Draft Consolidated Plan
FY 2021-2025

The City of Raleigh
Housing and Neighborhoods Department
Community Development Division
raleighnc.gov

The previous year's HUD allocations are being used as a placeholder in the FY 2020-2021 Annual Action Plan draft. Once the new grant allocations are awarded, the City of Raleigh will make necessary changes to program funding as described in Contingencies below.

FY 2020-2021 HUD Allocations (projected):

Community Development Block Grant (CDBG): $3,136,516

HOME Investment Partnership (HOME): $1,408,766

Emergency Solutions Grant (ESG): $272,027

Contingencies on how the City of Raleigh will budget awarded HUD allocations for FY 2020-2021:

- CDBG: increase or decrease of funds received will be applied to Homeowner Rehabilitation
- HOME: increase or decrease of funds received will be applied to Rental Development
- ESG: increase or decrease of funds received will be applied among the non-HMIS subrecipients equally according the proportionate share each received the previous year

Draft Updated 3/2/2020

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

1.   Introduction

The Five-Year Consolidated Plan

The Consolidated Plan serves as a five-year road map with comprehensive goals and coordinated strategies to address housing and community needs of low-and-moderate-income residents. This unified, coordinated vision is a result of input from citizens, community development partners, and extensive research to determine needs. The City partners with nonprofit and for-profit organizations, neighborhood groups, and other local governments to undertake specific actions with the strategies developed. The Community Development Division of the City of Raleigh Housing and Neighborhoods Department administers and supports ongoing community development programs.

The Five-Year Consolidated Plan serves as an application for funding required by the U.S. Department of Housing and Urban Development (HUD). This Consolidated Plan will provide guidance for Raleigh for the period July 1, 2020June 30, 2025. The City of Raleigh must submit a consolidated plan every five years to illustrate not only its housing and community development needs but also a coordinated plan to meet those needs. The Consolidated Plan functions as an application for funding from HUD for the following federal programs:

- Community Development Block Grant (CDBG)
- HOME Investment Partnership (HOME)
- Emergency Solutions Grant (ESG)

In addition, local sources of funds contribute to implementing the City of Raleigh Consolidated Plan. They include the City's Penny for Housing property tax and Affordable Housing Bond funds. This Consolidated Plan establishes a unified, coordinated vision for community development that benefits low-income residents and areas for the period July 1, 2021—June 30, 2025.

The City of Raleigh gathers input from citizens, consults its community development partners and conducts extensive research to determine housing and community development needs. Also, the City partners with nonprofit and for-profit organizations, neighborhood groups, and other local governments to implement specific actions associated with the strategies developed. A key element of this Consolidated Plan is the collaborative nature of the process.

2.   Summary of the objectives and outcomes identified in the Plan Needs Assessment Overview

Unmet Affordable Housing Need
There are substantial unmet needs for affordable rental housing even though incomes are improving. The unmet need for decent, safe, and affordable rental housing continues to outpace the ability of federal, state, and local governments to supply housing assistance and facilitate affordable housing production. (Worst Case Housing Needs: 2017 Report to Congress, U.S. Department of Housing and Urban Development)

The primary housing challenge for Raleigh's low- and moderate-income residents remains housing affordability. Raleigh is one of the fastest growing cities in the nation, and with this rapid growth has come rising land values and increased housing costs. Concurrently, incomes for lower-wage earners have failed to keep pace, with very-low (50% AMI) and extremely-low (30% AMI) income households being most affected.

Raleigh's continued rapid growth throughout the city has resulted in increased land prices, especially near downtown. The majority of the new private market residential developments are "luxury" rentals. These trends have increased the cost of housing for all households with incomes <80% of AMI, particularly renters. Developers also continue to acquire older, modest private sector rental communities throughout the city to redevelop as upscale apartments. This both removes affordable units and contributes to the upward pressure on rents.

Rising Housing Costs Outpacing Income Increases
According to the 2020 Wake County Analysis of Impediments to Fair Housing Choice draft, "Housing costs have continued to increase at a faster rate than household incomes. Many Wake County residents are financially burdened by the cost of housing, especially in Raleigh." The AI highlights when the cost of quality housing is high, low-income and marginalized populations have more of a chance of becoming cost-burdened.

The primary housing challenge for Raleigh's low- and moderate-income residents is housing cost (see NA-05). Cost burden remains the most common housing problem. A household is "cost burdened" when it expends more than 30% of its gross monthly income on housing costs: for homeowners that includes principle, interest, taxes, and insurance; for renters that includes rent plus utilities. A household is "severely cost burdened" when it expends more than 50% of its gross monthly income on housing costs. Of Raleigh's 170,375 households, 32.7% or 55,755 households are either cost or severely cost burdened. Racial and ethnic minorities, most notably African Americans, are disproportionately affected compared to Whites.

Five-Year Priorities

The Consolidated Plan for the next five years will focus on three priorities:

(1) Increasing the supply of affordable housing

(2) Enhancing the homeless to housing continuum

(3) Increase Services to Build Self-Sufficiency & Sustainability

While some programs will be available to income eligible residents, there will be a geographic focus to the priorities listed above: (1) College Park NRSA; (2) Citywide; and (3) Downtown Neighborhoods

Strategies & Outcomes
Performance measurement is a process for determining how effectively programs are being implemented and meeting community needs. Each year, the City establishes measurable objectives for each program by which to measure end benefit and determine program effectiveness. Data is gathered to make this assessment to determine if programmatic activities could be improved and limited resources directed more effectively.

Strategies

- **Connecting transit to housing**
  The City of Raleigh is making the connection between affordable housing and transit a priority in the next five

years. A cross-departmental group is working to identify potential sites for housing along transit corridors and create funding strategies and incentives to develop affordable housing. Additionally, affordable housing and transit is being prioritized by setting affordable housing goals along transit corridors and developing transit overlay districts for compatible development along transit lines. The City also places a priority for tax credit funded affordable housing developments to be within walking distance of a transit stop.

- **Focusing on producing more affordable housing**
  As the area experiences unmet affordable housing need and housing costs outpacing income increases, the City of Raleigh is prioritizing creating additional affordable housing and preserving existing affordable housing with almost $30 million of funding over the next five years. The focus of affordable housing creation will be on rental to allow more units to be created and ensure long-term affordability.

- **Zoning & regulatory changes to improve housing choice and affordability:**
  City Council in 2020 is exploring regulatory changes throughout the City that could be made relatively quickly and that would have the effect of improving housing choice and affordability. The primary emphasis is on "missing middle" housing types such as duplexes, triplexes, townhouses, and similar housing that are common in older neighborhoods but are often prohibited or made impractical by current zoning. These types are "middle" because they represent a middle ground between detached houses and larger apartment buildings and can fit seamlessly into existing residential contexts.

- **Alternative Housing:**
  In February 2019, Raleigh City Council adopted an ordinance allowing Accessory Dwelling Units (ADUs, second dwelling units on a property with a single primary dwelling) using an overlay district. In 2020, City Council is evaluating the expansion of the ADU concept to use-by-right in residential districts and permitting tiny homes (typically 400 square ft or less). Both alternative housing types could contribute to providing additional housing affordability in the City.

- **Continue to create and preserve affordable housing:**
  The Raleigh City Council implemented an aspirational goal for affordable housing as part of the citywide Strategic Plan adopted in 2015. The Council set a goal to produce 5,700 affordable units in a ten-year time period. The production goal includes area rental production, new construction of single-family homes, homebuyer assistance, and homeowner rehabilitation funded with local and federal money. The production goal demonstrates the Council's support for affordable housing production and was accompanied by a one cent Ad Valorem tax increase called the Penny for Housing. Effective in 2016, the Penny for Housing revenues are used to fund affordable rental development, primarily through gap financing for affordable rental developers, as well as single-family housing rehabilitation.

  In previous years, affordable housing bonds filled this local funding need. The Community Development Division in the Raleigh Housing and Neighborhoods Department strives to produce 570 affordable units annually. The image below shows the City's current progress on those goals.

- **New Workforce Development Training Program**
  Staff received a lot of input in the Consolidated Plan public meetings. One topic staff noted on several occasions was that there is a need for many different types of job training programs. Attendees suggested that there needs to be training for white-collar, tech, and apprenticeship jobs. From this, the new Workforce Development

Training Program was created. The new grant program for FY 2020-2021 opens funding beyond our previous construction trade training program and allows for a wider variety of workforce training programs.

- **Proposed Affordable Housing Bond**
  An affordable housing bond has been proposed to be voted on in the election in November 2020. The bond would fund existing programs such as rental development, homebuyer assistance, and could also be a funding mechanism for developing affordable housing along transit lines.

Future Outcome 5-Year Estimates

Performance measurement is a process for determining how effectively programs are being implemented and meeting community needs. Every five years, the City projects how many people our programs will be able to serve in relation to how many have been served in the past. Additionally, staff projects how much funding is going toward each program or project. Data is gathered to make this assessment to determine if programmatic activities could be improved, and limited resources directed more effectively. Below are the estimates of the number of units, households, or persons served over the next five years, with existing local and federal funding sources:

City-Sponsored Production: Next 5-Year Estimates	
	Estimated Total
Rental Production New Construction & Preservation of Existing Affordable Units	2,250 units
Homeownership New Construction	90 homes
Homebuyer Assistance	250 households served
Homeowner Rehabilitation Limited Repair & Substantial Rehabilitation	250 households served

Total Units: 2,840

Training
Workforce Development Training: 150 low-income youth
Homebuyer education course: 1,250 households

Homelessness
Overnight Shelter: 10,700 homeless individuals
Rapid Rehousing: 82 homeless households

3. **Evaluation of past performance**

Performance measurement is a process for determining how effectively programs are meeting needs. Each year, the City establishes measurable objectives for each program by which to measure end benefit and determine program effectiveness. Data is gathered to make this assessment to determine if program activities could be improved and limited resources directed more effectively.

The primary programs administered by Community Development and the number of affordable housing units produced by those programs over the past four years are listed below:

__Accomplishments in Past Five Years__

Though a mix of federal and local (Affordable Housing Bond and Penny for Housing tax) funding, the following chart shows what has been accomplished in the past five years. Because production funded solely by the affordable housing bond and the Penny for Housing tax is included, some numbers may higher than in past Consolidated Annual Performance and Evaluation Reports (CAPERs).

	City-Sponsored Production: Past 5-Years					
	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY 18-19	Cumulative Total
Rental Production New Construction & Preservation of Existing Affordable Units	190	71	128	398	369	1,155 units
Homeownership New Construction	8	8	5	12	35	68 homes
Homebuyer Assistance	85	66	32	38	57	278 households served
Homeowner Rehabilitation Limited Repair & Substantial Rehabilitation	47	42	29	36	33	187 households served

Total Units: 1,688

Additionally, Community Development funds subrecipients that positively impact the community. A subrecipient is a non-profit agency that provides community-based services that support LMI households. The following are for the categories of Training and Homelessness.

Training
Construction training: 149 low-income youth served
Homebuyer education course: 1,871 families served

Homelessness
Overnight Shelter: 10,054 homeless individuals served
Rapid Rehousing: 401 homeless households served
Homeless Prevention: 343 households served

Evaluation of past performance helps promote improvement and encourages adaptation to emerging trends. This Consolidated Plan will reflect the City's adaptation.

4.   Summary of citizen participation process and consultation process

Survey

To capture what the public wants for the next five years, the Community Development Division sent out a survey to the public focusing on future goals and priorities. The survey was active from September 9th- November 18, 2019. The survey was advertised on the City of Raleigh's website, social media, and distributed via email and flyers. Physical surveys were also passed out at Fall 2019 Consolidated Plan meetings. A total of 581 responses were received through this process.

Public Meetings and Hearings

Participation of the general public and public and private organizations was important to the development of this Consolidated Plan. The meetings included two public hearings (December 4, 2019 and April 7, 2020) and six public meetings (September 10 & 12, October 15, November 7 & 14, 2019 and March 5, 2020). In addition, multiple agency consultation meetings and consultations with individuals were held. Those individuals were people who are or were served by programs covered in the plan, including professionals and volunteers who provide those services.

Advertising for the Public Meetings included the distribution of meeting flyers to community centers across the city, emails via the Community Development email distribution list which has over 4,000 subscribers, meeting advertisements on the City of Raleigh's homepage, videos on Raleigh's twitter page with over 99,000 followers, and via local TV news. The Public Hearings were advertised in local newspapers 12-14 days in advance. The City and County worked together on gathering this input from their community development partners and information was shared among them. This input helped identify and prioritize community needs, develop strategies and action plans, identify community resources and promote the coordination of resources. Representatives from public and private agencies affiliated with assisted housing, health services, social services, and services for the homeless were invited to individual and group meetings to obtain information from and provide input to the development of this Consolidated Plan.

Agency Consultation

The City of Raleigh, in collaboration with Wake County, met with over 40 different organizations as part of stakeholder and agency outreach. Providing services and support for people experiencing homelessness was discussed, especially by organizations who provide direct services to this population. Agencies advocated for strengthening and expanding homeless prevention services and coordinated entry in the area. They also urged cultivating an effective and collaborative Continuum of Care that included physical and mental health services.

The development of affordable housing was also an important issue. Developers wanted expedited permitting and plan review for affordable developments, so that money is not lost in waiting for approvals. Organizations wanted to continue the funding for gap financing through the City for tax credit development. Agencies also expressed a need for more bedrooms in affordable units- 2 and 3 bedrooms- to fit the need of larger families living together. One group

desired more rehabilitation programs for the elderly to age in place. Many advocated for affordable housing, transit (especially bus rapid transit), and job centers be connected. Finally, Latino groups that were consulted wanted more outreach and education about programs and resources to Spanish-speaking and Latino organizations.

In addition to the agency consultations, there was outreach to and input gathered from the State of North Carolina, Wake County, the Town of Cary, and the Raleigh Housing Authority.

This plan is built on a foundation of several other plans, studies, and reports prepared in recent years, including:

- Raleigh's 2030 Comprehensive Plan, adopted by City Council October 9, 2009 and updated in 2019
- Analysis of Impediments to Fair Housing Choice (2020)
- Affordable Housing Improvement Plan (2016)
- Affordable Housing Location Policy (2016)
- U.S. Department of Housing and Urban Development Comprehensive Housing Affordability Strategy (CHAS) data.
- U.S. Census Bureau data from the decennial census and American Community Surveys.

These and other sources of information used in the development of the Consolidated Plan are referred to throughout the document.

Lead Agency: Raleigh's Housing & Neighborhoods Department, Community Development Division

The Community Development Division of Raleigh's Housing & Neighborhoods Department is the primary agency leading the Consolidated Plan planning process, the drafting of the plan, and plan implementation. Community Development will act as the primary liaison with other local public agencies and nonprofit and for-profit entities such as lenders, realtors, developers, builders, and city residents. Other agencies engaged in implementing this plan include the federal Department of Housing and Urban Development (HUD), the North Carolina Housing Finance Agency, Wake County Human Services, and the Raleigh Housing Authority.

5. Summary of public comments

Survey
The survey responses showed that building more affordable housing that connects to transit is a high priority. It was also important to respondents that existing affordable apartments be preserved. Additionally, the survey results showed that several populations have a need for more affordable housing, including people experiencing homelessness, families with children, and seniors.

Public Meetings
Staff gathered information from input in public and agency consultation meetings - asking residents about housing and community development needs, the public is concerned about how housing prices in once affordable neighborhoods continue to rise. Because of this, "gentrification" and "displacement" of past neighborhood residents were hot topics in meetings. Attendees of our housing and community development needs meetings advocated for having more funding and more services from programs that are currently offered. They also expressed the need for the preservation of existing affordable units, as well as, the construction of more affordable housing. As with the survey, locating affordable housing to transit was important, especially in connecting to job centers.

Homelessness was a major concern. Many advocated that there are not enough services or housing in the area to meet the need. Attendees expressed that there was a need for more homeless prevention programs to help people who do not have stable housing or are at risk of eviction. Job training was also mentioned in several meetings. Attendees wanted more than construction training with ideas such as apprenticeships, training for white-collar jobs, technology training, and job placement. Finally, there was a suggestion to create smaller scale affordable rental housing that would fit into neighborhoods. [see appendix for meeting notes]

All comments gathered during the public input process and consultations with the City's community development partners in the development of this plan have been included as attachments.

Public Hearings

At the Public Hearing on December 3, 2019, the public commented on a variety of topics. Speakers wanted more housing and services for the homeless and those with special needs. There were concerns with housing in Raleigh becoming more unaffordable and the changes within the NRSA in building infill housing. Commenters wanted more community engagement, the City to address the Analysis of Impediments to Fair Housing Choice. Speakers also had suggestions for creative solutions to homelessness, vocational development, and housing.

Written Comments

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

None

7.   Summary

Raleigh Continues to Grow

Substantial unmet needs for affordable rental housing remain even as incomes are improving. The unmet need for decent, safe, and affordable rental housing continues to outpace the ability of federal, state, and local governments to supply housing assistance and facilitate affordable housing production. (*Worst Case Housing Needs: 2017 Report to Congress*, U.S. Department of Housing and Urban Development)

As the area continues to grow and housing prices increase, the City of Raleigh is working to find creative solutions to help address the ongoing challenge of affordability. In the next five years, the following goals seek to address these challenges.

Goals
1. Increase and Preserve the Supply of Affordable Housing2. Enhance the Homeless to Housing Continuum3. Increase Services to Build Self-Sufficiency & Sustainability

The Process

PR-05 Lead & Responsible Agencies 24 CFR 91.200(b)

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

The following are the agencies/entities 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	Raleigh	Housing & Neighborhoods Dept.
HOME Administrator	Raleigh	Housing & Neighborhoods Dept.
ESG Administrator	Raleigh	Housing & Neighborhoods Dept.

Table 1 – Responsible Agencies

Narrative

This document is the Consolidated Plan for the City of Raleigh, an entitlement community, for the five-year period from July 1, 2020—June 30, 2025. Raleigh receives the following funds annually from HUD: Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), and Emergency Solutions Grant (ESG) funds. Residents of Raleigh have also approved three Affordable Housing Bond since 1999 totaling $50 Million. In 2016, Raleigh City Council passed the "Penny for Housing" that created a $0.01 tax on property taxes. Since its passage, "Penny for Housing" has been able to provide an additional $23.75 Million dedicated to affordable housing.

The Housing & Neighborhoods Department, Community Development Division, is the unit of City government that acts as primary administrator of the federal entitlement funds.

Consolidated Plan Public Contact Information

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PR-10 Consultation - 91.100, 91.200(b), 91.215(l)
1.   Introduction

The City of Raleigh, through its Housing and Neighborhoods, Planning and Development, Parks, and other departments, interacts with the public on a continuous basis, soliciting input on a great variety of issues of concern and interest to Raleigh's residents. The Community Development Division of the Housing & Neighborhoods Department administers the City's HUD entitlement grants, as well as local funds from Affordable Housing Bonds and from the City's general fund. In preparation of both Annual Action Plans and the Five-Year Consolidated Plan, Community Development seeks public input and consultation from local experts in affordable housing development, homeless services, and other social services. Multiple meetings and consultations were held, and input gathered for the Analysis of Impediments to Fair Housing Choice (AI), Consolidated Plan and the input gathered is reflected in this document.

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(I)).

The City of Raleigh Community Development Division consistently engages the public in a variety of ways in the development of affordable housing and other redevelopment activities. Community Development issues Requests for Proposals (RFP) to nonprofit and for-profit affordable housing developers when disposing of acquired sites in redevelopment areas and considers public response to proposals received. Redevelopment activity always includes a public process of well-publicized meetings open to the public using traditional, social media and internet advertising. Community Development has established good relationships of long standing with affordable housing providers, supportive housing providers, and agencies serving the homeless and those at risk of homelessness. City staff is in regular contact with Wake County Housing and the Raleigh Housing Authority, sharing information and plans and holding joint meetings for the regional AI, Annual Action Plans, and Consolidated Plans. In April 2019 the City- and County-funded Oak City Cares facility opened as a coordinated entry and referral site to housing and social services, after several years of planning and design.

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

City of Raleigh staff regularly attends bi-monthly full membership meetings of the Raleigh Wake Partnership to End and Prevent Homelessness (RWPEPH) (the local Continuum of Care) and a City staff member serves on the board of RWPEH, which is a 501(c)3 organization. Representatives from Wake County Housing, Town of Cary, Housing Authority of the County of Wake, Raleigh Housing Authority, Public-School System, and over 30 agencies attend these meetings. During several of the meetings, City of Raleigh staff gathered stakeholder input during the Consolidated Plan process.

As a result of these interactions and on-going relationships, the City of Raleigh has partnered with Wake County and the RWPEPH to release a combined Request for Proposals (RFP) that included City Emergency Solutions Grant (ESG) funds, State ESG funds received by homeless services agencies in Raleigh and Wake County, and local dollars from Wake County that fund the same activities as ESG. This has made it easier to coordinate funding priorities, monitoring and expected outcomes for the funding, and ultimately achieve consistent and better services for homeless persons in Raleigh and Wake County.

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

The City of Raleigh and Wake County partner in funding homeless services organizations through a combined RFP that applies the same performance standards, outcomes and policies developed by the CoC, which is the Raleigh-Wake Partnership to End and Prevent Homelessness. Creation of policies and procedures for the administration of HMIS is led by the CoC. Both the City and County provide operating grants to the CoC and the City and County have seats on the CoC Board of Directors.   The City "carves out" a portion of its ESG allocation to pay for the HMIS function which is housed in the CoC for all homeless providers in Wake County. It is the expectation that all organizations funded by the combined RFP participate in HMIS and follow all HMIS policies and procedures. Such a requirement is included in ESG Subrecipient contracts, along with written policies adopted by the CoC.

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

Table 2 – Agencies, groups, organizations who participated

1	**Agency/Group/Organization**	South Wilmington Street Center
	Agency/Group/Organization Type	Homeless
	What section of the Plan was addressed by Consultation?	Homeless needs, Continuum of Care, Rapid Rehousing and financial literacy
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Group meeting was held on 10/30/2019. Approximately 240 people were in attendance. Anticipated outcome is that the City and County need to continue to work on creating an effective Continuum of Care.
2	**Agency/Group/Organization**	Wake Up Wake County
	Agency/Group/Organization Type	Advocacy
	What section of the Plan was addressed by Consultation?	Affordable housing, housing along transit and continuum of care
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held on10/2/2019 and also 10/17/2019. Anticipated outcome is that the City will continue to work with Wake-Up Wake County as an advocacy group as affordable housing is being developed along the future BRT lines.
3	**Agency/Group/Organization**	Brookridge Tenants
	Agency/Group/Organization Type	Formerly Homeless
	What section of the Plan was addressed by Consultation?	Resources to move from homeless to housing, programs and resources

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Night-time meeting held on 10/23/2019. 17 residents and 3 property managers were in attendance. Anticipated outcomes are that the Continuum of Care should continue to work with VA, Case Management and programs that continue to provide employment training needs.
4	**Agency/Group/Organization**	Housing Advisory Committee
	Agency/Group/Organization Type	Advocacy/ Advisory
	What section of the Plan was addressed by Consultation?	Land use, zoning and permitting.
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held 10/17/2019. Anticipated outcomes for better coordination with city and county development services is needed to assist with developers obtaining needed permits in a timelier way.
5	**Agency/Group/Organization**	CAMPO
	Agency/Group/Organization Type	Metropolitan Planning Organization
	What section of the Plan was addressed by Consultation?	Municipal support for affordable housing, infrastructure improvements and transit
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting held on 11/4/2019. Anticipated outcome to continue discussion focused around the most used transit lines and how to continue to connect housing and employment centers.
6	**Agency/Group/Organization**	Oak City Cares
	Agency/Group/Organization Type	Homeless Service Providers
	What section of the Plan was addressed by Consultation?	Those at risk of homelessness
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held 10/15/2019. An anticipated outcome is a focus on programs that can help with prevention. There is also a need for resources for those that are right above the 30% AMI.
7	**Agency/Group/Organization**	Mayor's Challenge Meeting
	Agency/Group/Organization Type	Veterans

	What section of the Plan was addressed by Consultation?	Affordable rental units
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held October 2, 2019. Anticipated outcome is that apartment developers are aware about the need for more 2 and 3-bedroom affordable rental units.
8	**Agency/Group/Organization**	Lennox Chase Meeting
	Agency/Group/Organization Type	Formerly Homeless Group
	What section of the Plan was addressed by Consultation?	Affordable housing and Continuum of Care
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held on 10/16/2019. Anticipated outcomes are that the City will continue to work on the coordinated entry process and provide programs that target employment and housing needs.
9	**Agency/Group/Organization**	Triangle J Council of Governments
	Agency/Group/Organization Type	Council of 43 local jurisdictions
	What section of the Plan was addressed by Consultation?	Data analysis, planning and transit
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting held on 11/8/2019. Anticipated outcome is to continue to look at trying to solve transportation and housing needs on a regional level as well as a local level.
10	**Agency/Group/Organization**	Homeless Working Group
	Agency/Group/Organization Type	Advocacy/Advisory
	What section of the Plan was addressed by Consultation?	Continuum of Care and housing concerns
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held on 11/6/2019. Anticipated outcomes are to provide programs to continue to provide rapid re-housing services and also programs to help with job training to help provide more stable jobs.
11	**Agency/Group/Organization**	Hispanic Service Providers
	Agency/Group/Organization Type	Advocacy/Advisory
	What section of the Plan was addressed by Consultation?	Affordable housing and outreach

	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held on 10/8/2019. Anticipated outcomes are to create more ways to communicate, and increase outreach efforts, with the Hispanic community.
12	**Agency/Group/Organization**	Alianza Latina Pro-Educación en Salud (ALPES)
	Agency/Group/Organization Type	Latinos advocacy group
	What section of the Plan was addressed by Consultation?	Affordable rentals, senior housing, and outreach
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held on 10/8/2019. Anticipated outcome is to look for ways to increase outreach and education about programs and services to the Latino communities.
13	**Agency/Group/Organization**	Veterans Work Group
	Agency/Group/Organization Type	Advocacy/Advisory Group
	What section of the Plan was addressed by Consultation?	Affordable rental, housing, and homelessness
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held on 10/2/2019. Anticipated outcome is to continue to provide information on resources and programs that will help Veterans.
14	**Agency/Group/Organization**	North Carolina Housing Finance Agency
	Agency/Group/Organization Type	Housing State Agency
	What section of the Plan was addressed by Consultation?	Affordable rental development and Tax Credit Programs.
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held 10/23/2019. Anticipated outcome is that the City will continue to offer gap financing for developers approved for Tax Credit Programs.
15	**Agency/Group/Organization**	Crosby-Garfield Advocacy Group
	Agency/Group/Organization Type	Advocacy/Advisory
	What section of the Plan was addressed by Consultation?	Affordable housing and Communication
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held 11/19/2019. Anticipated outcome is that programs offered to help homeless families will continue. Also, efforts made to connect transit to housing will continue to be discussed.

