provides financial and technical assistance through public and private partnerships to create and preserve safe and decent affordable housing. Since our county has no HUD recognized housing authority, MSHDA serves this role. MSHDA provides both project based and non-project based housing vouchers through its contractor. They also provide Low Income Housing Tax Credits, and Multi-family loans.

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

n/a

Actions taken to provide assistance to troubled PHAs

n/a

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

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The City of Holland works very hard to encourage residential development by offering payment in lieu of taxes (PILOT) for new affordable developments along with supporting adaptive reuse under the Brownfields program. We have provided zoning variances where needed to accommodate disabled residents, and we recently changed our ordinances to allow for accessory dwelling units. Additionally we recently reduced the minimum square footage for residences, and we are presently working with a developer to develop a small house project. Ottawa Housing Next, an initiative of the United Way and the Lakeshore Housing Alliance, which the city is a member of, is developing a strategy to address the gaps in affordable and accessible housing in our county. This effort includes education and advocacy for the development of new housing in our community. More education is necessary for people to understand why affordable housing is needed and desirable as a community development goal.

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

Staff works closely with asset based community development neighborhood groups, churches and other non-profit organizations to help increase assets in underserved neighborhoods. Because we come in contact with many different people in our department we often make referrals to other agencies or to our 211 system.

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

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

Since poverty-level designation is an income issue, only improved earning can adequately address this problem. Any other programs or activities that provides assistance to address the symptoms of poverty such as inadequate housing, poor health care, inability to feed and clothe household dependents does not address the real cause of poverty. To that end the City of Holland is committed to supporting economic development activities in our city. We provide funding for Lakeshore Advantage, a regional collaborative economic development agency. Our City Council is willing to give tax abatements to those wishing to invest in developing new jobs in our community. Given limited local public resources we feel this is the best strategy for improving the lives of residents and reducing poverty. Unfortunately, local wages have not kept up with housing costs. Unless the minimum wage increases or employers pay higher wages, long-term solutions will continue to favor poor people being tied to the system of government subsidies, rather than being self-sufficient.

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

The responsible organizations for implementing the activities of this 1-year plan have been described and discussed in each of the activity descriptions. Additionally, the City of Holland provides services directly to citizens through several City departments where management and delivery of services is monitored through the City's budget/goal review process. The combination of highly capable and well run non-profit community service agencies and well managed City departments has provided an institutional structure that has been very effective in meeting the goals set forth in the City of Holland's Consolidated Plan.

Please refer to the 2015-2020 Consolidated Plan Invited Consultation Participants provided in this document as the institutional structure that is potentially available to the City of Holland for delivery of services under this plan. The Consolidated Plan process engages all of these agencies and enhances coordination within this institutional structure at the same time by bringing all of these participants into the same room to share information.

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

City staff are actively involved in several committees which address housing needs in our community. We are members of the Lakeshore Housing Alliance and in particular the allocation committee which decides how best to use funds to address critical housing needs. In addition two staff regularly attend Ottawa Housing Next sub-committee meetings. Ottawa Housing Next is an inter-agency, inter-governmental initiative aimed at increasing affordable housing throughout Ottawa County.

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

The City of Holland works closely with the Fair Housing Center of West Michigan to address fair housing issues. We fund this agency for testing and education through our CDBG grants and coordinate both with them. Staff refer residents to the agency for information and testing.

CR-40 - Monitoring 91.220 and 91.230

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

Ongoing monitoring of goal achievement and financial progress is accomplished by the City of Holland through an award winning management systems that incorporate reporting along with billing. The City of Holland was honored in years past with a blue-ribbon best practice award in the area of subrecipient management systems because of this comprehensive system. The system incorporates Funding Request Proposal schedule of delivery charts into subrecipient agreements that allow the recapture of funds almost immediately if non-performance is occurring. Goal and financial information along with hard copy documentation, all occur during bill processing, which is done on a monthly basis, and is responsible for an excellent record of compliance with all management and audit requirements. The City of Holland has also developed standards for our housing rehabilitation programs. We have developed rehabilitation standards consistent with good work practices and require all contractors to submit bids using these standards. Contractors must provide us with a copy of their licenses, and insurance. A checklist is required for each project. All contractors working on our Home Repair projects must be certified in Lead Safe Work practices if they are doing work which disturbs painted surfaces. In addition, all projects involving disturbing painted surfaces on homes built prior to 1978 require a lead clearance test upon completion of the project. Exterior renovation may require SHPO approval and that is integrated into our process.

Annually we publish a notice inviting contractors to participate in our program. We also invite minority and women owned businesses personally when we encounter them in the course of our work in the community. We have regular contact with minority organizations.

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

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

The City of Holland will provide citizens with reasonable notice about our performance by publishing an announcement and making a copy of the CAPER available for a 15 day comment period. City Council will hold a public hearing prior to submitting the CAPER.

CR-45 - CDBG 91.520(c)

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

We don't anticipate any major changes to our programs except for concentrating some of our efforts on increasing energy efficiency to help low income residents with housing affordability.

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

No

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