16	Agency/Group/Organization	Wake Directors Meetings
	Agency/Group/Organization Type	Advisory
	What section of the Plan was addressed by Consultation?	Homeless and vulnerable population needs
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held on 10/10/2019. Anticipated outcomes will focus on continuing to provide an effective Continuum of Care that encompasses mental and physical health services.
17	Agency/Group/Organization	Human Services Network
	Agency/Group/Organization Type	Advisory
	What section of the Plan was addressed by Consultation?	Housing and Supportive Housing
	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	Meeting was held October 16, 2019. Anticipated outcomes are about elderly homes deteriorating and maintaining housing rehab programs to help the elderly be able to "age in place"

Identify any Agency Types not consulted and provide rationale for not consulting:

AIDS service providers were not consulted since City does not administer HOWPA funds.

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	Raleigh Wake Partnership to Prevent and End Homelessness	
Regional Analysis of Impediments to Fair Housing Choice	City of Raleigh	

TABLE 3 – OTHER LOCAL / REGIONAL / FEDERAL PLANNING EFFORTS

Describe cooperation and coordination with other public entities, including the State and any adjacent units of general local government, in the implementation of the Consolidated Plan (91.215(l))

City of Raleigh, Wake County, and the Raleigh Wake Partnership to End and Prevent Homelessness will work together to implement the Homelessness portion of the Consolidated Plan. The City, County, Town of Cary, Raleigh Housing Authority, and the Housing Authority of the County of Wake worked together in a regional Analysis of Impediments to Fair Housing Choice (AI) prepared for FY 2021 – FY 2025.

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	Nontargeted/ broad community General public	Public hearing held in City Council chambers on 12/3/2019	Concerns about the lack of community engagement; concern with omission of addressing citizens with disabilities; Raleigh was unaffordable and non-profits should come together to find a solution. Transcript in Appendix.	N/A	
2	Community Meeting	General Public	Sertoma Arts Center 9/10/2019; 5 attended	See Appendix	N/A	
3	Community Meeting	General Public	Jaycee Community Center, 9/12/19;1 attended	See Appendix	N/A	
4	Community Meeting	General Public	Green Road Community Center; 10/15/19; 15 attended	See Appendix	N/A	
5	Community Meeting	General Public	Tarboro Road CC; 11/7/19;30 attended	See Appendix	N/A	
6	Community Meeting	General Public	Chavis Community Center; 11/14/19; 45 attended	See Appendix	N/A	
7	General Public Meeting	Target Community	Lennox Chase 10/16/2019	See Appendix	N/A	
8	Stakeholder Meeting	Target community	Hispanic Service Providers 10/8/2019	See Appendix	N/A	
9	Stakeholder Meeting	Target Community	Homeless Service Providers 11/6/2019	See Appendix	N/A	

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)
10	Stakeholder Meeting	Target Community	Veterans Groups 10/2/2019	See Appendix	N/A	
11	Stakeholder Meeting	Target Community	Statewide Organizations 10/23/2019	See Appendix	N/A	

PR-15 Citizen Participation

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

Citizen participation, stakeholder input from nonprofits and community organizations, and input from other units of local government and the local Housing Authority strongly influenced this Consolidated Plan. In fact, the three primary goals of the plan resulted from the comments received during the input process. See the Executive Summary for a brief description of the three goals.

The public participation process prior to draft ConPlan preparation consisted of one public hearing, five public meetings, and a series of smaller meetings with expert stakeholders and service providers. The list of meetings and the notes from each are included as an attachment to this plan.

Citizen Participation Outreach

Advertising for the Public Meetings included the distribution of meeting flyers to community centers across the city, emails via the Community Development email distribution list which has over 4,000 subscribers, meeting advertisements on the City of Raleigh's homepage, videos on Raleigh's twitter page with over 99,000 followers, and via local TV news. The Public Hearings were advertised in local newspapers 12-14 days in advance.

To capture what the public wants for the next five years, the Community Development Division sent out a survey to the public focusing on future goals and priorities. The survey was active from September 9th- November 18, 2019. The survey was advertised on the City of Raleigh's website, social media, and distributed via email and flyers. Physical surveys were also passed out at Fall 2019 Consolidated Plan meetings. A total of 581 responses were received through this process.

Needs Assessment
NA-05 Overview
Needs Assessment Overview

"Despite signs of progress, the shortage of affordable housing remains acute, especially for lowest-income households. While the number of cost-burdened homeowners has fallen substantially since the peak of the housing crisis, the number of cost-burdened renters is still near record highs. After years of declines, homelessness increased slightly in 2018, reflecting widespread housing insecurity. In the absence of any meaningful increase in federal funding for affordable housing, some states and localities are acting to expand the supply and provide new protections for tenants." (*The State of the Nation's Housing 2019,* Joint Center for Housing Studies of Harvard University)

The primary housing challenge for Raleigh's low- and moderate-income residents remains housing affordability. Raleigh is one of the fastest growing cities in the nation, and with this rapid growth has come rising land values and increased housing costs. Concurrently, incomes for lower-wage earners have failed to keep pace, with very-low (50% AMI) and extremely-low (30% AMI) income households being most affected.

Cost burden remains the most common housing problem. A household is "cost burdened" when it expends more than 30% of its gross monthly income on housing costs: for homeowners that includes principle, interest, taxes, and insurance; for renters that includes rent plus utilities. A household is "severely cost burdened" when it expends more than 50% of its gross monthly income on housing costs. Of Raleigh's 170,375 households, 32.7% or 55,755 households are either cost or severely cost burdened. Racial and ethnic minorities, most notably African Americans, are disproportionately affected compared to Whites.

NA-10 Housing Needs Assessment - 24 CFR 91.205 (a,b,c)

Summary of Housing Needs

The primary housing need for Raleigh's low- and moderate-income residents remains finding rental housing that is affordable. Raleigh's rapid growth has resulted in rising land values and housing costs, while incomes for lower-wage earners have failed to keep pace. Very-low (50% AMI) and extremely-low (30% AMI) income households are most affected, with 16,685 extremely low-income households experiencing severe cost-burdens, spending more than 50% of their income on housing and utility costs. An influx of high-paying jobs and demand for housing near the city center has resulted in many once affordable areas being redeveloped into higher income neighborhoods. The need for affordable housing is further exacerbated by the loss of naturally occurring affordable housing developments being acquired by developers and either demolished or redeveloped into above market rate or luxury apartments. Additionally, the City's lack of authority to require a set aside for affordable housing in new developments also impedes the supply of affordable rental units.

Demographics	Base Year: 2009	Most Recent Year: 2015	% Change
Population	403,892	432,525	7%
Households	149,395	170,375	14%
Median Income	$53,370.00	$55,398.00	4%

TABLE 4 - HOUSING NEEDS ASSESSMENT DEMOGRAPHICS

Data Source: 2005-2009 ACS (Base Year), 2011-2015 ACS (Most Recent Year)

Number of Households Table

	0-30% HAMFI	>30-50% HAMFI	>50-80% HAMFI	>80-100% HAMFI	>100% HAMFI
Total Households	24,685	20,355	32,950	18,035	74,340
Small Family Households	8,180	7,520	11,460	6,695	37,995
Large Family Households	1,939	1,650	2,190	785	3,910
Household contains at least one person 62-74 years of age	3,125	2,885	4,175	2,235	10,435
Household contains at least one person age 75 or older	2,238	1,618	2,695	1,150	3,874
Households with one or more children 6 years old or younger	5,604	4,245	4,934	2,105	9,515

TABLE 5 - TOTAL HOUSEHOLDS TABLE

Data Source: 2011-2015 CHAS
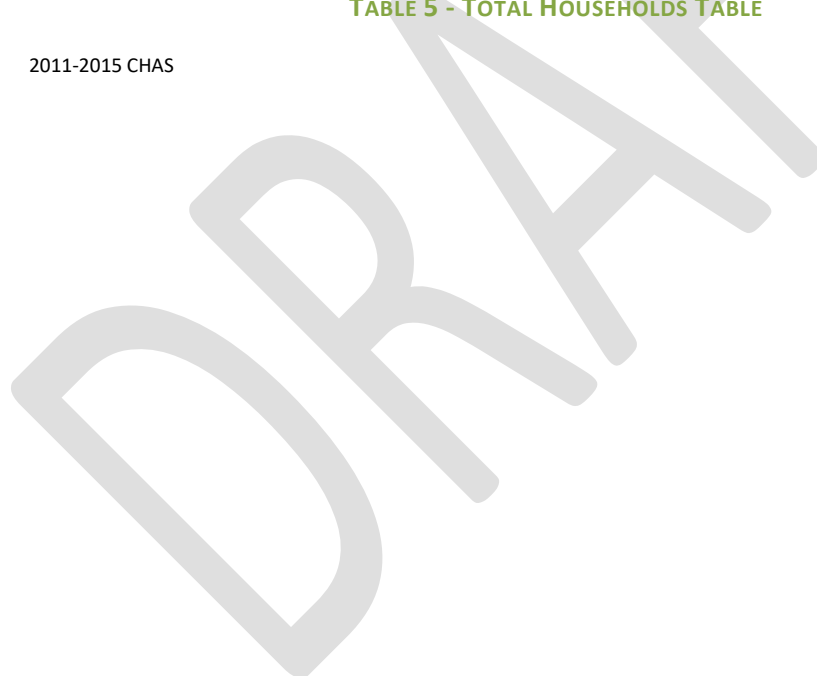
Housing Needs Summary Tables

1. Housing Problems (Households with one of the listed needs)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Substandard Housing - Lacking complete plumbing or kitchen facilities	270	85	190	20	565	0	33	10	0	43
Severely Overcrowded - With >1.51 people per room (and complete kitchen and plumbing)	330	340	180	70	920	0	0	29	4	33
Overcrowded - With 1.01-1.5 people per room (and none of the above problems)	1,190	1,155	620	160	3,125	20	170	345	115	650
Housing cost burden greater than 50% of income (and none of the above problems)	13,770	3,325	490	150	17,735	2,915	1,815	1,345	270	6,345
Housing cost burden greater than 30% of income (and none of the above problems)	1,905	7,450	6,335	680	16,370	554	1,895	5,175	1,720	9,344
Zero/negative Income (and none of the above problems)	1,139	0	0	0	1,139	384	0	0	0	384

TABLE 6 – HOUSING PROBLEMS TABLE

Data Source: 2011-2015 CHAS

2. Housing Problems 2 (Households with one or more Severe Housing Problems: Lacks kitchen or complete plumbing, severe overcrowding, severe cost burden)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Having 1 or more of four housing problems	15,550	4,910	1,490	400	22,350	2,935	2,020	1,725	390	7,070
Having none of four housing problems	3,579	9,665	17,815	7,640	38,699	1,069	3,770	11,925	9,590	26,354
Household has negative income, but none of the other housing problems	1,139	0	0	0	1,139	384	0	0	0	384

TABLE 7 – HOUSING PROBLEMS 2

Data Source: 2011-2015 CHAS

3. Cost Burden > 30%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	6,304	4,350	2,095	12,749	1,103	1,350	2,619	5,072
Large Related	1,554	795	125	2,474	219	245	555	1,019
Elderly	2,409	1,200	984	4,593	1,275	1,140	1,578	3,993
Other	6,955	5,555	3,810	16,320	900	1,055	1,785	3,740
Total need by income	17,222	11,900	7,014	36,136	3,497	3,790	6,537	13,824

TABLE 8 – COST BURDEN > 30%

Data Source: 2011-2015 CHAS

4. Cost Burden > 50%

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
NUMBER OF HOUSEHOLDS								
Small Related	5,380	1,110	70	6,560	1,064	615	495	2,174
Large Related	1,140	110	0	1,250	149	80	70	299
Elderly	2,050	370	329	2,749	940	595	418	1,953
Other	6,310	1,890	120	8,320	775	535	355	1,665
Total need by income	14,880	3,480	519	18,879	2,928	1,825	1,338	6,091

TABLE 9 – COST BURDEN > 50%

Data Source: 2011-2015 CHAS

5. Crowding (More than one person per room)

	Renter					Owner				
	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	>80-100% AMI	Total
NUMBER OF HOUSEHOLDS										
Single family households	1,265	1,355	565	94	3,279	10	100	329	109	548
Multiple, unrelated family households	205	110	105	90	510	10	70	24	10	114
Other, non-family households	90	35	140	45	310	0	0	10	0	10
Total need by income	1,560	1,500	810	229	4,099	20	170	363	119	672

TABLE 10 – CROWDING INFORMATION – 1/2

Data Source: 2011-2015 CHAS

	Renter				Owner			
	0-30% AMI	>30-50% AMI	>50-80% AMI	Total	0-30% AMI	>30-50% AMI	>50-80% AMI	Total
Households with Children Present								

TABLE 11 – CROWDING INFORMATION – 2/2

Describe the number and type of single person households in need of housing assistance.

There are approximately 56,831 single-person households in Raleigh, which accounts for 33% of all Raleigh households. Of these single-family households, approximately 12% (6,908) live below poverty level and 11% (6,140) have no personal vehicle. (American Community Survey, 2011-2015 Five-Year Estimate) The data indicate that there are, at a minimum, several thousand single-person households in need of access to transit.

Estimate the number and type of families in need of housing assistance who are disabled or victims of domestic violence, dating violence, sexual assault and stalking.

The CDC estimates that 1 in 4 women and 1 in 10 men will experience contact sexual violence, physical violence, and/or stalking by an intimate partner in their lifetime. Thus, as many as 100,000 Wake residents will experience domestic violence, dating violence, sexual assault, or stalking by an intimate partner. 38% of victims will experience homelessness (National Network to End Domestic Violence, 2003). InterAct, a shelter and service provider for women and their children affected by domestic violence and/or sexual violence, estimates that there are 38,000 survivors of domestic violence, dating violence, sexual assault, and stalking in Wake County in need of housing services. During October 2019, the Wake CoC is providing services to 10,369 survivors. The number of survivors currently served was determined by aggregating data from HMIS and InterAct's HMIS Comparable Database, which aligns with HUD Universal Data Elements and federal statutes to protect confidentiality. (InterAct, 2019)

What are the most common housing problems?

Based on the data provided by HUD, the most common housing problem is cost burden, while the second most common is overcrowding.

Are any populations/household types more affected than others by these problems?

Households earning 0-30% AMI are most affected by these problems, with renters earning 0-30% AMI constituting 57.2% of the total severely cost burdened category. Since the last Consolidated Plan (2016-2020), the percentage of households with severe cost burden increased by 17 percentage points. Owners earning 0-30% AMI are 45.9% of the severely cost-burdened category. Renters earning 0-30% AMI make up 69.6% of all renters with one or more of the four housing problems (lacks a kitchen or complete plumbing, severe overcrowding, cost-burdened) and 52.9% of the total category (renters and owners).

Describe the characteristics and needs of Low-income individuals and families with children (especially extremely low-income) who are currently housed but are at imminent risk of either residing in shelters or becoming unsheltered 91.205(c)/91.305(c)). Also discuss the needs of formerly homeless families and individuals who are receiving rapid re-housing assistance and are nearing the termination of that assistance

Rapid re-housing and homeless service providers identified the following characteristics and needs of low-income individuals and families with children who are currently housed but are at imminent risk of becoming homeless:

- Cost burdened – paying more than 30% of their income on housing;
- Working low-wage jobs;
- Precariously housed;
- Lack of access to transportation;
- Higher utility costs due to substandard housing;
- Lack of access to childcare;
- Unmet health and mental health needs;
- Untreated substance abuse issues; and
- Lack of safety net.

Identified needs of formerly homeless families and individuals who are receiving rapid re-housing assistance and are nearing the termination of that assistance include:

- Finding affordable housing, including landlords that accept vouchers;
- Long-term housing support such as vouchers;
- Access to transportation;
- Access to child care;
- Access to health and mental health care; and
- Better paying jobs.

If a jurisdiction provides estimates of the at-risk population(s), it should also include a description of the operational definition of the at-risk group and the methodology used to generate the estimates:

N/A

Specify particular housing characteristics that have been linked with instability and an increased risk of homelessness

As described above, the following characteristics have been linked with instability and an increased risk of homelessness:

- Cost burdened;
- Working low-wage jobs;
- Precariously housed;
- Lack of access to transportation;
- Higher utility costs due to substandard housing;
- Lack of access to childcare;
- Unmet health and mental health needs;
- Untreated substance abuse issues; and
- Lack of safety net.

Discussion

As seen in the data and discussion above, there is a need for more affordable housing, particularly for very low and extremely low-income renters. Housing cost burden and overcrowding are the most common housing problems. The Strategic Plan section of this document outlines the actions that the City of Raleigh will undertake over the next 5 years to address these problems.

NA-15 Disproportionately Greater Need: Housing Problems – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

Introduction

Housing problems are found throughout Raleigh in all income groups at or below Area Median Income. Raleigh has a total 170,375 households and 55,155 of those households (32.4%) are at or below Area Median Income (AMI) with one or more housing problems. HUD describes four housing problems as: 1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost burden greater than 30%. This indicates a need for more decent and safe affordable housing throughout the City.

The data indicates that African Americans bear a disproportionately greater need in comparison to other racial groups. Of the 55,155 households that have one or more housing problems, 21,319 of those households (38.7%) are African American. African Americans represent 29.3% of Raleigh's population.

0%-30% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	20,940	2,203	1,523
White	7,655	792	624
Black / African American	9,460	1,185	680
Asian	630	45	204
American Indian, Alaska Native	89	15	0
Pacific Islander	40	10	4
Hispanic	2,713	124	10

TABLE 12 - DISPROPORTIONALLY GREATER NEED 0 - 30% AMI

Data Source: 2011-2015 CHAS

*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

30%-50% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	16,285	4,079	0
White	6,295	1,569	0
Black / African American	6,285	1,619	0
Asian	809	114	0
American Indian, Alaska Native	14	109	0

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Pacific Islander	0	0	0
Hispanic	2,420	630	0

TABLE 13 - DISPROPORTIONALLY GREATER NEED 30 - 50% AMI

Data Source: 2011-2015 CHAS

*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

50%-80% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	14,735	18,235	0
White	7,640	9,385	0
Black / African American	4,890	6,225	0
Asian	619	720	0
American Indian, Alaska Native	15	25	0
Pacific Islander	50	25	0
Hispanic	1,400	1,460	0

TABLE 14 - DISPROPORTIONALLY GREATER NEED 50 - 80% AMI

Data Source: 2011-2015 CHAS

*The four housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost Burden greater than 30%

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80%-100% of Area Median Income

Housing Problems	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	3,195	14,834	0
White	1,984	8,964	0
Black / African American	684	4,144	0
Asian	250	524	0
American Indian, Alaska Native	0	45	0
Pacific Islander	0	0	0
Hispanic	230	950	0

TABLE 15 - DISPROPORTIONALLY GREATER NEED 80 - 100% AMI

Data Source: 2011-2015 CHAS

*The four housing problems are:
1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4.Cost Burden greater than 30%

Discussion

The data above indicates that extremely-low (0-30% AMI) and very-low income households (30-50% AMI) continue to face a disproportionately greater need in terms of housing problems. 84.8% of Raleigh's extreme low-income households (20,940) have one or more housing problems. 80% of Raleigh's low-income households (16,285) have one or more housing problems. The charts above indicate that, as incomes rise, the percentage of households with housing problems decrease.

According to the charts above, Black/African-Americans have a disproportionately greater housing need than other populations. Of the 55,155 households that have one or more housing problems, 21,319 of those households (38.7%) are African American, although African Americans represent just 29.3% of Raleigh's population. Whereas whites make up 60.2% of Raleigh's total population, of the 55,155 households that have one or more housing problem, 23,574 of those (42.7%) are white.

There are seven census tracts within Raleigh in which the total non-White population is greater than 50% and have poverty rate of 30% or higher. These areas are known as racially concentrated areas of poverty or RCAPS. The RCAP census tracts are: 506, 508, 509, 520.01, 520.02, 524.08, and 524.09. (Wake County Analysis of Impediments to Fair Housing Choice, 2020)

NA-20 Disproportionately Greater Need: Severe Housing Problems – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

Introduction

Severe housing problems are also found throughout Raleigh in all income groups at or below Area Median Income. Raleigh has a total 170,375 households and 29,420 of those households (17.3%) are at or below Area Median Income (AMI) with one or more severe housing problems. HUD describes four housing problems as: 1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%. Again, this indicates a need for more decent and safe affordable housing throughout the City.

The data indicates that African Americans bear a disproportionately greater need in comparison to other racial groups. Of the 29,420 households that have one or more housing problems, 11,130 of those households (37.8%) are African American. African Americans represent 29.3% of Raleigh's population. The group most affected are African American households earning <30% of AMI.

0%-30% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	18,485	4,648	1,523
White	6,815	1,621	624
Black / African American	8,120	2,515	680
Asian	610	65	204
American Indian, Alaska Native	75	34	0
Pacific Islander	40	10	4
Hispanic	2,499	348	10

TABLE 16 – SEVERE HOUSING PROBLEMS 0 - 30% AMI

Data Source: 2011-2015 CHAS

*The four severe housing problems are:

City of Raleigh Draft 5-Year Consolidated Plan

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

30%-50% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	6,930	13,435	0
White	2,810	5,054	0
Black / African American	2,065	5,830	0
Asian	314	615	0
American Indian, Alaska Native	4	119	0
Pacific Islander	0	0	0
Hispanic	1,470	1,595	0

TABLE 17 – SEVERE HOUSING PROBLEMS 30 - 50% AMI

Data Source: 2011-2015 CHAS

*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

50%-80% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	3,215	29,740	0
White	1,555	15,470	0
Black / African American	790	10,330	0
Asian	145	1,184	0
American Indian, Alaska Native	0	40	0

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Pacific Islander	0	75	0
Hispanic	674	2,190	0

TABLE 18 – SEVERE HOUSING PROBLEMS 50 - 80% AMI

Data Source: 2011-2015 CHAS

*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

80%-100% of Area Median Income

Severe Housing Problems*	Has one or more of four housing problems	Has none of the four housing problems	Household has no/negative income, but none of the other housing problems
Jurisdiction as a whole	790	17,230	0
White	385	10,575	0
Black / African American	155	4,665	0
Asian	35	745	0
American Indian, Alaska Native	0	45	0
Pacific Islander	0	0	0
Hispanic	220	960	0

TABLE 19 – SEVERE HOUSING PROBLEMS 80 - 100% AMI

Data Source: 2011-2015 CHAS

*The four severe housing problems are:

1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than 1.5 persons per room, 4. Cost Burden over 50%

Discussion

The data above indicates that extremely-low income households (0-30% AMI) continue to face a disproportionately greater need in terms of housing problems. Extremely low-income African-American households, with one or more severe housing problems, have a disproportionately greater housing need than any racial or economic group. 43.9% of extremely low-income households are African American, even though African Americans represent 29.3% of all Raleigh households. By contrast, 36.9% of extremely low-income White households have one or more housing problems, even though White households make up 60.2% of all Raleigh residents. This shows that there is a disproportional share of housing needs among racial groups in Raleigh.

NA-25 Disproportionately Greater Need: Housing Cost Burdens – 91.205 (b)(2)

Assess the need of any racial or ethnic group that has disproportionately greater need in comparison to the needs of that category of need as a whole.

Introduction:

A household is "cost burdened" when it expends more than 30% of its gross monthly income on housing costs: for homeowners that includes principle, interest, taxes, and insurance; for renters that includes rent plus utilities. A household is "severely cost burdened" when it expends more than 50% of its gross monthly income on housing costs. Of Raleigh's 170,375 households, 32.7% or 55,755 households are either cost or severely cost burdened. The 2011-2015 CHAS data indicates that racial and ethnic minorities, most notably African Americans, are disproportionately affected compared to Whites.

Housing Cost Burden

Housing Cost Burden	<=30%	30-50%	>50%	No / negative income (not computed)
Jurisdiction as a whole	112,963	30,075	25,680	1,655
White	74,570	14,214	11,220	664
Black / African American	26,000	10,885	10,165	725
Asian	4,025	1,435	865	229
American Indian, Alaska Native	310	44	80	0
Pacific Islander	30	90	0	4
Hispanic	6,540	2,960	2,850	20

TABLE 20 – GREATER NEED: HOUSING COST BURDENS AMI

Data Source: 2011-2015 CHAS

Discussion:

African American households are disproportionately cost and severely cost burdened compared to other racial and ethnic groups. Although African Americans account for only 29.3% of all residents in Raleigh, they make up 37.8% of all households in the cost and severely cost burdened categories. Meanwhile, whites account for 60.2% of Raleigh's population, yet up make up 45.6% of all cost burdened and severely cost burdened households.

NA-30 Disproportionately Greater Need: Discussion – 91.205(b)(2)

Are there any Income categories in which a racial or ethnic group has disproportionately greater need than the needs of that income category as a whole?

African Americans are disproportionately severely cost burdened compared to other racial groups. While African Americans represent 29.3% of Raleigh's population, they represent 40% or 11,220 of the 25,680 severely cost burdened households. Data also indicates that the majority of severely cost burdened households are at 0-30% AMI. This indicates a need for more affordable housing units with deeper subsidies.

If they have needs not identified above, what are those needs?

There is a need for greater distribution of affordable housing across all areas of the City.

Are any of those racial or ethnic groups located in specific areas or neighborhoods in your community?

There are seven census tracts within Raleigh in which the total non-White population is greater than 50% and have poverty rate of 30% or higher. These areas are known as racially concentrated areas of poverty or RCAPS. The RCAP census tracts are: 506, 508, 509, 520.01, 520.02, 524.08, and 524.09. (Wake County Analysis of Impediments to Fair Housing Choice, 2020)

NA-35 Public Housing – 91.205(b)

Introduction

The Raleigh Housing Authority (RHA) is a high performing public housing authority that provides affordable housing throughout the City of Raleigh and Wake County. RHA's public housing inventory includes both accessible homes and homes with modifications for persons who require specific features to accommodate disability and age-related needs. This includes one story, flat level homes for those with mobility issues who are unable to climb stairs. To the extent feasible as a housing provider, RHA works with residents to accommodate those in need of other services such as child care, employment, in-home health care, and transportation. These needs are comparable to low-income families in the population at large.

Totals in Use

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers in use	0	38	1,375	4,058	0	4,058	0	0	0

<p align="center">TABLE 21 - PUBLIC HOUSING BY PROGRAM TYPE</p>

*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Data Source: PIC (PIH Information Center)

Characteristics of Residents

	Program Type							
	Certificate	Mod-Rehab	Public Housing	Vouchers				
				Total	Project - based	Tenant - based	Special Purpose Voucher	
							Veterans Affairs Supportive Housing	Family Unification Program
Average Annual Income	0	12,168	12,832	11,709	0	11,709	0	0
Average length of stay	0	4	6	4	0	4	0	0
Average Household size	0	1	2	2	0	2	0	0
# Homeless at admission	0	0	0	0	0	0	0	0
# of Elderly Program Participants (>62)	0	31	343	595	0	595	0	0
# of Disabled Families	0	5	278	915	0	915	0	0
# of Families requesting accessibility features	0	38	1,375	4,058	0	4,058	0	0
# of HIV/AIDS program participants	0	0	0	0	0	0	0	0

	Program Type							
	Certificate	Mod-Rehab	Public Housing	Vouchers				
				Total	Project - based	Tenant - based	Special Purpose Voucher	
							Veterans Affairs Supportive Housing	Family Unification Program
# of DV victims	0	0	0	0	0	0	0	0

TABLE 22 – CHARACTERISTICS OF PUBLIC HOUSING RESIDENTS BY PROGRAM TYPE

Data Source: PIC (PIH Information Center)

Race of Residents

	Program Type								
Race	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
White	0	21	118	324	0	324	0	0	0
Black/African American	0	17	1,236	3,717	0	3,717	0	0	0
Asian	0	0	17	7	0	7	0	0	0
American Indian/Alaska Native	0	0	3	10	0	10	0	0	0
Pacific Islander	0	0	1	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

TABLE 23 – RACE OF PUBLIC HOUSING RESIDENTS BY PROGRAM TYPE

Data Source: PIC (PIH Information Center)

Ethnicity of Residents

Ethnicity	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
Hispanic	0	3	34	136	0	136	0	0	0
Not Hispanic	0	35	1,341	3,922	0	3,922	0	0	0
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

TABLE 24 – ETHNICITY OF PUBLIC HOUSING RESIDENTS BY PROGRAM TYPE

Data Source: PIC (PIH Information Center)

Section 504 Needs Assessment: Describe the needs of public housing tenants and applicants on the waiting list for accessible units:

RHA's waiting list shows the greatest need for one-bedroom units, with single individual households comprising over 50% of the public housing waiting list. RHA's waiting list is organized by the time and date that applications are received and whether the family qualifies for any preferences. Elderly and disabled households qualify for preferences which will allow them to have a shorter waiting period and will ensure staff places them with homes that meet their individual needs, including the need for an accessible unit. RHA's database shows there are currently 54 public housing applicants that have indicated on their application that they require a home with mobility, visual, or hearing-limited features. All of RHA's accessible units are currently occupied. When an accessible unit becomes vacant, RHA first offers the unit to any current public housing resident who needs to transfer into an accessible unit prior to offering the unit to a new admission family in need of the accessible features.

Most immediate needs of residents of Public Housing and Housing Choice voucher holders

The most immediate needs of public housing residents and Housing Choice voucher holders are: housing stability, employment and income, child day care assistance, expanded in-home health services, transportation, assistance with health care costs, and many of the same problems experienced by low-income families.

How do these needs compare to the housing needs of the population at large

The needs of Public Housing and Housing Choice voucher holders are comparable to the population at large. Finding landlords willing to participate in the Housing Choice voucher program is a challenge given the high demand for affordable housing.

Discussion

Many of the needs of public housing residents and Housing Choice voucher holders are similar to low-income residents not receiving RHA's support such as housing stability, access to transportation, and employment. According to RHA's waiting list, the greatest need is for one-bedroom units, with single individual households comprising over 50% of the public housing waiting list. There is also a need for accessible units for persons with disabilities.

NA-40 Homeless Needs Assessment – 91.205(c)

Introduction:

According to the Raleigh/Wake County Continuum of Care 2019 Point in Time Count, a total of 970 persons were homeless on a given night. This includes households with children, households without children, and households that are made up of only children. The specific demographics of those persons who were homeless on the night of the point in time count are discussed in detail below. This is a slight decrease from 2018 (983), however the unsheltered count increased to 236, the highest since 2009.

Homeless Needs Assessment

Population	Estimate the # of persons experiencing homelessness on a given night		Estimate the # experiencing homelessness each year	Estimate the # becoming homeless each year	Estimate the # exiting homelessness each year	Estimate the # of days persons experience homelessness
	Sheltered	Unsheltered				
Persons in Households with Adult(s) and Child(ren)	272	18	966	303	287	117
Persons in Households with Only Children	3	0	77	71	75	9
Persons in Households with Only Adults	459	218	3,044	2,154	2,808	72
Chronically Homeless Individuals	57	58	536	0	0	0

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Population	Estimate the # of persons experiencing homelessness on a given night		Estimate the # experiencing homelessness each year	Estimate the # becoming homeless each year	Estimate the # exiting homelessness each year	Estimate the # of days persons experience homelessness
	Sheltered	Unsheltered				
Chronically Homeless Families	3	1	66	0	0	0
Veterans	41	26	434	225	285	79
Unaccompanied Child	24	12	331	306	304	39
Persons with HIV	7	1	46	0	0	0

TABLE 25 - HOMELESS NEEDS ASSESSMENT

Data Source Comments: 2019 Raleigh/Wake County CoC Point in Time Count

Indicate if the homeless population is: Has No Rural Homeless

If data is not available for the categories "number of persons becoming and exiting homelessness each year," and "number of days that persons experience homelessness," describe these categories for each homeless population type (including chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth):

According to Continuum of Care-wide data in the HMIS, there were a total of 4,088 persons who were homeless and served by homeless services agencies in Raleigh and Wake County in 2018. Of these, around 16% (517 households) exited homelessness to a permanent housing destination. The average length of time someone spends in the homeless system is 76 days (approx. 2.5 months).

Below is the Average Length of Time Homeless by population type according to the 2018 Longitudinal System Analysis submitted by the Continuum of Care:

- Adult Only households: 72 days
- Families with children: 117 days
- Child Only households:9 days
- Veterans: 79 days

- Unaccompanied Youth: 18-24: 39 days

Nature and Extent of Homelessness: (Optional)

Race:	Sheltered:	Unsheltered (optional)
White	160	129
Black or African American	539	84
Asian	6	0
American Indian or Alaska Native	5	3
Pacific Islander	1	0
Ethnicity:	**Sheltered:**	**Unsheltered (optional)**
Hispanic	30	14
Not Hispanic	704	222

Data Source
Comments:

Races	Sheltered	Unsheltered
Multiple Races	23	20

Table 26 - Nature and Extent of Homelessness - Multiple Races

Estimate the number and type of families in need of housing assistance for families with children and the families of veterans.

According to information provided by the Raleigh/Wake Continuum of Care, there are approximately 66 Veteran households experiencing homelessness and in need of housing. This is congruent with Mayor's Challenge to End Veteran Homelessness By-Name List, which estimates there are between 40-70 veterans experiencing homelessness in any 60-day period. In 2018, 89% of Veterans were Male, 11% were Female, 47% were between the ages of 25 and 54, with the next highest age group between 55 and 64 years old at 37%. Veterans who experienced homelessness in 2018 were 67% Black and 27% White, with all other racial groups comprising less than 5%. Veterans experiencing homelessness are 97% single adults. There were 63 Chronically Homeless Veterans in 2018. 57% of Veterans who experienced homelessness in 2018, experienced homelessness for the first time.

Describe the Nature and Extent of Homelessness by Racial and Ethnic Group.

Racial Demographics

Of the 734 people experiencing sheltered homelessness in 2019, 22% were White, 73% were Black, 3% identified as multiple races, with the remaining racial group comprising 2% of the total sheltered population. Of the 236 who were unsheltered, 55% were White, 36% were Black, 8.5% identified as multiple races, with all other racial groups comprising less than 1%.

Ethnicity

Of those sheltered during the night of the Point in Time Count who provided information about their ethnicity, 4% were Hispanic and 96% were non-Hispanic. Of the 236 persons who were unsheltered and provided ethnic data, 6% were Hispanic and 94% were non-Hispanic.

Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.

Unsheltered Persons-Point in Time Count:

- 236 people were unsheltered
- 18 people were represented in 4 families with children
- 58 people were chronically homeless individuals
- 26 persons were veterans
- 1 person reported being HIV positive or having AIDS
- 11 people were survivors of domestic violence
- 38 people reported having a serious mental illness
- 8 people reported having a substance use disorder

Sheltered Persons - Point in Time Count:

- 734 people were sheltered
- 290 people were represented in 88 families with children
- 57 people were chronically homeless individuals
- 41 persons were veterans
- 7 people reported being HIV positive or having AIDS
- 46 people were survivors of domestic violence
- 74 people reported having a serious mental illness
- 57 people reported having a substance use disorder

Discussion:

According to the 2019 Point in Time Count, 1 in 4 people experiencing homelessness in Wake County are experiencing unsheltered homelessness. 2019 was the first year there was a decrease in overall homelessness since 2016, although unsheltered homelessness was the highest it's been since 2009. Black/African American citizens comprise 14% of Wake County's total population but are overrepresented in the homeless population at 64%. Unsheltered family homelessness has decreased by 17% since 2014. Wake County's largest decrease was in veterans experiencing homelessness, which saw a 46% decrease since 2015. This is largely due to coordinated efforts at the agency level and the Mayor's Challenge to End Homelessness, which uses a Veteran By-Name List to identify and connect with veterans experiencing homelessness as quickly as possible to identify housing assistance options. The largest increase since 2014 is in people experiencing chronic homelessness, up 28% since 2014 (Note: HUD changed the way chronic homelessness was determined in 2015).

Wake County implemented the Coordinated Entry System in 2018, which is designed to help direct client to community-based resources congruent with their needs and streamline access to services. The City is hopeful that this system will improve access to Emergency Shelter and Street Outreach and ensure that our community's limited housing assistance gets to those clients who need it most.

NA-45 Non-Homeless Special Needs Assessment - 91.205 (b,d)

Introduction:

Non-Homeless Special Needs populations often require supportive housing or some form of ongoing case management. Successfully meeting the needs of these populations requires partnerships between housing providers and supportive service agencies. There are many agencies in Raleigh and Wake County whose mission is to assist people with special needs. Some of them are a part of Wake County Human Services, and some of them are private providers. Consultations were held with many of them in order to determine the needs of the people with special needs in Raleigh and Wake County. The City of Raleigh does not receive HOPWA funds; Wake County does.

HOPWA

Current HOPWA formula use:	
Cumulative cases of AIDS reported	0
Area incidence of AIDS	97
Rate per population	0
Number of new cases prior year (3 years of data)	306
Rate per population (3 years of data)	0
Current HIV surveillance data:	
Number of Persons living with HIV (PLWH)	3,761
Area Prevalence (PLWH per population)	281.9
Number of new HIV cases reported last year	131

TABLE 27 – HOPWA DATA

Data Source Comments:

HIV Housing Need (HOPWA Grantees Only)

Type of HOPWA Assistance	Estimates of Unmet Need
Tenant based rental assistance	0
Short-term Rent, Mortgage, and Utility	0
Facility Based Housing (Permanent, short-term or transitional)	0

TABLE 28 – HIV HOUSING NEED

Data Source: HOPWA CAPER and HOPWA Beneficiary Verification Worksheet

Describe the characteristics of special needs populations in your community:

In Raleigh, non-homeless special needs populations include: elderly people; young adults who have aged out of foster care; people with disabilities such as physical, mental, intellectual, and developmental, veterans, and people with HIV/AIDS.

Furthermore, "special needs" as pertains to housing may include non-disability special needs, such as involuntary displacement from housing due to government action, loss of housing assistance, or natural disaster.

What are the housing and supportive service needs of these populations and how are these needs determined?

There is a need for handicapped units in properties for below age 55, assistance for water bills, access to transportation, child care, and budgeting classes. Supportive service needs include housing, case management, and medical care. Needs are determined by the social work assessments and from input received from community meetings.

Discuss the size and characteristics of the population with HIV/AIDS and their families within the Eligible Metropolitan Statistical Area:

According to the HIV surveillance data in the table above, there are 3,384 persons living with HIV/AIDS. There were 97 new cases reported last year. This number is not in included in the pre-populated table above but can found in the Report widget of CPDMaps. Characteristics of this population are:

- Increasing number of people over 54 since 2010 (Wake County Human Services HIV Clinic, 2014);
- Decrease, then an increase in number of youth under 25 since 2010 (Wake County Human Services HIV Clinic, 2014);
- Young single males;
- Young females with children; and
- Mostly without college degrees.

Discussion:

Case management is a consistent need among special needs populations as a crucial element of Supportive Housing. This lack of support in turn threatens peoples' housing stability, thus exacerbating their already fragile situations.

NA-50 Non-Housing Community Development Needs – 91.215 (f)

Describe the jurisdiction's need for Public Facilities:

The City's needs for public facilities is guided by the Capital Improvement Program (CIP), a five-year plan approved by City Council, that allocates limited financial resources to high priority needs. When identifying new projects, staff looks to the long-term priorities and direction set by City Council through strategic planning, as well as the City's Comprehensive Plan. In addition, long-term studies and citizen input also lead to additional requests. Staff submits formal requests through the annual budget process. Staff analyze and discuss these requests, then prioritize the requests based on consistency with Council goals, documented need, and cost.

The CIP is organized into eight sections called "elements" based on similar purpose and dedicated revenue sources. The eight CIP elements are the following:

The **general public improvement element** (GPI) funds maintenance and construction of general government and public safety facilities and infrastructure. This element also includes selected economic development projects and other city needs.

The **public utilities element** funds the ongoing maintenance and improvement of water and sewer infrastructure. These projects include main replacements, water and wastewater treatment plant renovations, and pump station maintenance.

The **stormwater element** funds projects meant to manage and mitigate the effects of stormwater runoff. Project categories include general infrastructure, lake preservation, and neighborhood drainage.

The **transportation element** addresses major city streets, infrastructure maintenance, parking facility maintenance, long-term studies, and pedestrian-oriented projects. Recent transportation bond referenda are implemented through this element.

The **parks, recreation and cultural resources element** funds capital maintenance and renovations at the city's community centers, athletic facilities, greenways, and cultural sites. Projects can include structural and mechanical repairs and pavement repair and resurfacing. This element also funds land acquisition and long-term studies.

The **housing element** provides capacity for increasing the stock of affordable housing throughout the city through neighborhood revitalization, first time home ownership programs and house rehabilitation projects.

The **convention and performing arts complex element** funds maintenance, renovations, and improvements at three downtown facilities: Raleigh Convention Center, Performing Arts Center, and the downtown amphitheater. This element also includes the Walnut Creek Amphitheater in southeast Raleigh.

The **technology element** funds the planning, design and implementation of new technological infrastructure. These projects include maintaining the City's enterprise resource management system and implementing a 911 dispatch system.

How were these needs determined?

As noted above, the City's needs for public facilities is guided by the Capital Improvement Program (CIP). When identifying new projects, staff looks to the long-term priorities and direction set by City Council through strategic planning, as well as the City's Comprehensive Plan. In addition, long-term studies and citizen input also lead to additional requests. Staff submits formal requests through the annual budget process. Staff analyze and discuss these requests, then prioritize the requests based on consistency with Council goals, documented need, and cost.

Once adopted by City Council, the CIP functions as a policy document and provides direction for the timing, location, character, and funding of future capital projects. The CIP represents city administration's and City Council's best judgment at that time. Future needs and financial constraints may result in programmatic changes over the five-year period. Policies and priorities established in the CIP guide subsequent decisions made by city administration and the various boards and commissions appointed by City Council.

Describe the jurisdiction's need for Public Improvements:

The Adopted CIP funds the City's priority needs. Below is a list of major needs staff will discuss and evaluate in the coming year and beyond:

- In Summer 2015, the City acquired the Dorothea Dix property from the State for $52 million. Master planning for the park started in Summer 2016 with a DRAFT master plan coming to the City Council in September 2018 and FINAL master plan approved in February 2019. Recently, the City and State completed a remediation project on site addressing contaminated soils. In the future, developing the property will involve a wide range of recreational and cultural services, which will require additional capital and operating investments. The FINAL master plan includes funding models for the City Council to consider including but not limited to Public Private

Partnerships, Concessions, Programming/Special Events Revenues, Real Estate Value Capture, Philanthropy and more.

- To continue the City's transit improvements, staff continues to analyze the need for future transit facilities. These facilities include bus stations, park-and-ride facilities, multi-modal facilities like Union Station, and transit centers along the City's major corridors. The passage of a sales tax referendum in Fall 2016 has allowed staff to continue to work with regional stakeholders to prioritize transit system needs and determine how the new funds will be used to support the Wake Transit Plan. Funds were programmed in FY2019 for the City of Raleigh, along with other stakeholders, to continue implementation of projects included in the Wake Transit Plan. Continued improvements and funding efforts will occur every fiscal year and the Transportation element will continue to see these funds allocated to support implementation and improvement of the regional and local transit system.

- The parking supply in downtown Raleigh is rapidly becoming a concern as the City is nearing capacity for monthly accounts in its eight parking decks, and the influx of new businesses drives the demand for additional parking. The recently completed Kimley-Horn report from the downtown Raleigh Parking Study has recommended the City enter into public-private partnerships for construction of more downtown decks.

How were these needs determined?

City management and staff from multiple departments reviewed and analyzed the business cases supporting these projects and considers them ready to move forward. In many situations, however, the city has identified a future need, but has not yet completed an analysis, considered options, or designed a specific facility. These needs include a variety of projects, such as new buildings, building rehabilitations, software systems, and other infrastructure needed in the future, often beyond the CIP's five-year timeframe.

Describe the jurisdiction's need for Public Services:

The City of Raleigh uses a Request for Proposal (RFP) process to identify the needs for public services. RFP responses allow city staff to understand and address the city's public service needs. In addition, the city funds other public services not included in the RFP process, including homebuyer counseling, job training, and support for the South Wilmington Street Men's shelter.

How were these needs determined?

The needs are determined through consultation with Wake County Housing Department, staff research, and public input, including social service providers.

Housing Market Analysis

MA-05 Overview

Housing Market Analysis Overview:

According to the 2011-2015 American Community Survey, Raleigh has a total of 185,995 housing units, an 8% increase from 2010 (171,888 units) and an 54% increase from 2000 (120,699 units). Single family housing remains the predominant housing type in Raleigh (47% of all units), followed by multi-family of 5 or more units (31%), townhomes (12%), duplexes/quads (7%), and mobile homes (1%). Raleigh's housing stock is also relatively new; 71% owner-occupied and 70% renter-occupied units were built after 1980, with 35% owner-occupied and 28% renter-occupied units being guild after 2000.

As Raleigh remains one of the fastest growing cities in the nation, private real estate developers continue to acquire naturally occurring affordable housing (NOAH) - housing that is currently unsubsidized but still affordable because of lower rents due to the age, condition or location of the property – and replace it with or convert it into more upscale and less affordable housing. As land costs continue to grow and the demand rental housing increases, it is likely that this trend will continue into the foreseeable future.

A residential market analysis was recently completed by Mullin & Lonergan, a consulting firm, hired by the City of Raleigh, Wake County, the Town of Cary, the Raleigh Housing Authority, and the Housing Authority of Wake County to conduct a regional Analysis of Impediments to Fair Housing Choice (AI). The final version of the regional AI will be completed this spring and will also inform the work guided by this Consolidated Plan.

MA-10 Number of Housing Units – 91.210(a)&(b)(2)

Introduction

Raleigh's housing market reflects the city's rapid growth. While single-family detached remains the dominant housing type - 47% of all units in 2017, multifamily apartments came in second at 36.3%. Multi-family apartments comprised the largest share – 59% - of residential building permits issued in Raleigh between 2010 to 2018. Raleigh's housing stock is relatively young, with approximately 64.8% of its housing units built in the last 48 years. The overall household vacancy rate (homeowners and renters) is 9.9%, which is down from a high of 11.3% in 2010. The homeownership rate stands at 53.4%, nearly identical to the rate of 53.5% in 2010. (Raleigh Data Book 2018 Edition; www.raleighnc.gov).

A strong and prosperous local economy, fast growing population, increased desire to live in and near the urban core, and a growing population of renters are key factors influencing the market.

All residential properties by number of units

Property Type	Number	%
1-unit detached structure	87,330	47%
1-unit, attached structure	24,105	13%
2-4 units	13,245	7%
5-19 units	37,620	20%
20 or more units	21,255	11%
Mobile Home, boat, RV, van, etc	2,440	1%

Property Type	Number	%
Total	*185,995*	*100%*

Data Source: 2011-2015 ACS

Unit Size by Tenure

	Owners		Renters	
	Number	**%**	**Number**	**%**
No bedroom	115	0%	3,295	4%
1 bedroom	695	1%	20,780	25%
2 bedrooms	12,400	14%	36,005	44%
3 or more bedrooms	75,535	85%	21,545	26%
Total	*88,745*	*100%*	*81,625*	*99%*

TABLE 30 – UNIT SIZE BY TENURE

Data Source: 2011-2015 ACS

Describe the number and targeting (income level/type of family served) of units assisted with federal, state, and local programs.

The City uses its federal and local funds in conjunction with state funds – primarily the Low-Income Housing Tax Credit (LIHTC) Program – to create and preserve housing affordable to homeowners with incomes at or below 80% of AMI and for renters primarily with incomes below 60% of AMI, although some may be up to 80% of AMI. Over the past five years, a total of 1,799 affordable units have been created or preserved, and 197 households were provided first-time homeownership assistance.

Families served by Raleigh's housing program include: single individuals needing Permanent Supportive Housing, income eligible renters ranging from one-person households to families needing 3 bedrooms, income eligible seniors needing repairs to their homes to enable them to continue living independently, and income-eligible first-time homebuyers (both families and individuals).

In 2016, the City created a Neighborhood Revitalization Strategy Area (NRSA) encompassing the College Park and East College Park neighborhoods and the former Washington Terrace Apartments. The City's NRSA allows for up to 40% of housing units within the designated area to be made available to households with incomes greater than 80% of AMI resulting in the creation of mixed income neighborhoods and a reduced concentration of low-income households.

Provide an assessment of units expected to be lost from the affordable housing inventory for any reason, such as expiration of Section 8 contracts.

As Raleigh remains one of the fastest growing cities in the nation, private real estate developers continue to acquire naturally occurring affordable housing (NOAH) - housing that is currently unsubsidized but still affordable because of lower rents due to the age, condition or location of the property – and replace it with or convert it into non-residential uses, or more upscale unaffordable housing. Rising land cost, an increased demand for rental housing, and other national trends suggest that the trend of NOAH loss will continue into the foreseeable future.

According to HUD's Multifamily Assistance & Section 8 Database, there are approximately 88 units of HUD financed or insured rental communities in Raleigh that will pass their affordability expiration date during the next 5 years.

Does the availability of housing units meet the needs of the population?

As noted in the Needs Assessment, the amount of cost burdened households with incomes less than 80% of AMI indicates that the supply of existing and planned affordable housing does not meet the needs and demands of low-income households. Creating housing that is affordable to very low and extremely low-income households is particularly challenging given rising land costs and the need for deeper subsidies in an environment in which available resources are not increasing with the demand.

Describe the need for specific types of housing:

Consultations with housing service providers and community meetings revealed that there remains a need for 1-bedroom units for individuals exiting homelessness as well as two- and three- bedroom apartments for very low and extremely low-income families.

Discussion

As Raleigh continues to grow, so does the need for more affordable rental housing and affordable single-family housing for LMI homebuyers. Locating this housing in areas along transit routes and in proximity to job centers is increasingly becoming a higher priority. Both of these areas are where land costs are rapidly rising – this is a significant challenge facing affordable housing developers.

MA-15 Housing Market Analysis: Cost of Housing - 91.210(a)
Introduction:

The cost of housing in the Raleigh market continues to steadily rise. Between 2009 and 2015, median home values rose by 6%. The increase in housing costs was even greater among renters, as median rents rose 16% in the same period.

Cost of Housing

	Base Year: 2009	Most Recent Year: 2015	% Change
Median Home Value	197,100	208,800	6%
Median Contract Rent	683	792	16%

TABLE 31 - COST OF HOUSING

Data Source: 2005-2009 ACS (Base Year), 2011-2015 ACS (Most Recent Year)

Rent Paid	Number	%
Less than $500	8,298	10.2%
$500-999	54,478	66.7%

Rent Paid	Number	%
$1,000-1,499	14,582	17.9%
$1,500-1,999	2,890	3.5%
$2,000 or more	1,378	1.7%
Total	*81,626*	*100.0%*

TABLE 32 - RENT PAID

Data Source: 2011-2015 ACS

Housing Affordability

% Units affordable to Households earning	Renter	Owner
30% HAMFI	3,829	No Data
50% HAMFI	22,458	4,109
80% HAMFI	56,483	19,096
100% HAMFI	No Data	30,508
Total	*82,770*	*53,713*

TABLE 33 - HOUSING AFFORDABILITY

Data Source: 2011-2015 CHAS

Monthly Rent

Monthly Rent ($)	Efficiency (no bedroom)	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Fair Market Rent	741	893	1,026	1,327	1,656
High HOME Rent	741	893	1,026	1,327	1,641
Low HOME Rent	738	791	948	1,096	1,222

TABLE 34 – MONTHLY RENT

Data Source: HUD FMR and HOME Rents

Is there sufficient housing for households at all income levels?

The housing challenges that Raleigh is facing are directly related to supply and demand. The overall supply of housing in Wake County is low. Meanwhile, the county is growing by approximately 68 people per day. Therefore, the demand is outpacing the market's ability to create housing. Additionally, the housing that is being constructed is generally at a price point that is above $300,000 per unit. In the county and outside of the city limits, the most common type of housing being constructed is a single-family home. Within the city limits of Raleigh, there is a mix of construction types. Most rental units that are being created are targeting a higher income audience and the vacancy rates are approximately at 6%.

While the market rate housing is being absorbed at a fairly high pace, the absorption rate for affordable rental is higher. The vacancy rate for affordable rental units has remained around 1 – 2%. There is an insufficient supply of housing that

is affordable to low-income households, particularly those that are very low- and extremely low-income. This is most noticeable among renters.

How is affordability of housing likely to change considering changes to home values and/or rents?

Given Raleigh's rapid growth and current economic trends, including the loss of once naturally occurring affordable housing - housing prices will likely continue to rise, putting continual upward pressure on home values and rents. As demand increases, those households with very low-income and barriers will have an increasingly difficult time finding housing that is affordable. The current market projections for Raleigh over the next five-years seem similar, if not a bit stronger than the last Consolidated Planning period.

How do HOME rents / Fair Market Rent compare to Area Median Rent? How might this impact your strategy to produce or preserve affordable housing?

High HOME rents and Fair Market Rents for efficiencies, one-, two-, and three-bedroom units in the Raleigh MSA are the same as the Area Median Rent, and comparable for four-bedroom units. This means that greater subsidies will be required to ensure that housing remains affordable, particularly to very-low and extremely-low income households.

Discussion:

As housing costs continue to rise, so does the demand for housing that is affordable to low-income households, particularly rental housing for the very low and extremely low-income households. The City will need to consider new and innovative ways to meet this demand.

MA-20 Housing Market Analysis: Condition of Housing – 91.210(a)
Introduction

Most of Raleigh's housing stock is relatively new; 71% owner-occupied and 70% renter-occupied units were built after 1980, with 35% owner-occupied and 28% renter-occupied units being built after 2000. Given Raleigh's rapid desirability and rapid growth, many of the older multi-family developments that were once considered naturally occurring affordable housing are being purchased and rehabbed or redeveloped into higher end housing.

Describe the jurisdiction's definition for "substandard condition" and "substandard condition but suitable for rehabilitation:"

There are no definitions for **"substandard condition" and "substandard condition but suitable for rehabilitation"** within the Raleigh housing code. There is a definition within Raleigh's code in reference to dwellings that are "**unfit for human habitation**". There is also in section 11.6.8 a reference to repair orders being issued: if the repairs can be made for less than 50% of the value of the dwelling then an order is issued to **repair or vacant and close**; if, however, repairs exceed 50% of the value of the dwelling orders are issued to **repair or demolish**.

Article 11.6, Housing Code

Sec. 11.6.1. Preamble; Definitions

A. Pursuant to G.S. 160A-441, it is hereby found and declared that there exist in the City of Raleigh and its extraterritorial jurisdiction dwellings which are unfit for human habitation due to dilapidation, defects increasing the hazards of fire, accidents or other calamities, lack of ventilation, light or sanitary facilities, or due to other conditions rendering such dwellings unsafe or insanitary, or dangerous or detrimental to the health, safety or morals, or otherwise inimical to the welfare of the residents of the City and its extraterritorial jurisdiction.

B. This Article establishes minimum requirements for the initial and continued occupancy of all buildings used for human habitation and does not replace or modify requirements otherwise established for the construction, repair, alteration or use of buildings, equipment or facilities except as provided in this Article.

Sec. 11.6.8. Service of Order, Contents

If after notice and hearing, the inspector determines that the dwelling is unfit for human habitation pursuant to the minimum housing code standards of *Sec. 11.6.3.*, he shall state, in writing, his findings of fact in support of such determination and shall issue and cause to be served upon the owner other parties having an interest in the dwelling, an order stating the following:

A. If the repair, alteration or improvement of the dwelling can be made at a reasonable cost in relation to the value of the dwelling, not to exceed 50 percent of the value, requiring the owner within the time specified, to repair, alter or improve such dwelling to render it fit for human habitation or vacate and close the dwelling as a human habitation; or

B. If the repair, alteration or improvement of the dwelling cannot be made at a reasonable cost in relation to the value of the dwelling, not to exceed 50 percent of the value, requiring the owner, within the time specified in any event and not less than 90 days, to repair, alter or improve such dwelling to render it fit for human habitation, or remove or demolish such dwelling.

Chapter 12, Unified Development Ordinance: Definitions

Unfit for human habitation

That conditions exist in a dwelling, dwelling unit, rooming house or rooming unit which violate or do not comply with one or more of the minimum standards of fitness or one or more of the requirements established by this article.

Condition of Units

Condition of Units	Owner-Occupied		Renter-Occupied	
	Number	%	Number	%
With one selected Condition	18,915	21%	36,705	45%
With two selected Conditions	224	0%	2,950	4%
With three selected Conditions	0	0%	35	0%
With four selected Conditions	0	0%	25	0%
No selected Conditions	69,600	78%	41,895	51%
Total	*88,739*	*99%*	*81,610*	*100%*

TABLE 35 - CONDITION OF UNITS

Data Source: 2011-2015 ACS

Regarding "Condition of units"

As discussed in the Needs Assessment, cost burden is the most common "condition" followed by overcrowding, which is the case for both renters and homeowners.

Year Unit Built

Year Unit Built	Owner-Occupied		Renter-Occupied	
	Number	**%**	**Number**	**%**
2000 or later	30,928	35%	22,505	28%
1980-1999	31,950	36%	34,255	42%
1950-1979	21,043	24%	20,689	25%
Before 1950	4,804	5%	4,174	5%
Total	*88,725*	*100%*	*81,623*	*100%*

TABLE 36 – YEAR UNIT BUILT

Data Source: 2011-2015 CHAS

Raleigh's Housing Stock Challenge: Rental

Most of Raleigh's housing stock – both owner-occupied (71%) and renter-occupied (70%) - were built after 1980. As our area continues to experience rapid growth, much of the older housing stock – particularly rental development, which has been affordable due to its age and condition – is being purchased by private developers and replaced with or converted into more upscale and less affordable housing, a trend that will likely continue into the foreseeable future.

Risk of Lead-Based Paint Hazard

Risk of Lead-Based Paint Hazard	Owner-Occupied		Renter-Occupied	
	Number	**%**	**Number**	**%**
Total Number of Units Built Before 1980	25,847	29%	24,863	30%
Housing Units build before 1980 with children present	19,818	22%	11,298	14%

TABLE 37 – RISK OF LEAD-BASED PAINT

Data Source: 2011-2015 ACS (Total Units) 2011-2015 CHAS (Units with Children present)

Lead-Based Paint Poisoning in Wake County

The North Carolina Lead poisoning Prevention Program (CLPPP) currently coordinates clinical and environmental services aimed at eliminating childhood lead poisoning. In 2017, approximately 14,000 Wake County children aged 6 months to 6 years were tested for lead poisoning. Of those children tested, 8 had lead blood levels of 10-19 micrograms per deciliter.

Childhood Blood Surveillance Data, 2017

Vacant Units

	Suitable for Rehabilitation	Not Suitable for Rehabilitation	Total
Vacant Units			
Abandoned Vacant Units			
REO Properties			
Abandoned REO Properties			

TABLE 38 - VACANT UNITS

REO Properties

According to www.auction.com, there are 20 single-family homes on auction in Raleigh, NC.

Abandoned Vacant units

Raleigh's Housing Inspection Administrator responded to the question "How many vacant properties are there in the city?" by writing "We only keep records of existing housing cases that are or become vacant during the case. We do not have any records of vacant housing where there isn't any case activity. Currently there are only 55 vacant houses on our list. I would estimate there are probably 3 to 4 times that throughout the city." This would put the range of vacant and abandoned houses in Raleigh somewhere around 200. These numbers are quite small considering that Raleigh is approximately 145 square miles with more than 186,000 dwelling units.

Vacant units in Raleigh

According to the 2011-2015 ACS data, there were 186,002 housing units in Raleigh. Of these, 88,738 (47.7% of total) were owner-occupied, 81,628 (43.9% of total) were renter-occupied, and 15,636 (8.4% of total) were vacant.

Of those housing units that are vacant: 5,283 are for rent; 2,315 are rented, but not occupied; 1,928 are for-sale only; 473 are sold but not occupied; 834 are for migrant workers, seasonal, recreational, or occasional use; and 4,803 represent "all other vacant."

If in fact, all of these 4,803 units are uninhabitable, which is not necessarily the case, this would account 0.026% of all residential units – a small very small percentage.

Need for Owner and Rental Rehabilitation

Overall, Raleigh's housing stock is in good condition and relatively new, with over two-thirds of all housing units built after 1980. Raleigh's Residential Inspection Division is complaint driven: almost all housing inspections are initiated by a call from the public. Raleigh does not do concentrated code enforcement. During the last two years (2018-2019), there were a total of 1,354 code violations (unduplicated).

Estimated Number of Housing Units Occupied by Low or Moderate Income Families with LBP Hazards

According to the data provided, there are approximately 25,847 owner-occupied and 24,863 renter-occupied units built before 1980 at risk of lead-based paint hazard. Of these, 19,818 owner-occupied and 11,298 renter-occupied units have children present.

Discussion

Overall, Raleigh's housing stock is in good condition and relatively new. The most pressing issue is the lack of housing that is affordable to low-income households, especially very low- and extremely low-income renter households. As the area continues grow, older less desirable housing that was once affordable is being redeveloped into higher-end, less affordable housing.

MA-25 Public and Assisted Housing – 91.210(b)
Introduction:

The Raleigh Housing Authority has 1,462 public housing units. All units are inspected regularly and RHA works to maintain units at a high performer standard.

Total Number of Units

	Certificate	Mod-Rehab	Public Housing	Vouchers					
				Total	Project - based	Tenant - based	Special Purpose Voucher		
							Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers available	0	43	1,419	3,799	0	3,799	0	0	0
# of accessible units									
*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition									

TABLE 39 – TOTAL NUMBER OF UNITS BY PROGRAM TYPE

Data Source: PIC (PIH Information Center)

Describe the supply of public housing developments: RHA owns and manages 16 different communities that are either partially or entirely public housing. These properties have homes that range from 0 bedroom efficiency apartments up to 5 bedroom units. RHA also manages a Scattered Site program that rents 108 single family homes throughout Raleigh through the public housing program.

Describe the number and physical condition of public housing units in the jurisdiction, including those that are participating in an approved Public Housing Agency Plan:

There are 1,444 public housing units currently in RHA's inventory. RHA's public housing units are in a satisfactory condition. Please see the average inspection scores below.

Public Housing Condition

Public Housing Development	Average Inspection Score

TABLE 40 - PUBLIC HOUSING CONDITION

Public Housing Development	Average Inspection Score
Terrace Park	93
Carriage House	96
Stonecrest	90
Capitol Park	99
Birchwood/Eastwood	88
Glenwood Towers	88
The Oaks	90
Mayview	93
Meadow Ridge	90
Heritage Park	90
Chavis Heights	93
Valleybrook	90
Kentwood	74
Berkshire Village	91
Single Family Homes	75
Walnut Terrace	95

Describe the restoration and revitalization needs of public housing units in the jurisdiction:

For the most part, RHA's public housing units are in great condition. The Raleigh Housing Authority has completed three large revitalization project redevelopments in the last fifteen plus years. These projects have included a total rebuild of almost 300 public housing units. Some properties have items that are becoming worn and require restoration. Outdated plumbing and sewer lines are being replaced at one of our properties during vacancy turns. RHA will be replacing the roof at a 288-unit senior high-rise building. Additionally, RHA is working to have private roads and parking areas at two of our properties repaved in the upcoming fiscal year.

Describe the public housing agency's strategy for improving the living environment of low- and moderate-income families residing in public housing:

RHA participated with AT&T and Google Fiber to bring free wireless service to certain public housing communities. RHA is currently undertaking the installation of security cameras in all communities where feasible. The agency partners with established Resident Councils and the Inter-Community Council to provide resident oriented services. RHA partners with several agencies to provide on-site services to residents that help provide meal preparation, nutrition classes for the elderly, computer skills, after school care and more. RHA addresses work order requests within an appropriate time frame. RHA works to maintain the housing units to a high standard. RHA is currently applying for the RAD program offered by HUD to help ensure long-term feasibility of the current public housing program.

Discussion:

The Raleigh Housing Authority is taking steps to ensure that housing units are well-run and livable for residents. It has recently revitalized three of its largest public housing developments and is partnering to supply free wireless service to eligible communities.

MA-30 Homeless Facilities and Services – 91.210(c)

Introduction

Facilities and Housing Targeted to Homeless Households

In Wake County, homeless facilities and services consist of an interwoven network of care provided by Wake County Housing Affordability and Community Revitalization, Wake County Human Services, non-profit organizations, and health clinics throughout the county. Client referrals are made between all the organizations to ensure appropriate care is given as soon as possible through a coordinated entry process. This coordinated entry process was initiated to improve the delivery of housing and crisis response services, and assist people experiencing homelessness or at imminent risk of homelessness by refining the community's process for access, assessment, eligibility determination and referrals across Wake County. Coordinated entry ensures consistent and uniform access, assessment, prioritization, and referral processes to determine the most appropriate response to each person's immediate housing needs. It is administered at multiple access points throughout Wake County by the Continuum of Care. The lead agency for the Continuum of Care, The Partnership to End Homelessness, is the umbrella organization for all homeless facilities and services agencies; and they foster coordination and cooperation among all providers toward improved outcomes for persons who are experiencing homelessness.

Facilities Targeted to Homeless Persons

	Emergency Shelter Beds		Transitional Housing Beds	Permanent Supportive Housing Beds	
	Year Round Beds (Current & New)	Voucher / Seasonal / Overflow Beds	Current & New	Current & New	Under Development
Households with Adult(s) and Child(ren)	192	19	145	180	0
Households with Only Adults	296	92	98	223	0
Chronically Homeless Households	0	0	0	109	0
Veterans	0	0	0	5	0
Unaccompanied Youth	6	0	0	0	0

TABLE 41 - FACILITIES TARGETED TO HOMELESS PERSONS

Data Source Comments:
1/25/2019 HDX -HIC

Describe mainstream services, such as health, mental health, and employment services to the extent those services are used to complement services targeted to homeless persons

Health services that are targeted to homeless persons in Raleigh are provided by:

- Wake County Human Services, Division of Public Health
- Wake Health Services-Horizon Health - a nonprofit that has a healthcare for the homeless program and provides healthcare specifically targeted to persons who are homeless operated at the organization's main office, which is a family medicine practice and at the S. Wilmington St. Center, the largest men's emergency shelter in the community
- Urban Ministries of Wake County - a nonprofit that operates the Open Door Clinic. This clinic serves persons who are low-income, including persons who are homeless
- Project Access of Wake County - connects low-income, uninsured people to donated care across Wake County through safety-net primary care clinics
- Raleigh Veteran Clinics - providing integrated primary care and mental health services as well as offering lab testing, women's health services and telehealth

Mainstream mental health services in Raleigh and Wake County are coordinated by Alliance Health Care. Alliance is the assurer of services and contracts with services providers in the community to deliver mental health services. In addition, there are a few mental health teams that specifically serve homeless persons:

- Wake County McKinney Team - outreach and on-going mental health services to persons who are homeless and formerly homeless
- Wake County's Community Outreach Team - a mental health team located at Cornerstone, a day center for homeless persons that is operated by Wake County.
- SouthLight
- Monarch Behavioral Health Care
- Triangle Family Services
- WakeMed PATH Team

Employment services for persons who are homeless are provided by:

- Wake County/North Carolina Works Career Development Center
- South Wilmington Street Center's Homeless Employment Initiative - offered to men staying at the S. Wilmington St. Center emergency shelter
- Jobs for Life - a nonprofit that operates an intensive job training program for persons who are unemployed or under employed, including persons who are homeless
- Inter-Faith Food Shuttle - a nonprofit that operates a culinary job training program specifically for persons who are homeless
- Dress for Success: Triangle NC - providing professional clothing, network support, mentoring and career development to help women thrive in work
- North Carolina Division of Vocational Rehabilitation Services - providing vocational counseling, training, education, medical assistance and transportation to eligible persons with physical, learning, mental or emotional disabilities

List and describe services and facilities that meet the needs of homeless persons, particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth. If the services and facilities are listed on screen SP-40 Institutional Delivery Structure or screen MA-35 Special Needs Facilities and Services, describe how these facilities and services specifically address the needs of these populations.

The following agencies provide services and operate facilities for homeless persons. All agencies serve chronically homeless persons. Other populations as requested above are mentioned next to the agencies listed below.

- Oak City Cares: multi-services center for assessment site for person experiencing homelessness
- Dorcas Ministries: men, women and families – hotel vouchers and supportive services
- Wake County South Wilmington Street Center: men - shelter and supportive services
- Raleigh Rescue Mission: men, women, and families - shelter and supportive services
- Wake Interfaith Hospitality Network: families - shelter, supportive services, transitional supportive housing, and rapid rehousing
- The Salvation Army: female headed families - shelter and supportive services
- Families Together: families - transitional supportive housing, rapid re-housing, and supportive services
- Triangle Family Services: families - supportive services, self-sufficiency classes, and rapid re-housing
- Passage Home: families - transitional supportive housing, permanent supportive housing, and rapid re-housing
- The Caring Place: families - transitional supportive housing (located in Cary, NC)
- Catholic Charities: families and Individuals - permanent supportive housing
- Urban Ministries/ Helen Wright Center: women - shelter and supportive services
- Women's Center of Wake County: women - supportive services and rapid re-housing
- Haven House/Wrenn House: unaccompanied Youth: shelter, supportive services, and rapid re-housing
- Hope Center at Pullen Baptist Church: unaccompanied youth after foster care - supportive services and rapid re-housing

Veterans and their families:

- Veterans Affairs: connections to employment, supportive services, and housing and VASH vouchers
- South Wilmington Street Center: supportive Services, connections to housing and VASH vouchers
- CASA: permanent supportive housing
- Volunteers of America and Passage Home Coordinated Veteran's Intake: provides case management, rapid re-housing assistance, and outreach through a SURGE grant
- Passage Home: housing and services to veterans and their families through the Veteran's Affairs grant per diem program and an SSVF grant

Special Needs Populations:

- InterAct: victims of domestic violence (men, women, and children): shelter, supportive services
- Healing Place for Men: men - shelter, supportive services, transitional housing, recovery for Substance Abuse
- Healing Place for Women: women - shelter, supportive services, transitional housing, and Recovery for Substance Abuse

- SouthLight: men and Women - supportive services and transitional housing

Mentally disabled homeless persons:

- CASA: permanent supportive housing
- Wake County Supportive Housing: Shelter Plus Care vouchers, Wake County vouchers, and comprehensive supportive services and case management

MA-35 Special Needs Facilities and Services – 91.210(d)

Introduction

Ensuring people with special needs remain stably housed often requires ongoing services or case management. Many supportive service needs are simply not being met due to inadequate funding in the case management arena. The shortage of case management makes partnerships and good referrals even more imperative, as a client will often need to seek help from various service providers rather than finding a comprehensive package of assistance in one place.

Including the elderly, frail elderly, persons with disabilities (mental, physical, developmental), persons with alcohol or other drug addictions, persons with HIV/AIDS and their families, public housing residents and any other categories the jurisdiction may specify, and describe their supportive housing needs

According to consultations done in the community, supportive housing needs for the following populations include:

- Elderly and Frail Elderly: case management, education about housing options, retrofits for elderly who are disabled to enable them to remain in their homes, such as: grab bars, tub/shower modifications, wheelchair ramps, and door widenings
- Persons with disabilities: necessary services and in-home services, many services are not covered by Medicaid, transportation
- Persons with alcohol or drug addictions: more permanent supportive housing in sobriety housing with roommates, more temporary shelter beds
- Persons with HIV/AIDS and their families: transportation, budgeting classes, and child care
- Public housing residents: revitalized or new communities, economic improvement programs, safety and security such as cameras and fencing, beautification of communities for uplift
- Youth aging out of foster care: Housing case management

Describe programs for ensuring that persons returning from mental and physical health institutions receive appropriate supportive housing

Persons Returning from Mental Health Institutions

When a person will be discharged from an institution, the Alliance for Behavioral Health is notified by the institution and the Alliance's Care Coordination program will make a referral to Wake County's Housing Division and private agencies.

The McKinney Team and the Supportive Housing Team of Wake County will evaluate the individual for Shelter Plus Care, Housing First, or other supportive housing options.

The Alliance operates several other programs including:

- Transitions to Community Living Initiative in Wake County: This state-sponsored program assists adults with severe and persistent mental illness and serious mental illness in transitioning from institutional settings (group homes, adult care homes, hospitals) to independent community living. Assistance is provided through mental health services, housing subsidies, life skills training, and employment training.
- The Access and Information Center: A 24/7 access line to ensure that individuals receive timely access to needed mental health, intellectual and developmental disability, and substance abuse services.
- Provider Network Operations - Develops and maintains the provider network with a sufficient number, mix, and geographic distribution of providers to ensure availability of easy access, quality care, and cost-effective services for consumers.
- Community Relations - A System of Care approach to coordinate partnerships between local community agencies, advocacy groups, schools, criminal justice, and other governmental agencies.

WakeBrook is a behavioral health facility located in Raleigh, NC that offers a continuum of services for people dealing with mental health and/or substance abuse disorders. The WakeBrook Campus currently consists of two buildings. Building 107 houses the Facility Based Crisis Unit (FBC), the Alcohol and Drug Detoxification Unit (ADU), Crisis and Assessment Services Unit (CAS), and Primary Care Offices (PCO). The Inpatient Unit (IPU), with its new expansion is in Building 111.

Persons returning from Physical Health Institutions

In 2015, WakeMed Hospital began development of a discharge outreach team of six social workers, to be expanded to 10, who will provide social service assistance to emergency department high utilizers who are uninsured. All the social workers are trained in SOAR (SSI/SSDI Outreach and Recovery). The anticipated number of the uninsured high utilizers is approximately 310-350, many of whom are homeless, mentally ill, and/or substance abusers. The objectives are to help guide the clients through the medical system, help get them the benefits they are eligible for, encourage them to obtain the prescriptions and services they need, and direct them to the most appropriate level of care to meet their needs. The goal is to be proactive and preventive rather than address problems in the emergency department.

Specify the activities that the jurisdiction plans to undertake during the next year to address the housing and supportive services needs identified in accordance with 91.215(e) with respect to persons who are not homeless but have other special needs. Link to one-year goals. 91.315(e)

See below as the City of Raleigh is an entitlement/consortium grantee.

For entitlement/consortia grantees: Specify the activities that the jurisdiction plans to undertake during the next year to address the housing and supportive services needs identified in accordance with 91.215(e) with respect to persons who are not homeless but have other special needs. Link to one-year goals. (91.220(2))

Though the City of Raleigh does not provide direct supportive services, the City will make funds available through an annual NOFA for qualified developers to submit proposals for new construction or acquisition and/or rehabilitation of

multifamily rental units. Rental units assisted with City funds must be affordable to families, individuals and/or the elderly that have annual incomes at or below 80% of the area median income (AMI). Priority will be given to developments that set aside units for persons making at or below 40% of AMI or are partnering with Alliance Health.

Funds are also made available to nonprofits on an annual basis through the City's Community Enhancement Grant Program. This program has historically funded agencies providing services to many of the special needs populations discussed above. These will also be described in the Action Plan One-year goal section of the Consolidated Plan.

MA-40 Barriers to Affordable Housing – 91.210(e)

Describe any negative effects of public policies on affordable housing and residential investment.

• The state of North Carolina law does not allow for inclusionary zoning and past efforts to pass laws (or introduce bills) to allow it in specific jurisdictions have been unsuccessful. As North Carolina is a "Dillon Rule" state, meaning that municipalities only have the powers granted to them by the state legislature, the City of Raleigh is limited in its ability to innovate in creating additional affordable units beyond traditional methods already allowed in state law. Most of the traditional methods involve financial investments by the City and, of course, such methods can only reach as far as the funds that are available.

• Raleigh's 2009 comprehensive plan envisioned the elimination of its zoning barriers to allow for a proliferation of accessory dwelling units (which had been nearly impossible to site in the city) but a NC court case (Wilmington v. Hill) prevented the City from implementing the form of ADU ordinance City staff created. Discussions at the Planning Commission and City Council level will continue as an ADU ordinance that meets both state law and local elective and appointed bodies' requirements is crafted by City Planning staff.

• The state Qualified Allocation Plan requirements make it difficult for a single city, even one that is growing rapidly, to receive more than two low-income housing 9% tax credit development per year and the scoring system discourages mixed income housing and redevelopment of inner-city sites except in narrow circumstances. Raleigh has pointed out to NCHFA in the past these concerns as well as an apparent suburban bias in the LIHTC scoring system.

• Affordable housing remains a relatively low priority at the state level and the elimination of state's housing tax credit program for the development of low-cost housing has reduced the funds available to address housing needs statewide.

• The amount of federal funds – CDBG, ESG, and HOME – has not kept pace with inflation or the need.

• The formula used by HUD to allocate CDBG includes "age of housing" among the metrics. Raleigh is seeing private sector removal of significant numbers of older unsubsidized-but-affordable apartment communities. This trend could-ironically-reduce the funding available to the City to address its shrinking supply of such units.

• Federal funding for maintaining existing or building new public housing, which is the primary source of housing for very low- and extremely low- income households, has been on a long-term downward trend (including the elimination of HOPE VI) and resources to address housing for the non-homeless hardest-to-serve (e.g., the working poor) is very limited.

MA-45 Non-Housing Community Development Assets – 91.215 (f)

Introduction

Raleigh is in one of the nation's fastest growing regions, the Research Triangle, which is benefiting from its longtime investment in major educational and healthcare institutions. The expanding base of technology industries continues to generate new jobs and attract skilled workers to fill them. The area's highly touted quality of life provides regional employers with a competitive advantage for attracting and retaining qualified workers. The Triangle's jurisdictions are increasingly connected as employees cross-commute, new businesses develop to serve companies throughout the region, and existing industry spins off new businesses. In conjunction with the region, Raleigh's employment base has shifted to one that is more technology-based and less reliant on government and manufacturing.

Economic Development Market Analysis

Business Activity

Business by Sector	Number of Workers	Number of Jobs	Share of Workers %	Share of Jobs %	Jobs less workers %
Agriculture, Mining, Oil & Gas Extraction	481	702	0	0	0
Arts, Entertainment, Accommodations	22,479	32,874	13	13	0
Construction	7,705	15,592	4	6	2
Education and Health Care Services	28,497	44,383	16	17	1
Finance, Insurance, and Real Estate	12,504	20,108	7	8	1
Information	6,364	5,507	4	2	-2
Manufacturing	13,200	8,872	8	3	-4
Other Services	5,964	10,218	3	4	1
Professional, Scientific, Management Services	24,815	36,654	14	14	0
Public Administration	0	0	0	0	0
Retail Trade	22,186	32,453	13	12	0
Transportation and Warehousing	4,193	5,031	2	2	0
Wholesale Trade	9,441	15,315	5	6	1
Total	157,829	227,709	--	--	--

TABLE 42 - BUSINESS ACTIVITY

Data Source: 2011-2015 ACS (Workers), 2015 Longitudinal Employer-Household Dynamics (Jobs)

Labor Force

Total Population in the Civilian Labor Force	243,651
Civilian Employed Population 16 years and over	226,355
Unemployment Rate	7.08
Unemployment Rate for Ages 16-24	20.12
Unemployment Rate for Ages 25-65	4.81

TABLE 43 - LABOR FORCE

Data Source: 2011-2015 ACS

Occupations by Sector	Number of People
Management, business and financial	71,360
Farming, fisheries and forestry occupations	8,940
Service	19,739
Sales and office	55,970
Construction, extraction, maintenance and repair	13,145
Production, transportation and material moving	7,108

TABLE 44 - OCCUPATIONS BY SECTOR

Data Source: 2011-2015 ACS

Travel Time

Travel Time	Number	Percentage
< 30 Minutes	153,800	73%
30-59 Minutes	47,923	23%
60 or More Minutes	7,790	4%
Total	*209,513*	*100%*

TABLE 45 - TRAVEL TIME

Data Source: 2011-2015 ACS

Education:

Educational Attainment by Employment Status (Population 16 and Older)

Educational Attainment	In Labor Force		Not in Labor Force
	Civilian Employed	Unemployed	
Less than high school graduate	13,080	1,445	6,865
High school graduate (includes equivalency)	24,350	2,820	8,935
Some college or Associate's degree	48,270	3,760	10,259
Bachelor's degree or higher	101,240	3,440	13,235

TABLE 46 - EDUCATIONAL ATTAINMENT BY EMPLOYMENT STATUS

Educational Attainment by Age

	Age				
	18–24 yrs	**25–34 yrs**	**35–44 yrs**	**45–65 yrs**	**65+ yrs**
Less than 9th grade	815	3,340	4,045	2,929	2,657
9th to 12th grade, no diploma	5,405	3,880	2,960	4,238	2,249
High school graduate, GED, or alternative	10,580	11,300	9,110	15,780	8,903
Some college, no degree	30,774	15,330	11,529	17,450	7,443
Associate's degree	1,618	4,630	5,121	8,345	2,260
Bachelor's degree	8,709	28,810	20,910	28,645	9,180
Graduate or professional degree	890	11,729	12,008	15,965	6,155

TABLE 47 - EDUCATIONAL ATTAINMENT BY AGE

Educational Attainment – Median Earnings in the Past 12 Months

Educational Attainment	**Median Earnings in the Past 12 Months**
Less than high school graduate	157,238
High school graduate (includes equivalency)	297,317
Some college or Associate's degree	452,449
Bachelor's degree	674,139
Graduate or professional degree	915,573

TABLE 48 – MEDIAN EARNINGS IN THE PAST 12 MONTHS

Based on the Business Activity table above, what are the major employment sectors within your jurisdiction?

Overall, jobs in the service-providing sector constitute a greater share of Raleigh's employment than the goods-producing sector. The major employment sectors within Raleigh are: Education and Health Care Services; Professional, Scientific, Management Services; followed by Arts, Entertainment, Accommodations; and Retail Trade. While not captured in the charts above, government is also a major employment sector.

Describe the workforce and infrastructure needs of the business community:

Job growth projections point to a major expansion of jobs in the city by 2040 with even faster growth in the balance of the county. With this growth will be the need for qualified workers, particularly in

technology-based sector and financial services. As the business community grows, so does the need for transportation, both for moving workers and goods.

Describe any major changes that may have an economic impact, such as planned local or regional public or private sector investments or initiatives that have affected or may affect job and business growth opportunities during the planning period. Describe any needs for workforce development, business support or infrastructure these changes may create.

In 2016, 45 major companies announced either new operations or expansions of present operations in Raleigh creating 2,795 new jobs, and additional investment of 224 million dollars in capital costs, facilities, and payroll. Raleigh was also a contender for second headquarter offices for Amazon and Apple. As mentioned above, such growth increases the need for an educated workforce and strong transportation network.

How do the skills and education of the current workforce correspond to employment opportunities in the jurisdiction?

Wake County is fortunate to have a high-performing public school system, one of the fastest growing large community colleges in the country, and several colleges and universities within the region. Raleigh universities awarded 11,283 degrees in 2016. The most popular majors are General Business Administration & Management (983 and 8.71%), Computer Systems Networking & Telecommunications (517 and 4.58%), and Computer Science (469 and 4.16%) (https://datausa.io/), which closely follow the top employment sectors.

Describe any current workforce training initiatives, including those supported by Workforce Investment Boards, community colleges and other organizations. Describe how these efforts will support the jurisdiction's Consolidated Plan.

Wake Tech Community College offers a Workforce Continuing Education program designed to provide training and skills needed in today's workforce. Their HRD (Human Resources Development) courses provide employability skills training and assistance for adults who are trying to find employment, transitioning back into the workforce or enhance their skillset. Wake Tech also partners with Wake County Public Schools allowing high school students to complete college courses and earn college credits while still in high school through Career and College Promise (CCP) Program.

Does your jurisdiction participate in a Comprehensive Economic Development Strategy (CEDS)?

No

If so, what economic development initiatives are you undertaking that may be coordinated with the Consolidated Plan? If not, describe other local/regional plans or initiatives that impact economic growth.

The City of Raleigh partners with the Greater Raleigh Chamber of Commerce. The City's Office of Economic Development provides assistance to business start-ups and those relocating to the area. The City also partners with two Business Improvement Districts: The Downtown Raleigh Alliance (DRA) and the Hillsborough Street Community Service Corporation. The recently completed Union Station, a multi-modal train and bus station in the downtown warehouse district, should further enhance economic growth downtown and regionally. The City is also in the process of implementing bus rapid-transit along major economic corridors.

One of the programs of the Chamber is Wake County Economic Development, a public-private partnership for economic development countywide. The WCED program focuses on business recruitment and expansion, existing industry support, PR and marketing efforts, talent recruitment and retention, and support for entrepreneurs and innovation.

The City's annual economic goals are determined by the Raleigh City Council.

Discussion

Raleigh and the surrounding region enjoy a prosperous economy and well-educated workforce. Along with this rapid growth comes an increased cost of living. Those at the lower-end of the economic ladder, who lack more marketable skills and those in the service industry earning lower wages still struggle to find housing they can afford.

MA-50 Needs and Market Analysis Discussion

Are there areas where households with multiple housing problems are concentrated? (include a definition of "concentration")

Neighborhoods located near the city center typically have more housing problems because of the age and condition of the housing. These housing problems tend to be concentrated in areas where poverty is concentrated. The City defines "concentration of poverty" as areas with 30% or greater of households with incomes below the poverty level.

Are there any areas in the jurisdiction where racial or ethnic minorities or low-income families are concentrated? (include a definition of "concentration")

There are seven census tracts within Raleigh in which the total non-White population is greater than 50% and have poverty rate of 30% or higher. These areas are known as racially concentrated areas of poverty or RCAPS. The RCAP census tracts are: 506, 508, 509, 520.01, 520.02, 524.08, and 524.09. (Wake County Analysis of Impediments to Fair Housing Choice, 2020)

What are the characteristics of the market in these areas/neighborhoods?

The largest RCAP, in terms of both area and population, is located in five census tracts in Southeast Raleigh. This area has traditionally been the epicenter of Raleigh's African-American community. Given its proximity to downtown, this area has seen redevelopment, including City-led efforts. The second RCAP adjacent to Downtown Raleigh includes two census tracts, one of which contains North Carolina State University. Colleges and universities are often racially and ethnically diverse, and many students technically qualify as living below the poverty line due to their low income. However, students do not meet eligibility determinations under HUD regulations. (Wake County Analysis of Impediments to Fair Housing Choice, 2020) **Are there any community assets in these areas/neighborhoods?**

Many neighborhoods in the southeast RCAP have neighborhood organizations, neighborhood watch groups, civic organizations, and business involvement. Some community assets in the areas are:

- Shaw University and St. Augustine's University, two historically black universities
- East Raleigh-South Park National Historic District

North Carolina State University is located adjacent to the western RCAP.

Are there other strategic opportunities in any of these areas?

Bus rapid transit (BRT) lines are planned for two major roadways Western Boulevard and New Bern Avenue, which are in the western and southeast RCAPs, respectively. This will improve transit access to residents. The City is also placing priority on these areas for the inclusion of affordable housing.

In 2016, the City received a NRSA designation for the College Park area located in the southeast RCAP. Work on this project should be completed during the next couple of years. An additional geographic

priority area - "Downtown Neighborhoods" – located in the in this RCAP has been designated, which is explained in more detail in SP10.

MA-60 Broadband Needs of Housing occupied by Low- and Moderate-Income Households - 91.210(a)(4), 91.310(a)(2)

Describe the need for broadband wiring and connections for households, including low- and moderate-income households and neighborhoods.

According to ncbroadband.gov, the broadband availability index at 25 MBPS download speeds is 100% for Wake County. All City-funded rental developments have access to broadband. For households with low incomes, paying for broadband is another expense. Raleigh Housing Authority participated with AT&T and Google Fiber to bring free wireless service to certain public housing communities.

Describe the need for increased competition by having more than one broadband Internet service provider serve the jurisdiction.

There are multiple broadband providers in Raleigh, including AT&T, Spectrum, Century Link, Frontier, Viaset, and Google Fiber (in certain areas).

MA-65 Hazard Mitigation - 91.210(a)(5), 91.310(a)(3)

Describe the jurisdiction's increased natural hazard risks associated with climate change.

Geographically, Raleigh is located in the central part of the state. Increased natural hazard risks associated with climate change that the city is susceptible to include hurricanes, tornados, flooding, temperature extremes – particularly heat, and droughts.

Describe the vulnerability to these risks of housing occupied by low- and moderate-income households based on an analysis of data, findings, and methods.

Newly constructed affordable housing that the City subsidizes typically require environmental reviews and/or must meet environmental guidelines required by the Low-Income Housing Tax Credit (LIHTC) program, helping ensure such developments are not any more vulnerable to natural hazards than new market rate housing. However, as noted previously, much of the housing that is affordable to lower income households is naturally occurring – meaning older and less desirable housing. Many of these older units, built to less stringent standards, may be at increased risk to natural hazards.

Strategic Plan

SP-05 Overview

Strategic Plan Overview

The Consolidated Plan for the next five years will focus on three priorities:

(1) Increasing the supply of affordable housing

(2) Enhancing the homeless to housing continuum

(3) Increase Services to Build Self-Sufficiency & Sustainability

While some programs will be available to income eligible residents, there will be a geographic focus to the priorities listed above:

(1) College Park NRSA;

(2) Citywide; and

(3) Downtown Neighborhoods

The City of Raleigh Housing and Neighborhoods Department, Community Development Division is working on updating:

1. An Affordable Housing Plan. This plan will lay out specific tools for increasing the supply of affordable housing, as well as annual goals for the number of units produced.
2. An Affordable Housing Location Policy. This document sets forth desired outcomes relative to the create or preservation of affordable multi-family rental housing with the overall goal of affirmatively furthering fair housing choice to all residents.

Once these items are finalized, they will be presented to City Council.

SP-10 Geographic Priorities – 91.215 (a)(1)

Geographic Area

TABLE 49 - GEOGRAPHIC PRIORITY AREAS

1	Area Name:	COLLEGE PARK
	Area Type:	NRSA
	Other Target Area Description:	

HUD Approval Date:	November 3, 2015 the Raleigh City Council approved the NRSA and the plan was approved by HUD in May 2016. The City is submitting a request to extend the NRSA for the term of this ConPlan with an amended NRSA Plan.
% of Low/ Mod:	HUD's FY 2015 estimate of the number of low- and moderate-income individuals in the study area, based on the 2006—2010 American Community Survey, indicates that Block Group 1 is 65.8% low/mod and Block Group 2 is 86.1% low/mod. Combined, the residents with low or moderate incomes in the two block groups that form the study area are 74.2% of the total population. This exceeds the HUD requirement that an area be at least 70% LMI to qualify for NRSA designation but significantly undercounts the actual number of LMI households within the study area. In Washington Terrace, which occupies only a portion of BG1, DHIC did a survey of those residents after they acquired the property and found that 98% had incomes less than 80% of AMI.
Revital Type:	Housing
Other Revital Description:	Public infrastructure
Identify the neighborhood boundaries for this target area.	The target area is bounded by the following streets: E: Raleigh Boulevard, W: Heck Street, N: Milburnie Rd., and S: New Bern Avenue.
Include specific housing and commercial characteristics of this target area.	Before the NRSA process there were blighted commercial structures and a mix of vacant lots and blighted residential structures.
How did your consultation and citizen participation process help you to identify this neighborhood as a target area?	Most of the area is within or adjacent to an adopted redevelopment area. The citizen consultation process for the combined area began in early 2015 and continued into 2016. East College Park was identified in numerous years' Action Plan meetings as a "focus area" for City investment and is part of the NRSA.
Identify the needs in this target area.	The utility systems in the southern section were evaluated in 2014 by the city Public Utilities Department and severe deficiencies (crumbling terra cotta lines, root intrusion, insufficient grade for proper operation of gravity lines, etc.) were discovered. Infrastructure improvements including water lines, sewer lines, storm drains, stormwater infrastructure, and new streets and sidewalks are complete.

	What are the opportunities for improvement in this target area?	Home construction for new mixed income housing to include affordable and market-rate single-family homes began in winter of 2017. Townhome construction will begin in the next year. Two phases of the redevelopment of Washington Terrace has been completed by DHIC with family and senior affordable housing units. Further development is planned in the future, including more senior apartments and family housing.
	Are there barriers to improvement in this target area?	The area's increasing cost of construction materials and a shortage of available labor for subcontractors because of the profitable local housing market.
2	**Area Name:**	Downtown Neighborhoods
	Area Type:	Local Target area
	Other Target Area Description:	Neighborhoods that ring downtown, outside the NRSA
	HUD Approval Date:	
	% of Low/ Mod:	
	Revital Type:	Housing
	Other Revital Description:	Site improvements, disposition
	Identify the neighborhood boundaries for this target area.	The target area boundaries (see map in Appendices) are as follows: West: Wilmington Street; South (from W to E) Hoke Street from Wilmington St. to Garner Road, south to Peterson Street east to State Street; East (from S to N): State Street from Peterson Street to Bragg Street, east one block to Coleman Street, north one block to Martin Luther King, Jr. Boulevard (MLK), east to Little Rock Creek, following western edge of Chavis Park to rear property lines of homes on 600 block of E. Lenoir Street to Wynne Street up to E. Lenoir St., east to Rock Quarry Road/Tarboro Street, north to New Bern Avenue. A small satellite portion is the three-lot City assemblage NW of the Lane Street/Idlewild Avenue intersection.
	Include specific housing and commercial characteristics of this target area.	Some areas of blighted rental housing (some of it boarded), vacant lots, small stores in poor condition.
	How did your consultation and citizen participation process help you to identify this neighborhood as a target area?	The area comprises several of the Redevelopment Areas that ring downtown, outside of the NRSA. This area has been the focus of CDBG investment and public engagement for over 40 years.

	Identify the needs in this target area.	Vacant lots, small areas of aging infrastructure and deteriorating housing mixed in with recent market-rate infill housing.
	What are the opportunities for improvement in this target area?	Opportunities for City-sponsored affordable housing on the remaining City owned lots.
	Are there barriers to improvement in this target area?	The area is experiencing significant private investment with market rate housing, given its proximity to the central business district, which itself is seeing significant commercial development and white-collar job opportunities. The lots owned by the City provide perhaps the only opportunities for affordable housing located within walking distance of downtown. The City is seeking to use City-owned lots in the target area to provide "missing middle" rental housing or long-term ownership for LMI buyers.
3	**Area Name:**	CITYWIDE
	Area Type:	Local Target area
	Other Target Area Description:	
	HUD Approval Date:	
	% of Low/ Mod:	
	Revital Type:	Other
	Other Revital Description:	Rental development, homebuyer and rehab assistance, public services
	Identify the neighborhood boundaries for this target area.	The City of Raleigh corporate boundaries.
	Include specific housing and commercial characteristics of this target area.	There are several areas in the city lacking affordable housing opportunities. The Housing Location policy of the City also encourages distribution of affordable housing opportunities and to avoid concentration of affordable housing.
	How did your consultation and citizen participation process help you to identify this neighborhood as a target area?	Resident input has encouraged the City to address citywide affordable housing needs.
	Identify the needs in this target area.	As the price of housing continues to increase, it has become increasing difficult for residents with minimum wage or low paying jobs to keep stable housing.
	What are the opportunities for improvement in this target area?	Increasing the supply and condition of affordable housing (particularly rental housing) throughout the city.

Are there barriers to improvement in this target area?	Barriers include limited resources, land appropriately zoned, increasing land cost within Raleigh Beltline, rising construction supply cost, and the lack of construction labor- especially for subcontractors.

General Allocation Priorities

Describe the basis for allocating investments geographically within the jurisdiction (or within the EMSA for HOPWA)

The City of Raleigh since the 1970s used state urban redevelopment law to delineate high-priority areas for public investments, meaning redevelopment areas were qualified by the Planning Commission and related redevelopment plans were adopted by City Council. The redevelopment plans were used as the basis for neighborhood revitalization investments using CDBG and local dollars to remove blight and create new housing opportunities.

More recently the City has used an NRSA and an Affordable Housing Location Policy to guide its investments in affordable housing – the latter to provide incentive to tax credit developers to create rental housing opportunities outside of subsidized housing concentrations or Racially Concentrated Areas of Poverty (RCPAs). An annual Notice of Funding Availability process articulates the City's priorities in the type of location of affordable rental housing preferred. This includes preferring locations near transit and acquiring naturally occurring affordable housing and underutilized land around downtown to preserve affordability in neighborhoods becoming increasingly unaffordable.

SP-25 Priority Needs - 91.215(a)(2)
Priority Needs

TABLE 50 – PRIORITY NEEDS SUMMARY

1	**Priority Need Name**	Supply of Affordable Housing
	Priority Level	High
	Population	Extremely Low Low Moderate
	Geographic Areas Affected	CITYWIDE
	Associated Goals	Increase and preserve the supply of affordable housing, particularly rental housing, affordable housing connected to public amenities, affordable housing near transit

	Description	Over the next 5 years, the City of Raleigh will increase the number of units of affordable housing in the jurisdiction. This priority is for both rental and homeownership units that are affordable to extremely low, low, and moderate-income households.
	Basis for Relative Priority	The need for additional affordable housing in the City of Raleigh is evidenced in the demographics of households who are cost burdened and those living in poverty. According to the 2012-2016 American Community Survey estimates, of Raleigh's 170,375 households, 32.7% or 55,755 households are either cost or severely cost burdened. Most of the subsidized multi-family rental units in the City have extensive waiting lists. The Raleigh Housing Authority has waiting lists for public housing units and the waiting lists for Section 8 rental subsidies are several years long. The scarcity of affordable housing and a growing population make it important for the City to proactively address this need by using new strategies to make more affordable housing available for the growing number of lower income households. The stability provided by safe and affordable housing improves quality of life, makes it easier to hold down a job, and provides greater access to essentials such as food, transportation, and quality child care. Access to affordable housing can prevent homelessness.
2	**Priority Need Name**	Homelessness
	Priority Level	High
	Population	Extremely Low Low Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth
	Geographic Areas Affected	CITYWIDE
	Associated Goals	Enhance the homeless & low-income population to housing continuum Increase and preserve the supply of affordable housing
	Description	The City of Raleigh, along with its partners: Wake County and the Continuum of Care, the Raleigh/Wake Partnership to End and Prevent Homelessness, will work to decrease homelessness and increase exits from homelessness to permanent housing. Funding will also be made available to non-profits that seek to house homeless and low-income clients.

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	Basis for Relative Priority	In order to make strides in decreasing the number of persons experiencing homelessness, the City of Raleigh and its partners must take an active role supporting housing and services for persons who are homeless and those at-risk of homelessness. The City receives an annual entitlement allocation of Emergency Solutions Grant (ESG) funds from the US Dept. of Housing and Urban Development (HUD). These funds can be used to pay for emergency shelter, rapid re-housing, and prevention activities. The City, Wake County, and the Raleigh/Wake Partnership to End and Prevent Homelessness (RWPEPH) combine funding in order to proactively strengthen the continuum of services and housing. The City also receives CDBG funding and works within the tax credit program to fund non-profits that help house the homeless and low-income residents, as well as, develop more subsidized housing.
3	**Priority Need Name**	Increase Services to Vulnerable Populations
	Priority Level	High
	Population	Extremely Low Low Chronic Homelessness Individuals Families with Children Mentally Ill Chronic Substance Abuse veterans Persons with HIV/AIDS Victims of Domestic Violence Unaccompanied Youth Elderly Frail Elderly Persons with Mental Disabilities Persons with Physical Disabilities Persons with Developmental Disabilities Persons with Alcohol or Other Addictions Persons with HIV/AIDS and their Families Non-housing Community Development
	Geographic Areas Affected	CITYWIDE

	Associated Goals	Increase Services to Build Self-Sufficiency & Sustainability
	Description	Providing needed services to vulnerable populations through funding organizations that serve these populations.
	Basis for Relative Priority	Many in the City of Raleigh need assistance to help gain stability in their life. Services funded by the City of Raleigh allow organizations to be able to deliver those services in order to provide people with needed help and resources.
4	**Priority Need Name**	Co-locate Affordable Housing & Transit
	Priority Level	High
	Population	Extremely Low Low Moderate Middle Non-housing Community Development
	Geographic Areas Affected	CITYWIDE
	Associated Goals	Increase and preserve the supply of affordable housing
	Description	Prioritizing the development of affordable housing within a walking distance of transit lines.
	Basis for Relative Priority	Connecting transit to affordable housing developments greatly increases the quality of life for residents. Transit can connect housing to employment centers, necessary services, and resources. The City of Raleigh is making connecting affordable housing and transit a priority in the next five years. A cross-departmental group is working to identify of sites for housing along transit corridors and create funding strategies and incentives to develop affordable housing.
5	**Priority Need Name**	Affordable housing connected to public amenities
	Priority Level	High

Population	Extremely Low Low Moderate Middle Non-housing Community Development
Geographic Areas Affected	CITYWIDE
Associated Goals	Increase Services to Build Self-Sufficiency & Sustainability
Description	Connecting affordable housing to public amenities such as parks, community centers, and libraries to enhance residents' quality of life.
Basis for Relative Priority	Access to public facilities ensure help ensure that resident's basic needs are fulfilled in an affordable manner and provide spaces to aid social interaction and healthy lifestyles.

Narrative (Optional)

The City of Raleigh has identified several priority needs for the 2021-2025 Consolidated Plan, they are:

1. A shortage in the supply of affordable housing

2. Enhance the homelessness to housing continuum

3. Increase in services to vulnerable populations

4. Co-locating affordable housing and transit

5. Affordable housing connected to public amenities

All of the programs in the Consolidated Plan and the Annual Action Plan support the effort to address these needs and will benefit low and moderate households in the City of Raleigh.

SP-30 Influence of Market Conditions – 91.215 (b)
Influence of Market Conditions

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
Tenant Based Rental Assistance (TBRA)	Not applicable, City does not have a TBRA program.

Affordable Housing Type	Market Characteristics that will influence the use of funds available for housing type
TBRA for Non-Homeless Special Needs	Not applicable, City does not have a TBRA program.
New Unit Production	Raleigh's continued rapid growth throughout the city has resulted in increased land prices, especially near downtown. The majority of these private market residential developments are "luxury" rentals. Because the area is attractive to investors and developers, land is increasingly becoming less available and expensive as the private market competes for development opportunities. • Availability of land • Availability of market financing • Appropriate zoning for land • Land costs
Rehabilitation	**Area need for rehabilitation**: According to 2011-2015 ACS data, 21% of owner-occupied housing and 45% of renter-occupied housing units have one or more housing problems (which include lacks kitchen or complete plumbing, overcrowding, or cost burden- See Housing Needs Assessment). These statistics show the overwhelming need to continue to fund owner-occupied rehabilitation programs and continue to acquire and rehabilitate existing substandard apartment units. The challenges in carrying out these programs include: • Cost of materials • Cost of labor • Owner willingness to participate in rehabilitation programs
Acquisition, including preservation	**Challenge of preservation:** Given Raleigh's rapid desirability and rapid growth, , much of the older housing stock. Many rental developments, which has been affordable due to its age and condition, are being purchased by private developers and replaced with or converted into more upscale and less affordable housing. This trend that will likely continue into the foreseeable future. Most of Raleigh's housing stock is relatively new; 71% owner-occupied and 70% renter-occupied units were built after 1980, with 35% owner-occupied and 28% renter-occupied units being built after 2000. • Property values • Competitive market • Access to market financing • Willingness of owners to sell

TABLE 51 – INFLUENCE OF MARKET CONDITIONS

SP-35 Anticipated Resources - 91.215(a)(4), 91.220(c)(1,2)

Introduction

The City of Raleigh expects to have approximately $13 million per year for each of the 5 years covered by this Consolidated Plan. About half of the funding for the next five years will come from federal sources. A bond may be proposed to be voted on in an upcoming election. Programs that will continue to be funded include the Rental Development program, homeowner rehabilitation, and homebuyer assistance. Working toward increasing and preserving the supply of affordable housing will include future site development and infrastructure improvements relating to affordable housing development. Site development for single-family and townhomes will continue as the City continues to sponsor the construction of affordable houses. Public service grants funded by the Community Development Block Grant (CDBG) will include Community Enhancement grants, South Wilmington Street Center, Homebuyer Counseling, and a new Workforce Training grant. ESG funds will continue to fund rapid rehousing, emergency shelter, and HMIS support. CDBG funding will also go toward funding economic development grant programs.

In addition to federal funding sources, local funding is also used to implement the City of Raleigh's Five-Year Consolidated Plan. For example, over six million dollars is generated annually through the Penny for Housing, a one-cent property tax increase approved by voters in 2016. The Penny for Housing funds are primarily used for Community Development priorities and play a role in the City of Raleigh's strategic plan, which includes the key focus areas of "Safe, Healthy and Vibrant Communities" and "Economic Development and Innovation". The Safe, Healthy, and Vibrant Communities focus area includes initiatives that establish partnerships to provide services to homeless individuals and implement affordable housing strategies. Another bond for Affordable Housing is also being proposed in the coming year (2020-2021) to fund existing programs such as rental development, homebuyer assistance, and could act as a funding mechanism for developing affordable housing along transit lines. The City's administration shows continued support of housing and community development by providing increased local funding for programs and establishing strategic plan initiatives focused on affordable housing and homeless.

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: $		
CDBG	public - federal	Acquisition, Admin and Planning, Economic Development, Housing, Public Improvements, Public Services, Overnight shelter	$3,136,516	$280,000	0	$3,416,516	$ 5,026,064	
HOME	public - federal	Admin and Planning, Homebuyer assistance, Homeowner rehab, Multifamily rental new construction, Multifamily rental rehab	$1,408,766	$670,000	0	$2,078,766	$ 8,315,064	
ESG	public - federal	Overnight shelter, Rapid re-housing (rental assistance)	$272,027	0	0	$272,027	$1,088,108	
Other-Bond	public - local	Homebuyer assistance, Public Improvements	0	$665,000	0	$665,000	0	City issued general obligation bond to pay for affordable housing activities.

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: $		
Other-Penny for Housing Tax	Public-local	Homeowner rehab, Housing, Multifamily rental new construction, Multifamily rental rehab	$6,241,000	0	0	0	$25,452,000	One-cent property tax approved by voters in 2016.

TABLE 52 - ANTICIPATED RESOURCES

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

Federal funds will be used to leverage other funds in the following ways:

- Community Enhancement Grant (CEG) funds are awarded to nonprofit programs and can be used to cover up to 50% of the program costs. Nonprofit awardees must match 50% or more of the program funding with funding from other sources.

- Affordable housing development activities include loans to private developers that build affordable rental units. The City provides funding to developers that receive federal Low-Income Housing Tax Credits (LIHTC) for rental development projects. The city loans serve as gap financing and cover any financing gaps that developers couldn't borrow from commercial lenders or obtain through other financing options. In this way, the loans provided by the City leverage both private dollars from developers in the form of equity, market rate loans, and public dollars from the LIHTC program. Some rental development projects may receive funding other government entities, such as the North Carolina Housing Finance Agency (NCHFA) and Wake County Government.

- ESG funds leverage funding for programs that assist homeless individuals and families. ESG requires dollar-for-dollar match from local grantees. The City partners with Wake County Government to do a joint RFP for the ESG program, and Wake County provides local funds for Homelessness Prevention. The contribution from Wake County is projected to be more than $400,000.

- CDBG funds can be used to provide homebuyer assistance and leverage private financing obtained by homebuyers. CDBG funds are also used to fund activities associated with the construction of new housing units that provide homeownership opportunities. These CDBG funds leverage investments

from private developers.

- Buyers of infill housing sponsored by the City use private lenders for first mortgage loans and often supplement the first mortgage with homebuyer assistance funding provided by the City. The homebuyer assistance funding can be used to cover down-payment costs associated with purchasing a home.

- An affordable housing bond has been proposed to be voted on in the election in November 2020. The bond would help fund existing programs such as rental development, homebuyer assistance, and could also be a funding mechanism for developing affordable housing along transit lines.

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

East College Park: Single-Family construction is the first component of the East College Park development. The second component is the construction and sale of townhomes. The developer Evergreen Construction Company has been selected though an RFP process to build townhomes. Overall, there will be up to 51 townhomes constructed in East College Park. In collaboration with the Parks, Recreation, and Cultural Resources Department, a park will be developed in the first fiscal year of the Consolidated Plan.

South Park/Garner Road Area: Over the past decade, the City has invested both federal and local dollars in the South Park/Garner Road area. The City is partnering with a multi-family developer to build affordable rental units on 5.7 acres of city-owned land along Sawyer Road. The developer was awarded funding for two 4% tax credit from the federal Low-Income Housing Tax Credit (LIHTC) program and will receive additional gap financing from the City. The development will provide approximately 154 affordable units in an area that is witnessing heavy private investment. Passage Home, a non-profit and a multi-family developer are proposing to build additional affordable rental units in the area as well. The City of Raleigh will assist in the facilitation of constructing approximately 200 apartments units that are being proposed on the Brown Birch apartment site.

West Idlewild: The West Idlewild area has been a focus area for many years. It is the intent that City will dispose of several properties in the area through a disposition process.

Downtown East: The Downtown East area has also been a focus area for years. It is the intent that City will dispose of several properties in the area through Request for Proposal (RFP) process. It is projected that these properties will produce higher density affordable housing (multifamily apartments).

Martin-Haywood: The City selected 3 builders to construct affordable (LMI homebuyers) single-family homes on 23 lots. There are nine lots remaining in the project area. We anticipate all of those lots will be sold by FY 2022.

Discussion

Funds will be used for activities that support the priorities of the Consolidated Plan:

1. Increase & Preserve the Supply of Affordable Housing

2. Enhance the Homeless to Housing Continuum

3. Increase Services to Build Self-Sufficiency & Sustainability

SP-40 Institutional Delivery Structure - 91.415, 91.215(k)

Explain the institutional structure through which the jurisdiction will carry out its consolidated plan including private industry, non-profit organizations, and public institutions.

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
Raleigh/Wake Partnership to End and Prevent Homelessness	Continuum of care	Homelessness	Jurisdiction
Triangle Family Services	Non-profit organizations	Homelessness public services	Jurisdiction
Catholic Charities	Non-profit organizations	Homelessness	Jurisdiction
Passage Home Inc	CHDO	Homelessness Rental	Jurisdiction
COMMUNITY ALTERNATIVES FOR SUPPORTIVE ABODES (CASA)	CHDO	Rental	Region
DHIC, INC	CHDO	Ownership Rental	Region
Habitat for Humanity of Wake County	Non-profit organizations	Ownership	
Healing Transitions International, Inc	Non-profit organizations	Homelessness	Jurisdiction
Urban Ministries of Wake County	Non-profit organizations	Homelessness	Jurisdiction
Salvation Army	Non-profit organizations	Homelessness	Jurisdiction
North Carolina Housing Finance Agency	Government	Homelessness Ownership Rental	State
Housing Authority of the County of Wake	PHA	Public Housing	Jurisdiction
Alliance Behavioral Health Care	Regional organization	Homelessness	Region

TABLE 53 - INSTITUTIONAL DELIVERY STRUCTURE

Assess of Strengths and Gaps in the Institutional Delivery System

Strengths include:

- Continuum of Care enables all agencies to coordinate with each other.
- Creative partnerships and receptivity of referrals among service delivery agencies.
- People continuing to move from homelessness to housing even during the extreme shortage of affordable housing.
- Ongoing assessment and desire for improved methods and results.

Gaps include:

- Limited case management support for persons experiencing homelessness.
- Limited housing support, especially for people who need mental health services.
- Limited support for persons leaving institutions and systems of care.
- Gap in telephone access for coordinated entry.

Availability of services targeted to homeless persons and persons with HIV and mainstream services

Homelessness Prevention Services	Available in the Community	Targeted to Homeless	Targeted to People with HIV
Homelessness Prevention Services			
Counseling/Advocacy	X	X	X
Legal Assistance	X		X
Mortgage Assistance	X		X
Rental Assistance	X	X	X
Utilities Assistance	X		X
Street Outreach Services			
Law Enforcement	X		
Mobile Clinics	X	X	X
Other Street Outreach Services	X	X	X
Supportive Services			
Alcohol & Drug Abuse	X	X	X
Child Care	X	X	X
Education	X	X	X
Employment and Employment Training	X	X	X
Healthcare	X	X	X
HIV/AIDS	X	X	X
Life Skills	X	X	X
Mental Health Counseling	X	X	X
Transportation	X	X	X
Other			

TABLE 54 - HOMELESS PREVENTION SERVICES SUMMARY

Describe how the service delivery system including, but not limited to, the services listed above meet the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth)

All services targeted to persons with HIV/AIDS with HOPWA funds are used by persons with HIV/AIDS. Targeted services include Tenant based rental assistance, Short Term Rental, Mortgage, and Utility Assistance, and case management.

All homeless people who present at Wake County shelters or community agencies, or who are found through outreach and are willing to, will work with case managers who can refer them to mainstream services through Wake County Human Services, Veterans Administration and other state programs.

Their case managers connect them with the appropriate health and mental health providers, as well as the appropriate employment services that are a good fit for them depending on their situation.

Wrap around services are provided to chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth.

Describe the strengths and gaps of the service delivery system for special needs population and persons experiencing homelessness, including, but not limited to, the services listed above

Unaccompanied Youth
Strengths: Two local agencies provide case management and limited financial assistance to homeless unaccompanied youth and young people aging out of foster care.
Gaps: Limited funding.

Veterans
Strengths: Several local agencies and affordable housing developers provide case management and build housing for Veterans. HUD VASH vouchers are an excellent form of rental assistance. Veterans Affairs offers reliable services. Active Mayors' Challenge to End Veteran Homeless taskforce. County-funded leadership and rental assistance committed to veterans.
Gaps: More housing and more rental assistance are needed.

Homeless Individuals
Strengths: Homeless men are well served by the South Wilmington Street Center. Life skills, case management, job training, education, and short term rental assistance are all options of this program.
Gaps: Additional emergency shelter beds needed for single women. Additional case management and outreach services needed for single women.

Homeless Families

Strengths: Several agencies provide shelter with programs and case management, and transitional housing for homeless families with children. Rapid rehousing programs are a great tool to move people along the continuum into housing.

Gaps: Lack of enough affordable housing to allow families to move out of shelters. Jobs that pay enough to allow people to pay their own rent after the term of their Rapid Rehousing assistance ends. Transportation.

Chronically Homeless Individuals

Strengths: Rapid Rehousing programs for chronically homeless individuals. Long-term rental assistance for chronically homeless individuals with a mental illness.

Gaps: Lack of enough affordable housing. Employment for people to achieve self-sufficiency.

People with HIV/AIDS

Strengths: Tenant based rental assistance, short term rental, mortgage, and utility assistance, case management

Gaps: Lack of enough funding for people on the wait list for vouchers, lack of capacity of community agencies.

People with Disabilities

Strengths: The Wake County Permanent Housing & Supportive Services Division includes housing options and wrap-around services that may be currently insufficient but are critically needed for the level of care and support required by Wake County's most vulnerable citizens. The Targeting Program, which uses a combination of funding sources to maintain low rents for people with disabilities, and includes a case management component.

Gaps: Lack of enough units for the Targeting Program. Tenancy supports for persons stabilized in housing.

Provide a summary of the strategy for overcoming gaps in the institutional structure and service delivery system for carrying out a strategy to address priority needs

The City of Raleigh recognizes the special challenges faced by its very low-income elderly and disabled citizens struggling to maintain residency in their home. To address this, the City's Limited Repair Rehab program provides forgivable loans to very low-income, elderly and/or disabled owner households, with priority given to those who are elderly or disabled.

The Raleigh-Wake Continuum of Care implemented and is continuing to refine a process to improve the delivery of housing and crisis response services and to assist people experiencing homelessness or at imminent risk of homelessness by refining the community's process for access, assessment, eligibility determination and referrals across the Continuum. This process, the Coordinated Entry System, institutes consistent and uniform access, assessment, prioritization, and referral processes to determine the most appropriate response to each person's immediate housing needs. Coordinated Entry is recognized nationally as a best practice which can improve efficiency within our system, provide clarity for people experiencing homelessness, and can help serve more people more quickly and efficiently with assistance targeted to address their housing needs. Wake County is working with the Continuum of Care to implement a telephone access component to the coordinated entry system

In Wake County, there is an insufficient number of emergency, overnight shelter beds for unaccompanied women experiencing homelessness. Urban Ministries has partnered with Wake County to expand their overnight bed capacity, and Wake County invested $2.4 million dollars. Urban Ministries will move to a new location and is contracted to provide 73 beds, adding 37 new beds for single females.

In Wake County's next Request for Proposals (RFP) Wake County will specifically seek responses that include housing support services to keep vulnerable populations stably housed and support the case management needs of persons who are experiencing homelessness.

South Wilmington Street Center men's shelter is currently working to expand the efforts the Case Management Team, enabling skilled staff to refocus their efforts away from classroom instruction to more enhanced individualized services in a low-barrier environment so men who are experiencing homelessness can more quickly regain stability and live independently in housing of their choosing—shortening the length of their homeless episode and their stay at SWSC.

SP-45 Goals Summary – 91.215(a)(4)

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Increase and preserve the supply of affordable housing	2020	2025	Affordable Housing	CITYWIDE COLLEGE PARK DOWNTOWN NEIGHBORHOODS	Supply of Affordable Housing Co-locate Affordable Housing & Transit Affordable housing connected to public amenities	HOME: $10,393,830 CDBG: $16,092,580 City of Raleigh Affordable Housing Bond: $665,000 City of Raleigh Affordable Penny for Housing Tax: $31,693,000	Rental units constructed: 2,250 Household Housing Unit Homeowner Housing Rehabilitated: 250 Household Housing Unit Direct Financial Assistance to Homebuyers: 250 Households Assisted Buildings Demolished: 6 Buildings Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 2,322 Persons Assisted Acquisition of Existing Units: 5 Units
2	Enhance the homeless to housing continuum	2020	2025	Homeless	CITYWIDE	Enhance the Homelessness & Low-Income population to Housing Continuum Increase Services to Vulnerable Populations	ESG: $1,360,135	Rapid Rehousing: 50 Households Assisted Homeless Person Overnight Shelter: 3,200 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
3	Increase Services to Build Self-Sufficiency & Sustainability	2020	2025	Non-Housing Community Development Homeless Non-Homeless Special Needs	CITYWIDE	Increase Services to Vulnerable Populations Enhance the Homelessness & Low-Income population to Housing Continuum	CDBG: $2,750,000	Public service activities other than Low/Moderate Income Housing Benefit: 2,900 Persons Assisted Homeless Person Overnight Shelter: 7,500 Persons Assisted Rapid Rehousing: 32 Households Assisted Facade treatment/business building rehabilitation (# of Businesses): 20 businesses assisted

TABLE 55 – GOALS SUMMARY

Goal Descriptions

1	**Goal Name**	Increase the supply of affordable housing
	Goal Description	As the area experiences unmet affordable housing need and housing costs outpacing income increases, the City of Raleigh is prioritizing creating additional affordable housing and preserving existing affordable housing with almost $30 million of funding over the next five years. The focus of affordable housing creation will be on rental to allow more units to be created and ensure long-term affordability. Preserving affordable housing will focus on homeowner rehabilitation, homebuyer assistance, and possibly the acquisition and rehabilitation of existing affordable units. The sources of funds that will be used are federal HOME Investment Partnership, the Community Development Block Grant, the local Penny for Housing Property tax, and some past Bond money. The City will use the following programs to increase the number of affordable housing units: new construction and rehabilitation of rental units, rehabilitation of homeownership units, homebuyer assistance for down payments and second mortgages, and activities that support the development of affordable housing (public works/site improvements, acquisition, demolition, and relocation).

2	Goal Name	Enhance the homeless to housing continuum
	Goal Description	This goal addresses enhancing the continuum from shelter to permanent housing for persons who are homeless. The source of funds will be the federal Emergency Solutions Grant.
3	Goal Name	Increase Services to Build Self-Sufficiency & Sustainability
	Goal Description	Through meeting needs of those in the community through services and resources, the City of Raleigh seeks to help build self-sufficiency and sustainability in people's lives through funding non-profit programs, housing counseling, workforce development training, and economic development. The source of funds will be the Community Development Block Grant.

Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.315(b)(2)

Approximately 2,250 new units of affordable housing will be available to extremely low-income, low-income, and moderate-income households over the 5-year period that is covered by this plan. It is important to note that the estimates contained in this plan are based on what will be accomplished with federal entitlement funds and the Penny for Housing local property tax. If the new proposed Affordable Housing Bond is approved by voters, funding will increase, and production numbers will rise.
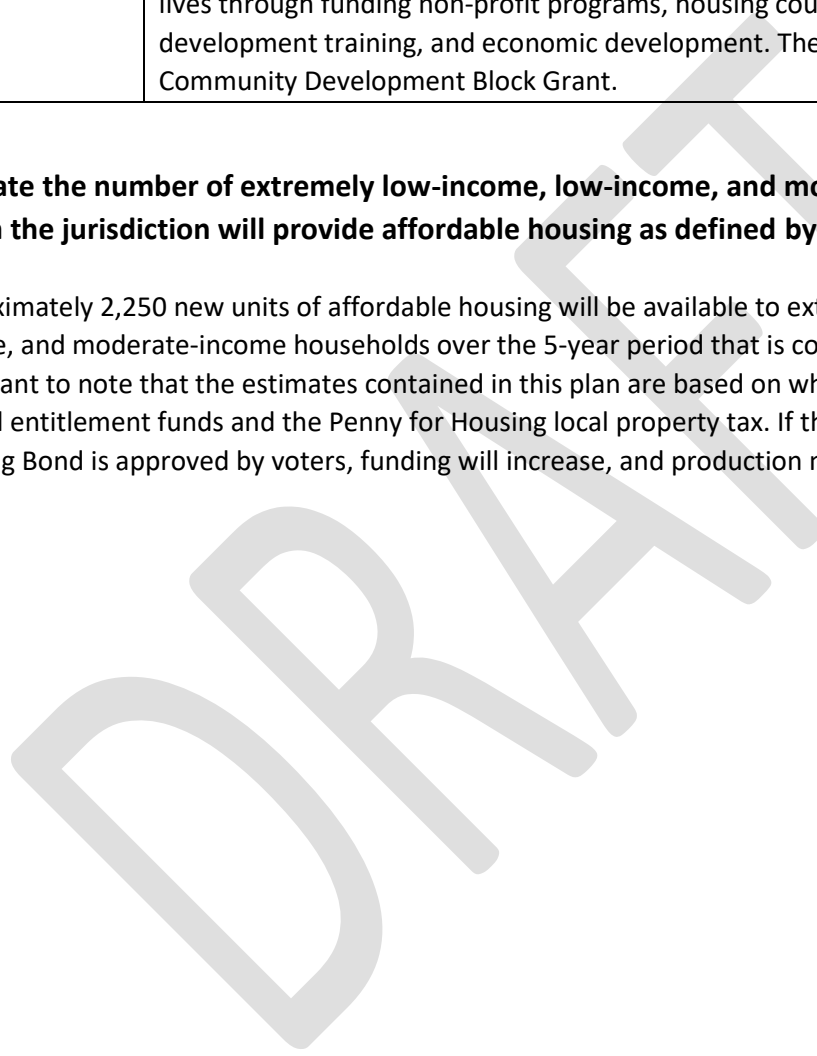
SP-50 Public Housing Accessibility and Involvement – 91.215(c)

Need to Increase the Number of Accessible Units (if Required by a Section 504 Voluntary Compliance Agreement)

RHA exceeds the required number of accessible units. Due to the age of some of the units it was not feasible to add fully compliant Section 504 units at every property. Therefore, RHA has two types of accessible units – those that are fully 504 compliant and those that have been modified. There are 95 fully compliant units which represents 6.6% of all public housing units. In addition there are another 61 units that have been significantly modified but not fully 504 compliant – this represents another 4% of the public housing units.

Activities to Increase Resident Involvements

RHA provides funding for the authority-wide resident organization known as the Inter-Community Council, Inc. (ICC). The ICC is a 501 (c)3 non-profit organization. RHA is also funding resident councils in the various public housing communities. We send out community newsletters and deliver flyers door to door to keep residents informed of RHA activities and resident services opportunities. One resident council has recently purchased a television set which they intend to install and scroll news and updates on to help keep residents informed.

Is the public housing agency designated as troubled under 24 CFR part 902?

No.

Plan to remove the 'troubled' designation

Not applicable, RHA is not designated as a trouble housing authority.

SP-55 Barriers to affordable housing – 91.215(h)

Barriers to Affordable Housing

• State of North Carolina law does not allow for inclusionary zoning and efforts in the past to pass laws (or introduce bills) to allow it in specific jurisdictions were unsuccessful. Since North Carolina is a "Dillon Rule" state whereby cities only have the powers granted them by the state legislature, the City of Raleigh is limited in its ability to innovate in creating additional affordable units beyond traditional methods already allowed in state law. Most of these involve financial investments by the City and, of course, such methods can only reach as far as the funds that are available.

Raleigh's 2009 comprehensive plan envisioned the elimination of its zoning barriers to allow for a proliferation of accessory dwelling units (which had been nearly impossible to site in the city) but a NC court case (Wilmington v. Hill) prevented the City from implementing the form of ADU ordinance City staff created. Discussions at the Planning Commission and City Council level will continue as an ADU ordinance

that meets both state law and local elective and appointed bodies' requirements is crafted by City Planning staff.

• The state Qualified Allocation Plan requirements make it difficult for a single city, even one that is growing rapidly, to receive more than two low-income housing 9% tax credit development per year and the scoring system discourages mixed income housing and redevelopment of inner-city sites except in narrow circumstances. Raleigh has pointed out to NCHFA in the past these concerns as well as an apparent suburban bias in the LIHTC scoring system.

• Affordable housing remains a relatively low priority at the state level and the elimination of state's housing tax credit program for the development of low-cost housing has reduced the funds available to address housing needs statewide.

• Recently, the City of Raleigh has seen decreases in CDBG and HOME allocations provided by the federal government while the City's population continues to rapidly grow and the need for affordable housing and services increase.

• The formula used by HUD to allocate CDBG includes "age of housing" among the metrics. Raleigh is seeing private sector removal of significant numbers of older unsubsidized-but-affordable apartment communities. This trend could-ironically-reduce the funding available to the City to address its shrinking supply of such units.

• Federal funding for maintaining existing or building new public housing, which is the primary source of housing for very low- and extremely low- income households, has been on a long-term downward trend (including the elimination of HOPE VI) and resources to address housing for the non-homeless hardest-to-serve (e.g., the working poor) is very limited.

Strategy to Remove or Ameliorate the Barriers to Affordable Housing

The Raleigh City Council implemented an aspirational goal for affordable housing as part of the citywide Strategic Plan adopted in 2015. The Council set a goal to produce 5,700 affordable units in a ten-year time period. The production goal includes rental production, new construction of single-family homes, homebuyer assistance loans, and homeowner rehabilitation funded with local and federal money. The production goal demonstrates the Council's support for affordable housing production and was accompanied by a one cent Ad Valorem tax increase called the Penny for Housing. Beginning 2016, the Penny for Housing revenues are used to fund affordable rental development, primarily through gap financing loans to affordable rental developers, as well as single-family housing rehabilitation. In previous years, affordable housing bonds filled this local funding need. The Community Development Division in the Raleigh Housing and Neighborhoods Department strives to produce 570 affordable units annually. Below is our progress report for these goals.

The Community Development Division has an Affordable Housing Improvement Plan that will be updated in May 2020. The plan guides the City's affordable housing investments using an affordable housing property tax, a potential new housing bond, and federal sources of funds (HOME and CDBG). Additionally, the Housing Location Policy will be updated at the same time which sets forth desired outcomes relative to

the creation or preservation of affordable housing choice for all residents. The policy geographically highlights racially and minority concentrated census tracts, as well as, tracts with a high percentage of subsidized rental properties, to encourage development outside those census tracts in underserved areas near transit lines, employment centers, and commercial centers.

The housing market in Raleigh continues to become more expensive. Each year, Raleigh loses more naturally occurring affordable housing developments, typically older complexes. Raleigh has taken steps to address the imminent loss of several older apartment communities by investing in rehabilitation or redevelopment of such communities to extend their "lifespan" as low-cost rental housing. A recent example was the preservation of Sir Walter Apartments. Sir Walter Apartments on Fayetteville Street in downtown Raleigh has served as a home to seniors who need affordable housing since 1978. When the HUD contract for place-based vouchers was set to run out in 2020, the City of Raleigh stepped in by providing $3 million in funds for the acquisition of the building to preserve its affordability using CDBG and local funding. The City also committed $800,000 of HOME funds and over $5 million of local funds to develop over 800 affordable units.

The City has worked in partnership with Wake County and the nonprofit sector (primarily the Raleigh/Wake Partnership to Prevent and End Homelessness and Catholic Charities) to address homelessness. City resources have been used since 2005 to support the coordinator/executive director of the Partnership and since 2007 to pay some of the expenses of the Support Circles program, which assists homeless families in becoming stably housed. The same partnership created a new multiservice center for the homeless that opened in 2019. Catholic Charities created Oak City Cares, Inc in 2019 as 501c3. The center is an Access Site for the Coordinated Entry system used by local nonprofits that serve homeless individuals and families. The Coordinated Entry system was implemented in January 2017, which allows multiple agencies to coordinate their services for homeless individuals and implement a Housing First approach. The City supports Oak City Center in helping to fund weekend meals and plans to continue this support into the next five years.

The City partners with Wake County to fund homeless service programs through a Request for Proposals (RFP) process. The governments issue a City/County Combined RFP for Homeless Services every other year. The Combined RFP is funded with the City's Emergency Solution Grant (ESG) entitlement and the County's Homeless Services Funding. Through the fiscal year 2020-2021, the City will use ESG funds to support the Homeless Information Management System (HMIS), a central database used to collect data on homeless service clients and data on housing and other services provided to each client. The ESG funds will offset the costs of the HMIS system and one or more of the following activities: Emergency Shelter, Street Outreach, and Rapid Re-Housing. The Combined RFP for 2019-2020 and 2020-2021 will not include funding for Homeless Prevention/Diversion. Wake County will use other local funds to separately support Prevention/Diversion programs. In 2021-2222, Wake County and the City of Raleigh will undergo another Combined RFP process with, potentially, a shift in the priority designation for each municipality.

Another partnership to better address the fair housing impediments in the local housing market is the Regional Analysis of Impediments (AI) to Fair Housing Choice being carried out with the participation of the City of Raleigh, Wake County, Town of Cary and the two local housing authorities. A consultant, was hired through a Request for Qualifications process, partnered with participating municipalities to gather

information, conduct stakeholder meetings, and hold public meetings in order to access barriers to fair housing.

Work will continue into the 5-Year Consolidated plan in the East College Park Neighborhood Revitalization Strategy Areas (NRSA). This includes continuing and completing the construction of single family and townhomes in East College Park. The redevelopment of Washington Terrace, also within the NRSA, will continue with new phases including additional apartment and potentially single-family homes.

The City is partnering with a multi-family developer to build affordable rental units on 5.7 acres of city-owned land along Sawyer Road. The developer is applying two 4% tax credits from the federal Low-Income Housing Tax Credit (LIHTC) program and is receiving additional gap financing from the City. The proposed development will provide approximately 154 affordable units in an area that is witnessing heavy private investment. Passage Home, a non-profit and a multi-family developer will build additional affordable rental units in the area as well. The City of Raleigh will assist in the facilitation of constructing approximately 200 apartments units that are being proposed on the Brown Birch apartment site. Relocation of existing Brown Birch tenants will continue into the next five years.

Additionally, The City of Raleigh is making connecting affordable housing and transit a priority in the next five years. A cross-departmental group is working to identify of sites for housing along transit corridors and create funding strategies and incentives to develop affordable housing. Additionally, affordable housing and transit is being prioritized by setting affordable housing goals along transit corridors and developing map transit overlay districts for compatible development along transit lines.

City Council is exploring regulatory changes throughout the City that could be made relatively quickly and that would have the effect of improving housing choice and affordability. The primary emphasis is on "missing middle" housing types such as duplexes, triplexes, townhouses, and similar housing that are common in older neighborhoods but are often prohibited or made impractical by current zoning. These types are "middle" because they represent a middle ground between detached houses and larger apartment buildings and can fit seamlessly into existing residential contexts. In 2019, Raleigh City Council adopted an ordinance allowing Accessory Dwelling Units (second dwelling units on a property with a single primary dwelling) in an overlay district. City Council is evaluating permitting tiny homes (typically 400 square ft or less). Both of these alternative housing types could contribute to providing further housing affordability in the area.

SP-60 Homelessness Strategy - 91.215(d)

Describe how the jurisdiction's strategic plan goals contribute to:

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

Outreach to homeless persons is conducted in a variety of ways:

1. Oak City Cares is a non-profit and multi-services center that provides coordinated entry targeted to people experiencing or at-risk of homelessness. Through partnerships with more than 20 community

providers the Center serves as an entry point for accessing programs operated by local partner agencies. The property for Oak City Cares was acquired by Wake County in March 29, 2017, and the City contributed $3.14 Million toward the property purchase and construction costs. The County and City were the primary funding sources for acquisition and construction. Center Oak City Cares is located next to the South Wilmington Street Center, which is the single men's homeless shelter owned and operated by the County. Oak City Cares provides an integrated set of homelessness prevention, assessment, case management, advocacy, access, and referral services and resources targeted to:

• Reduce the number of contacts people experiencing homelessness must make before finding crisis housing or services;

• Reduce new entries into homelessness through coordinated, system wide diversion and prevention efforts;

• Prevent people experiencing homelessness from entering and exiting multiple programs before getting their needs met;

• Minimize the need for individual provider wait lists for services;

• Foster increased collaboration between homelessness assistance providers;

• Improve a community's ability to perform well on Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH Act) outcomes and make progress on ending and reducing homelessness;

• Make efficient use of system resources, ensuring persons receive services appropriate to their level of need; and

• Support a Housing First approach and will work to connect households with the appropriate permanent housing opportunity, as well as any necessary supportive services to help maintain housing, as quickly as possible.

2. Wake County Human Services' McKinney Team offers behavioral health support to persons who are mentally ill and homeless. Through a HUD grant the team provides outreach, assessment, assistance with housing access and on-going support to maintain housing through medication management, therapy, and case management.

3. Wake County Human Services operates Cornerstone, which is a day shelter for persons who are homeless. Staff at Cornerstone provides case management, counseling services, food, showers, laundry services, employment services, mental health assessment, and medication management services. Cornerstone works with clients on progressive engagement and assists those who want to become housed to access housing, either through the Permanent Supportive housing program or other housing programs.

4. The S. Wilmington St. Center, a men's shelter run by Wake County Human Services offers emergency beds to men through a lottery system. Staff encourages men who use the lottery system to become part of the housing program at the shelter. If men decide to become part of the housing program, they are guaranteed to have a bed each night work toward permanent housing. The City contributes $100,000

annually toward the operations of the shelter.

Addressing the emergency shelter and transitional housing needs of homeless persons.

1. The City of Raleigh and Wake County released a Combined Request for Proposals (RFP) to fund activities eligible for the Emergency Solutions Grant (ESG), such as Emergency Shelter, Rapid Re-housing, Street Outreach, and Homeless Management Information System (HMIS) in January 2019. The RFP supports the CoC through the distribution of City ESG entitlement funds and local County funds for homeless and housing services. The Combined RFP process streamlines several processes; including the application process for providers and the contracting process for funders and providers, and the reimbursement process for funders and providers. The Combined RFP enables the CoC to enforce consistent services to consumers and promotes a seamless safety net of services for homeless households and households at-risk of becoming homeless. The City, County, and CoC meet regularly and work with grant recipients to help them adapt to the Combined RFP approach.

2. In Wake County, there is an insufficient number of emergency, overnight shelter beds for unaccompanied women experiencing homelessness. Urban Ministries has partnered with Wake County to expand their overnight bed capacity, and Wake County invested $2.4 million dollars. Urban Ministries will move to a new location and is contracted to provide 73 beds, adding 37 new beds for single females.

3. The South Wilmington Street Center for men will continue to operate 234 beds for emergency shelter as described in Question 1 above. In addition, there are eight other agencies in Wake County that provide shelter, five agencies that provide transitional housing (including Wake County owned units at Cornerstone), and seven agencies that offer rapid re-housing assistance.

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:

1. In 2015, the City of Raleigh, Wake County, and the Partnership to End and Prevent Homelessness (CoC) formed a partnership for funding ESG-eligible activities. The partner agencies created a Combined Request for Proposals (RFP) with a two-year funding cycle. The Combined RFP for Fiscal Years 2019-20 and 2020-21 was issued January 16, 2019. For these two fiscal years, the funds included are the City's ESG entitlement and the County local Homeless Funds. The funds for this Combined RFP will total approximately $661,000. The Combined RFP will fund the following ESG-eligible activities: Emergency Shelter, Street Outreach, Rapid Re-housing, and Homeless Management Information System (HMIS). This combined funding process streamlines the process and enables the CoC to provide consistent services according to adopted communitywide standards for consumers. The CoC is working to build a seamless safety net for homeless households and households at-risk of becoming homeless. The City, County, and CoC meet regularly and continue to work with grant recipients and help them adapt to the Combined RFP approach.

2. Shortening shelter stays: The Combined RFP now requires all shelter providers to have at least one MOU with a Rapid Re-Housing provider. These purposeful connections are intended to decrease the number of

days involved in an average shelter stay. Rapid Re-Housing programs are expected to operate on a Housing First model, where clients are placed in housing first and provided with the support services appropriate to their need. The Housing First model should eventually result in shorter stays at shelters and increase access to Rapid Re-Housing programs and permanent housing. The communitywide standard is no more than 45 days in shelter before being rehoused.

3. Access to housing units: One priority in the City of Raleigh Consolidated Plan (ConPlan) is to "Enhance the Homeless to Housing Continuum." One strategy for achieving this goal is through increasing the production of affordable and permanent supportive housing. Additional affordable and permanent supportive housing will make more units available to persons in Rapid Re-housing programs.

4. Preventing homeless from becoming homeless again: The goal is to help individuals avoid becoming homeless after being discharged from a publicly funded institution or system of care. Alliance Behavioral Healthcare assures that services are provided to persons who are being discharged from mental health care facilities.

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.

The City/County Combined Request for Proposals (RFP) will focus on Homeless Management Information System (HMIS), Emergency Shelter, Street Outreach, and Rapid Re-Housing. For Fiscal Years 2019-21, the County will fund Homelessness Prevention using local County tax dollars, separate from the Combined RFP. Local County funding gives greater flexibility to program development so it can include diversion.

For FY 2019-21, the City will fund with ESG dollars the following agencies / activities:

• Families Together of Wake County—Emergency Shelter--$11,460

• Healing Transitions—Emergency Shelter for Women--$129,386

• Passage Home—Rapid Re-Housing--$54,681

• CoC—HMIS--$76,500

In addition, the City of Raleigh works to prevent low-income individuals and families from becoming homeless in various ways. The efforts below are included in the City strategy:

- Providing CDBG-funded public service grants to nonprofits that provide services to homeless subpopulations.

- City support for Support Circles, a Rapid Re-housing program managed by Catholic Charities

- City administrative support for Passage Home, a nonprofit that works to find housing for ex-offenders and homeless veterans.

- "Ready to Rent" sessions to teach people how to maintain tenancy

- Partnerships with community agencies that provide case management, budget counseling, employment training, and financial assistance to help households who are at risk of homelessness.

- Homebuyer counseling and training for potential first-time homebuyers.

SP-65 Lead based paint Hazards – 91.215(i)

Actions to address LBP hazards and increase access to housing without LBP hazards

For housing built prior to 1978, lead-based paint (LBP) mitigation practices are required. Community Development housing programs take into consideration lead-based paint hazards. All rehabilitation projects are tested for the presence of LBP hazards and, if found, are abated.

How are the actions listed above related to the extent of lead poisoning and hazards?

The presence of any amount of lead-based paint in the community poses a threat to health, safety, and general welfare of the public. In 2017, the North Carolina Blood Lead Surveillance Data report that was issued by Children's Environmental Heath using test data that was completed by NC DHHS Environmental Heath Section. This report shows that in 2017, 13,574 children in Wake County from birth to 6 years old were tested by NC DHHS Environmental Health Section (https://ehs.ncpublichealth.com/hhccehb/cehu/lead/docs/BloodLeadTbl2017.pdf) and found that:

- 32 were confirmed with blood lead levels of between 5-9 per deciliter.
- 8 were confirmed with blood lead levels of between 10-19 per deciliter.
- 3 were confirmed with blood lead levels of greater than 20 per deciliter.

Homes built prior to 1978 that are rehabbed with federal or local funds will be tested for lead, and any hazards found will be abated. This has been a best practice for the City of Raleigh since the inception of the program.

How are the actions listed above integrated into housing policies and procedures?

Any home that is accepted into a City of Raleigh rehabilitation program is tested for lead if it was built prior to 1978. We have a consultant that performs lead and asbestos tests. If lead is found, the firm provides a detailed scope of work that needs to be completed to remove the lead from the home. Once the scope of work has been completed, a contractor that has a certified lead abatement license is procured to complete the work. During this time, the homeowner is not living in the home and all safety protocols are followed. Once the work has been completed, the home is tested to ensure that all lead has been removed. No construction work will be done by any City employee or contractor until the consultant is able to provide a report that states that the property is clear.

SP-70 Anti-Poverty Strategy – 91.215(j)

Jurisdiction Goals, Programs and Policies for reducing the number of Poverty-Level Families

The City is implementing strategies and is allocating resources to reduce poverty and create suitable living environments. The City's work is enhancing greater economic diversity and growth. These efforts create opportunities through job training and other means of social support. The Community Development Division has a competitive RFP (Community Enhancement Grant) every year to provide funding for local non-profits that are providing direct services to clients with incomes below 80% of AMI as defined by HUD. These services have helped to provide a wide range of assistance:

- Assistance for legal fees associated with restoring driving privileges to low-income individuals
- Beds for low-income children
- Rapid Rehousing for individuals experiencing homelessness
- Job readiness training for unemployed low-income people

Often the projects that we undertake include federal requirements like Davis Bacon and Section 3. We work with affordable housing builders and developers to connect project area residents to jobs, particularly in the NRSA. In the past, the Community Development Division has held job fairs to provide an avenue for local residents and vendors to get information on employment and bidding opportunities. Davis Bacon requires us to monitor the wages of employees working on City-sponsored projects to ensure that proper job classifications are used and prevailing wage rates are being applied.

Over the next five years, it is a goal to provide more opportunities the community to access jobs. We will continue to provide job fairs and seek out partnership opportunities to provide access to those looking for employment. We will also continue to provide grants to non-profits to support and/or enhance their programs that provide services to low to moderate income individuals. The goal of our programs is to support the physical, economic, and social aspects of life in challenged communities and throughout the City.

How are the Jurisdiction poverty reducing goals, programs, and policies coordinated with this affordable housing plan?

There are several City and County funded programs that are directed to improving the lives of community residents by focusing on strategies to increase earnings and long-term employment options. Through various city departments, and grant opportunities, there are several economic development programs that are expected to grow and expand over the next 5 years:

Recently, the Pathways Center was opened, and is a partnership with Capital Area Workforce Development Board (CAWDB), non-profits, and Wake Technical Community College. The center focuses on providing connections to services and job skills training.

The Housing and Neighborhoods Department will also continue to provide grant opportunities for workforce development training. These grants will be funded with CDBG and will focus on providing skills to residents with incomes at or below the 80% AMI as defined by HUD.

A portion of the City's CDBG grant will also focus on providing housing counseling services through a local non-profit agency. They will provide services to help residents with credit readiness, credit repair, and first-time homebuyer education courses.

The five-year budget of this Plan supports job retention and creation for LMI persons through CDBG support for the City's Business Upfit grant program. In addition to our programs, Wake County also supports many anti-poverty programs with multiple avenues for human services funding and government assistance programs.

SP-80 Monitoring – 91.230

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

Housing and Neighborhoods staff works diligently to ensure compliance with regulations using various methods such as ongoing desk review and on-site monitoring. In addition, staff also provides internal and external communications, risk analysis, and providing applicable technical assistance to sub-recipients. City staff works to ensure monitoring will result in the following goals:

• Documenting compliance with program rules
• Monitoring areas of common concern that are identified in the risk analysis
• Follow-up on any prior years' monitoring results
• Analysis of progress reports and IDIS reports on program/project status
• Ensuring timely expenditure of funds

To ensure that staff can meet the above goals, Housing and Neighborhoods has a monitoring guide to follow all sub-recipients and contractors through the project they have been awarded. With each activity the following steps are followed by staff:

1. Standardized Applications for Grants and Bids
2. Pre-contract meeting
3. Detailed grant agreements to specify amount, source, use of funds, match requirements, reporting standards, record-keeping, results to be achieved, and other conditions specific to the project.
4. Desktop and on-site monitoring
5. Progress reports and review of detailed reimbursement requests

Housing and Neighborhoods has written procedures for staff to follow if a project triggers Section 3 and Davis- Bacon compliance. Pre-bid meetings are held prior to review of submitted applications. During these meetings, subcontractors are informed about Section 3 and Davis- Bacon regulations including MWBE, Federal and State Labor Standards, and timeliness of project completion at pre-construction meetings. Monitoring involves the contractor submitting monthly reports and certified payrolls for review. Prior to any payment being authorized, staff reviews and approves all invoices, monthly reports and

certified payrolls. Staff also makes on-site visits to conduct interviews with the employees to regularly update information.

Staff also monitors rental developments that have received HOME funds from the City. Staff has created a monitoring schedule that meets federal requirements for the size of the development. When monitoring the development, staff reviews tenant files, the list of units rented at specific AMI thresholds, the tenant selection policy, the waiting list, the affirmative fair housing marketing plan, and the insurance policy. Staff has partnered with the City's Code Enforcement Division to perform on-site physical inspections of units. If the unit fails the physical inspection, Code Enforcement works with the Apartment Manager to have the items repaired and will re-inspect the property to ensure it meets code.

The City of Raleigh's Minority Women Business Enterprise (MWBE) Program is housed within the Housing and Neighborhoods department. This year MWBE has created standard operating procedures to provide details on complying with the City MWBE regulations. There is standard MWBE contract language that is included in every contract. Staff also works with all contractors to aid and improve access to MWBE vendors that are registered through the State MWBE system. Every month the amount of contractor spending towards MWBE firms is reported and then staff provides this information for MWBE staff.

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

Introduction

The City of Raleigh expects to have approximately $13 million in the upcoming year in federal and local funding sources. A bond may be proposed to be voted on in an upcoming election. Programs that will continue to be funded include the Rental Development program, homeowner rehabilitation, and homebuyer assistance. Working toward increasing and preserving the supply of affordable housing will include future site development and infrastructure improvements relating to affordable housing development. Site development for single-family and townhomes will continue as the City continues to sponsor the construction of affordable houses. Public service grants funded by the Community Development Block Grant (CDBG) will include Community Enhancement grants, South Wilmington Street Center, Homebuyer Counseling, and a new Workforce Training grant. ESG funds will continue to fund rapid rehousing, emergency shelter, and HMIS support. CDBG funding will also go toward funding economic development grant programs.

In addition to federal funding sources, local funding is also used to implement the City's Annual Action Plan. Over six million dollars is generated annually through the Penny for Housing, a one-cent property tax increase approved by voters in 2016. The Penny for Housing funds are primarily used for Community Development priorities and play a role in the City of Raleigh's strategic plan, which includes the key focus areas of "Safe, Healthy and Vibrant Communities" and "Economic Development and Innovation". The Safe, Healthy, and Vibrant Communities focus area includes initiatives that establish partnerships to provide services to homeless individuals and implement affordable housing strategies. Another bond for Affordable Housing is also being proposed in the coming year to fund existing programs such as rental development, homebuyer assistance, and could act as a funding mechanism for developing affordable housing along transit lines. The City's administration shows continued support of housing and community development by providing increased local funding for programs and establishing strategic plan initiatives focused on affordable housing and homelessness.

Priority Table

Program	Source of Funds	Uses of Funds	Expected Amount Available				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, Overnight shelter	$3,136,516	$680,000	0	$3,816,516	$ 15,026,064	
HOME	public - federal	Admin and Planning, Homebuyer assistance, Homeowner rehab, Multifamily rental new construction, Multifamily rental rehab	$1,408,766	$670,000	0	$2,078,766	$ 8,315,064	
ESG	public - federal	Overnight shelter, Rapid re-housing (rental assistance)	$272,027	0	0	$272,027	$1,088,108	
Other- Bond	public - local	Homebuyer assistance, Public Improvements	0	$665,000	0	$665,000	0	City issued general obligation bond to pay for affordable housing activities.

Program	Source of Funds	Uses of Funds	Expected Amount Available				Expected Amount Available Remainder of ConPlan $	Narrative Description
			Annual Allocation: $	Program Income: $	Prior Year Resources: $	Total: $		
Other-Penny for Housing Tax	Public-local	Homeowner rehab, Housing, Multifamily rental new construction, Multifamily rental rehab	$6,241,000	0	0	0	$25,452,000	One-cent property tax approved by voters in 2016.

TABLE 56 - 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

Federal funds will be used to leverage other funds in the following ways:

- Community Enhancement Grant (CEG) funds are awarded to nonprofit programs and can be used to cover up to 50% of the program costs. Nonprofit awardees must match 50% or more of the program funding with funding from other sources.

- Affordable housing development activities include loans to private developers that build or preserve affordable rental units. The City provides funding to developers that receive federal Low-Income Housing Tax Credits (LIHTC) for rental development projects. The city loans serve as gap financing and cover any financing gaps that developers couldn't borrow from commercial lenders or obtain through other financing options. In this way, the loans provided by the City leverage both private dollars from developers in the form of equity, market rate loans, and public dollars from the LIHTC program. Some rental development projects may receive funding other government entities, such as the North Carolina Housing Finance Agency (NCHFA) and Wake County Government.

- ESG funds leverage funding for programs that assist homeless individuals and families. ESG requires dollar-for-dollar match from local grantees. The City partners with Wake County Government to do a joint RFP for the ESG program, and Wake County provides local funds for Homelessness Prevention. The contribution from Wake County is projected to be more than $400,000.

- CDBG and HOME funds can be used to provide homebuyer assistance and leverage private financing obtained by homebuyers. CDBG funds are also used to fund activities associated with the construction of new housing units that provide homeownership opportunities. These CDBG funds leverage investments from private developers.

- Buyers of infill housing sponsored by the City use private lenders for first mortgage loans and often supplement the first mortgage with homebuyer assistance funding provided by the City. The homebuyer assistance funding can be used to cover down-payment costs associated with purchasing a home.

- An affordable housing bond has been proposed to be voted on in the election in November 2020. The bond would help fund existing programs such as rental development, homebuyer assistance, and could also be a funding mechanism for developing affordable housing along transit lines.

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

East College Park: Single-Family construction is the first component of the East College Park development. The second component is the construction and sale of townhomes. The developer Evergreen Construction Company has been selected though an RFP process to build townhomes. Overall, there will be up to 51 townhomes constructed in East College Park. In collaboration with the Parks, Recreation, and Cultural Resources Department; it is anticipated a new park will be developed within this fiscal year.

South Park/Garner Road Area: Over the past decade, the City has invested both federal and local dollars in the South Park/Garner Road area. The City is partnering with a multi-family developer to build affordable rental units on 5.7 acres of city-owned land along Sawyer Road and in the Brown Birch Apartment site. The developer was awarded funding for two 4% tax credit from the federal Low-Income Housing Tax Credit (LIHTC) program and will receive additional gap financing from the City. The development will provide approximately 354 affordable units in an area that is witnessing heavy private investment.

West Idlewild: The West Idlewild area has been a focus area for many years. It is the intent that City will sell several properties in the area through a public land disposition process.

Downtown East: The Downtown East area has also been a focus area for years. It is the intent that City will dispose of several properties in the area through Request for Proposal (RFP) process. It is projected that these properties will produce higher density affordable housing (multifamily apartments).

Martin-Haywood: The City selected 3 builders to construct affordable (LMI homebuyers) single-family homes on 23 lots. There are nine lots remaining in the project area. We anticipate all of those lots will be sold by the end of the fiscal year.

Discussion

Funds will be used for activities that support the priorities of the Consolidated Plan:

1. Increase & Preserve the Supply of Affordable Housing

2. Enhance the Homeless to Housing Continuum

3. Increase Services to Build Self-Sufficiency & Sustainability

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	Increase and preserve the supply of affordable housing	2020	2025	Affordable Housing	CITYWIDE COLLEGE PARK DOWNTOWN NEIGHBORHOODS	Supply of Affordable Housing Co-locate Affordable Housing & Transit Affordable housing connected to public amenities	HOME: $2,078,766 CDBG: $3,266,516 City of Raleigh Affordable Housing Bond: $665,000 City of Raleigh Affordable Penny for Housing Tax: $6,241,000	Rental units constructed: 450 Household Housing Units Homeowner Housing Rehabilitated: 50 Household Housing Units Direct Financial Assistance to Homebuyers: 50 Households Assisted Buildings Demolished: 2 Buildings Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 2,322 Persons Assisted Acquisition of Existing Units: 1 Unit
2	Enhance the homeless to housing continuum	2020	2025	Homeless	CITYWIDE	Enhance the Homelessness & Low-Income population to Housing Continuum Increase Services to Vulnerable Populations	ESG: $272,027	Rapid Rehousing: 10 Households Assisted Homeless Person Overnight Shelter: 720 Persons Assisted

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
3	Increase Services to Build Self-Sufficiency & Sustainability	2020	2025	Non-Housing Community Development Homeless Non-Homeless Special Needs	CITYWIDE	Increase Services to Vulnerable Populations Enhance the Homelessness & Low-Income population to Housing Continuum	CDBG: $550,000	Public service activities other than Low/Moderate Income Housing Benefit: 580 Persons Assisted Homeless Person Overnight Shelter: 1,500 Persons Assisted Facade treatment/business building rehabilitation (# of Businesses): 4 businesses assisted

TABLE 57 – GOALS SUMMARY

Goal Descriptions

1	**Goal Name**	Increase and preserve the supply of affordable housing
	Goal Description	As the area experiences unmet affordable housing need and housing costs outpacing income increases, the City of Raleigh is prioritizing creating additional affordable housing and preserving existing affordable housing with almost $30 million of funding over the next five years. The focus of affordable housing creation will be on rental to allow more units to be created and ensure long-term affordability. Preserving affordable housing will focus on homeowner rehabilitation, homebuyer assistance, and possibly the acquisition and rehabilitation of existing affordable units. The sources of funds that will be used are federal HOME Investment Partnership, the Community Development Block Grant, the local Penny for Housing Property tax, and some past Bond money. The City will use the following programs to increase the number of affordable housing units: new construction and rehabilitation of rental units, rehabilitation of homeownership units, homebuyer assistance for down payments and second mortgages, and activities that support the development of affordable housing (public works/site improvements, acquisition, demolition, and relocation).
2	**Goal Name**	Enhance the homeless to housing continuum
	Goal Description	This goal addresses enhancing the continuum from shelter to permanent housing for persons who are homeless. The source of funds will be the federal Emergency Solutions Grant.

3	Goal Name	Increase Services to Build Self-Sufficiency & Sustainability
	Goal Description	Through meeting needs of those in the community through services and resources, the City of Raleigh seeks to help build self-sufficiency and sustainability in people's lives through funding non-profit programs, housing counseling, workforce development training, and economic development. The source of funds will be the Community Development Block Grant.

AP-35 Projects – 91.220(d)

Introduction

An Annual Action Plan (AAP) is required for each year of the Five-Year Consolidated Plan (ConPlan). This AAP covers July 1, 2020, through June 30, 2021 and is the first year of the City's 2021-2025 ConPlan. The AAP implements strategies outlined in the ConPlan by addressing the housing needs of very low-, low-, and moderate-income citizens of Raleigh. The AAP enables investors, nonprofit organizations, program administrators, elected officials, and concerned citizens to work with the City to develop affordable housing and community development programs.

In FY 2020-21, the City anticipates a budget for housing and community development of over $13 million, from federal and local resources. This money will be used to increase and preserve the supply of affordable housing through the homeowner rehabilitation program, homebuyer assistance (for down payment assistance and second mortgages), and the development of affordable rental units. Supporting the production of affordable housing are site improvements which help with activities such as updating infrastructure, the acquisition of land and housing, the demolition of buildings, and relocation.

From shelter operations to finding stable housing, the federal Emergency Solutions Grant helps fund non-profits serving people experiencing homelessness. In the coming year, the City of Raleigh will fund rapid rehousing, emergency shelter, and the administration of the Homeless Management Information System (HMIS). HMIS is a central database used to collect data on homeless service clients and data on housing and other services provided to each client.

The following organizations were selected for funding from the City's Emergency Solutions Grant (ESG) allocation [see table 1]

Agency	Approximate Award (year 2)	Use of the Funds
Families Together of Wake County	$ 11,460	Emergency Shelter
Healing Transitions	$129,386	Emergency Shelter
Passage Home	$ 54,681	Rapid Re-Housing
Raleigh Wake Partnership to End and Prevent Homelessness	$ 76,500	Homelessness Information Management System (HMIS)
Total City ESG Funding	$ 272,027	

Table 58 - Combined RFP for FY 2019-2020, Second Year (of Two): City of Raleigh ESG

With the goal of increasing services to build self-sufficiency and sustainability, the City will fund homebuying counseling, a new workforce development program, operating costs of the South Wilmington Street Center, economic development (through the Façade Improvement Grant and the Building Upfit Grant), and the Community Enhancement Grant. The CEG funds are awarded to local agencies that support neighborhood improvements or innovative services for low-income persons or "special populations" such as disabled, elderly, homeless, etc.

The following nonprofits were selected for funding for CDBG public service funding through the CEG program for FY 2020-21 [See table 2]

Agency	Recommended Award	Use of the Funds
Families Together	$50,000	Short-term shelter for homeless families
InterAct	$45,000	Connecting low-income individuals fleeing domestic violence to services
StepUp Ministry	$45,000	Employment training and job placement support for low-income individuals
The Green Chair Project	$35,000	Complete bed sets for formerly homeless families
Communities in Schools Wake	$25,000	After school and summer program for low-income special needs elementary students

Table 2 - Community Enhancement Grant, FY 2020-2021: Selections for Funding

The projects listed below are funded with only federal funds or a combination of federal and local funds in the Annual Action Plan year.

Projects

#	Project Name
1	Housing Rehab- 20/21
2	Homebuyer Assistance- 20/21
3	Rental Dev- 20/21
4	Pub Works/Site Imprv – 20/21
5	Acquisition – 20/21
6	Relocation – 20/21
7	Demolition – 20/21
8	Admin– 20/21
9	HESG- 20/21
10	Public Service – 20/21
11	Economic Development- 20/21

TABLE 59 – PROJECT INFORMATION

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

needs

All allocation priorities support the overall priorities of the Consolidated Plan and address underserved needs of lack of affordable housing, homeless services and housing, supportive housing, and services to build self-sufficiency. The main obstacle in addressing underserved needs is that the needs of the community outweigh the funding available to address the needs.

1	Project Name	Housing Rehab- 20/21
	Target Area	CITYWIDE
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing
	Funding	HOME: $500,000 CDBG: $914,703 Penny Fund: $700,000
	Description	Rehabilitation of substandard housing. The City has two types of owner-occupied home rehabilitation programs – substantial and limited repair.
	Target Date	6/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 15 low and moderate-income homeowners will benefit from substantial rehabilitation and 35 elderly or disabled homeowners will benefit from limited repair.
	Location Description	Citywide
	Planned Activities	Approximately 50 housing units to be rehabilitated.
2	Project Name	Homebuyer Assistance- 20/21
	Target Area	CITYWIDE
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing
	Funding	HOME: $500,000 CDBG: $10,000 Bond: $500,000
	Description	Down payment assistance and second mortgages to low-and-moderate-income homebuyers.
	Target Date	6/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	50 low-and-moderate-income homebuyers will benefit from homebuyer assistance.

	Location Description	Citywide
	Planned Activities	50 households will receive down payment assistance and second mortgages through homebuyer assistance.
3	**Project Name**	Rental Dev- 20/21
	Target Area	CITYWIDE DOWNTOWN NEIGHBORHOODS
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing Co-locate Affordable Housing & Transit Affordable housing connected to public amenities
	Funding	HOME: $855,638 Penny Fund: $5,541,000
	Description	Funding of the development/production of affordable rental housing.
	Target Date	6/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 450 housing units will be constructed to benefit low-to-moderate income households.
	Location Description	Citywide Downtown Neighborhoods
	Planned Activities	Financial assistance to create affordable housing units over several years. Out of the HOME funding total, $211,315 will be provided for Community Housing Development Organization (CHDO) activities.
4	**Project Name**	Pub Works/Site Imprv – 20/21
	Target Area	COLLEGE PARK NRSA DOWNTOWN NEIGHBORHOODS
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing Affordable housing connected to public amenities
	Funding	CDBG: $1,054,133 Bond: $165,000
	Description	Design/Planning Contracts, Environmental Assessments, Street Infrastructure, Site Improvements
	Target Date	6/30/2021

	Estimate the number and type of families that will benefit from the proposed activities	The site improvements in the upcoming year are expected to have an area-wide benefit in the NRSA, particularly the East College Park portion.
	Location Description	Proposed areas: College Park, West Idlewild, and Downtown East Areas.
	Planned Activities	This year a park in East College Park within the NRSA will be developed. Site improvements are also anticipated for the upcoming townhomes in the NRSA. Street improvements are also planned for the NRSA.
5	Project Name	Acquisition – 20/21
	Target Area	CITYWIDE
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing Co-locate Affordable Housing & Transit Affordable housing connected to public amenities
	Funding	CDBG: $300,000
	Description	Acquisition of property to benefit Low/Mod Renters.
	Target Date	6/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Future acquisition will support LMI housing benefit.
	Location Description	CITYWIDE
	Planned Activities	Targeted acquisition to support ongoing projects through a Request for Letters of Interest process.
6	Project Name	Relocation – 20/21
	Target Area	CITYWIDE DOWNTOWN NEIGHBORHOODS
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing
	Funding	CDBG: $250,000
	Description	Provision of moving expenses and relocation costs for existing occupants of units to be demolished. Relocation Assistance provided to Low/Mod Beneficiaries.
	Target Date	6/30/2021

	Estimate the number and type of families that will benefit from the proposed activities	Payments to 29 LMI families affected by City-sponsored redevelopment at Brown Birch.
	Location Description	Downtown Neighborhoods
	Planned Activities	Relocation from redevelopment in downtown neighborhoods.
7	**Project Name**	Demolition – 20/21
	Target Area	CITYWIDE
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing
	Funding	CDBG: $51,480
	Description	Demolition of blighted properties.
	Target Date	6/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Area-wide benefit
	Location Description	Citywide
	Planned Activities	Approximately 2 sites are planned for demolition.
8	**Project Name**	Admin– 20/21
	Target Area	CITYWIDE
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Increase & Preserve the Supply of Affordable Housing Homelessness & Low-Income to Housing Continuum Increase Services to Vulnerable Populations
	Funding	CDBG: $681,200 HOME: $223,129
	Description	Administration Costs for Program Year 2020-2021. Funding includes program income.
	Target Date	6/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	These are administrative costs which allow the City to carry out activities proposed in this plan.
	Location Description	Citywide

	Planned Activities	Eligible costs to administer federal grants to fund activities and programs in the AAP.
9	**Project Name**	HESG- 20/21
	Target Area	CITYWIDE
	Goals Supported	Enhance the homeless to housing continuum
	Needs Addressed	Homelessness & Low-Income to Housing Continuum Increase Services to Vulnerable Populations
	Funding	ESG: $272,027
	Description	HESG funds will be used to provide: (1) emergency shelter to homeless individuals and families; (2) rapid re-housing; and (3) funds to support the Homelessness Management Information System (HMIS) for the Continuum of Care (CoC) area.
	Target Date	6/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	1. Approximately 720 individuals will be served through emergency shelter and 10 households will be served by rapid-rehousing assistance 2. Funds will be used to support the CoC wide HMIS.
	Location Description	Citywide
	Planned Activities	HMIS, *year 2*: $76,500 for the Raleigh Wake Partnership to End and Prevent Homelessness (the CoC) to cover a portion of HMIS costs that would otherwise be paid by providers. Emergency shelter, *year 2*: $11,460 will be provided to Families Together of Wake County and $129,386 to Healing Transition; Rapid Re-housing, *year 2*: $54,681 will be provided to Passage Home.
10	**Project Name**	Public Service – 20/21
	Target Area	CITYWIDE
	Goals Supported	Increase Services to Build Self-Sufficiency & Sustainability
	Needs Addressed	Increase Services to Vulnerable Populations Homelessness & Low-Income to Housing Continuum
	Funding	CDBG: $450,000
	Description	Public Service Activities - Community Enhancement Grants – Non-Profit Support
	Target Date	6/30/2021

	Estimate the number and type of families that will benefit from the proposed activities	Low and moderate-income households will benefit from the proposed public service activities. Homebuyer counseling will assist approximately 250 people. The men's shelter will assist approximately 1,500 people.
	Location Description	Citywide
	Planned Activities	Federal Funding will go toward Homebuyer Counseling ($70,000); Wilmington St. Men's Shelter Operations ($100,000); Workforce Development Training ($80,000) and the Community Enhancement Grant agency funding recommendations — Families Together ($50,000), InterAct ($45,000), StepUp Ministry (45,000), The Green Chair Project ($35,000), Communities in Schools Wake ($25,000).
11	**Project Name**	Economic Development- 20/21
	Target Area	CITYWIDE
	Goals Supported	Increase Services to Build Self-Sufficiency & Sustainability
	Needs Addressed	Increase Services to Vulnerable Populations
	Funding	CDBG: $100,000
	Description	Existing City economic development programs to address commercial blight and assist businesses with interior improvements.
	Target Date	6/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Facade Grants: Benefit will be blight removal benefiting approximately 2 businesses. Business Upfit Grant (BUG): Approximately 2 Businesses rehabilitated.
	Location Description	Citywide
	Planned Activities	Facade Grant: Grants to business operators for façade renovations. BUG: Assistance to business operators for building up-fit.

AP- 50 Geographic Distribution

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

College Park NRSA:

East College Park is part of the Neighborhood Revitalization and Strategy Area (NRSA). The City sought the NRSA designation for many reasons, including helping to mitigate the rising cost of housing in the area due to market forces. Once the plan was approved, the City began to undertake the largest infrastructure project it's ever implemented with CDBG funds. The construction began in Spring of 2016 with project costs over $5 million. The City is focusing on building infill housing on lots purchased with previous investments. These investments are providing citizens with a range of incomes access to homeownership. In East College Park, the City is managing a mix of 60% of homebuyers under 80% of the Area Median Income and 40% of homebuyers unrestricted by income limits. The mixed pricing strategy is being used to establish a diverse mixed-income community.
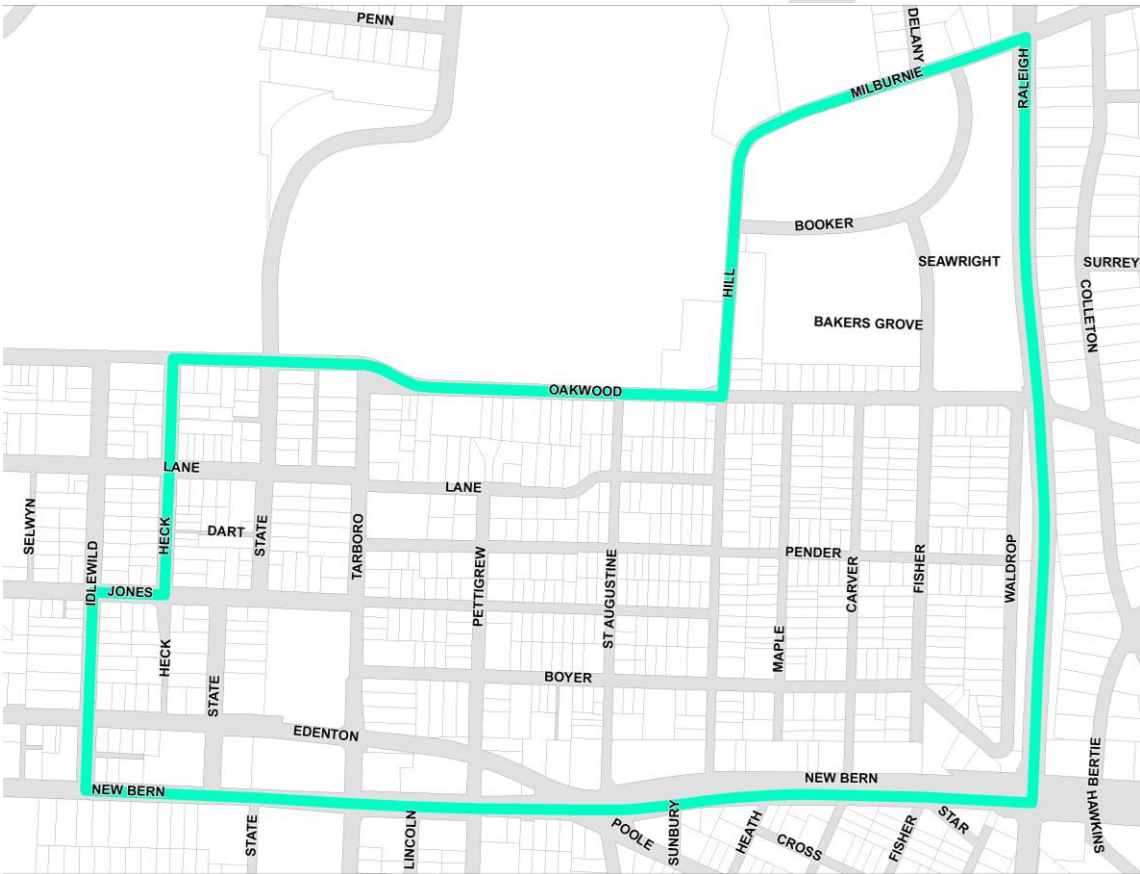
College Park Neighborhood Revitalization Strategy Area

East College Park: Single-Family construction is the first component of the East College Park development. The second component is the construction and sale of townhomes. The developer Evergreen Construction Company has been selected though an RFP process to build townhomes. Overall, there will be up to 51 townhomes constructed in East College Park. In collaboration with the Parks, Recreation, and Cultural Resources Department, a park will be developed in the first fiscal year of the Consolidated Plan.

Washington Terrace: The northern portion of the NRSA will provide affordable rental opportunities for both families and seniors. The redevelopment of Washington Terrace is being facilitated by DHIC. In the coming year, two new Low-Income Tax Credit projects will come online on the old Washington Terrace

site. These developments will provide over 230 units of affordable rental. The Villages of Washington Terrace is a 162-unit family development and is currently beginning the leasing process. Booker Park North is a 72-unit senior housing development which will begin leasing the next several months. Due to a high demand of senior housing, another senior development has been proposed on the old Washington Terrace site.

Downtown Neighborhoods:

South Park/Garner Road Area: Over the past decade, the City has invested both federal and local dollars in the South Park/Garner Road area, which is witnessing heavy private investment. The City is partnering with a multi-family developer to build affordable rental units on 5.7 acres of city-owned land along Sawyer Road. The developer was awarded 4% tax credit funding from the federal Low-Income Housing Tax Credit (LIHTC) program and will receive additional gap financing from the City. The development will provide approximately 154 affordable units. The same developer is working with Passage Home, a non-profit and a multi-family developer will build additional affordable rental units in the adjacent area as well with LIHTC. The City of Raleigh will assist in the financing of approximately 200 apartments units that are being proposed on the Brown Birch apartment site.

West Idlewild: The West Idlewild area has been a focus area for many years. It is the intent that City will sell its Lane/Idlewild site in the area through a disposition process.

Downtown East: The Downtown East area has also been a focus area for years. It is the intent that City will dispose of several properties in the area through a Request for Proposal (RFP) process. It is projected that these properties will produce higher density affordable housing (multifamily apartments).

Martin-Haywood: The City selected 3 builders to construct affordable (LMI homebuyers) single-family homes on 23 lots. There are nine lots remaining in the project area. We anticipate all of those lots will be sold by FY 2022.
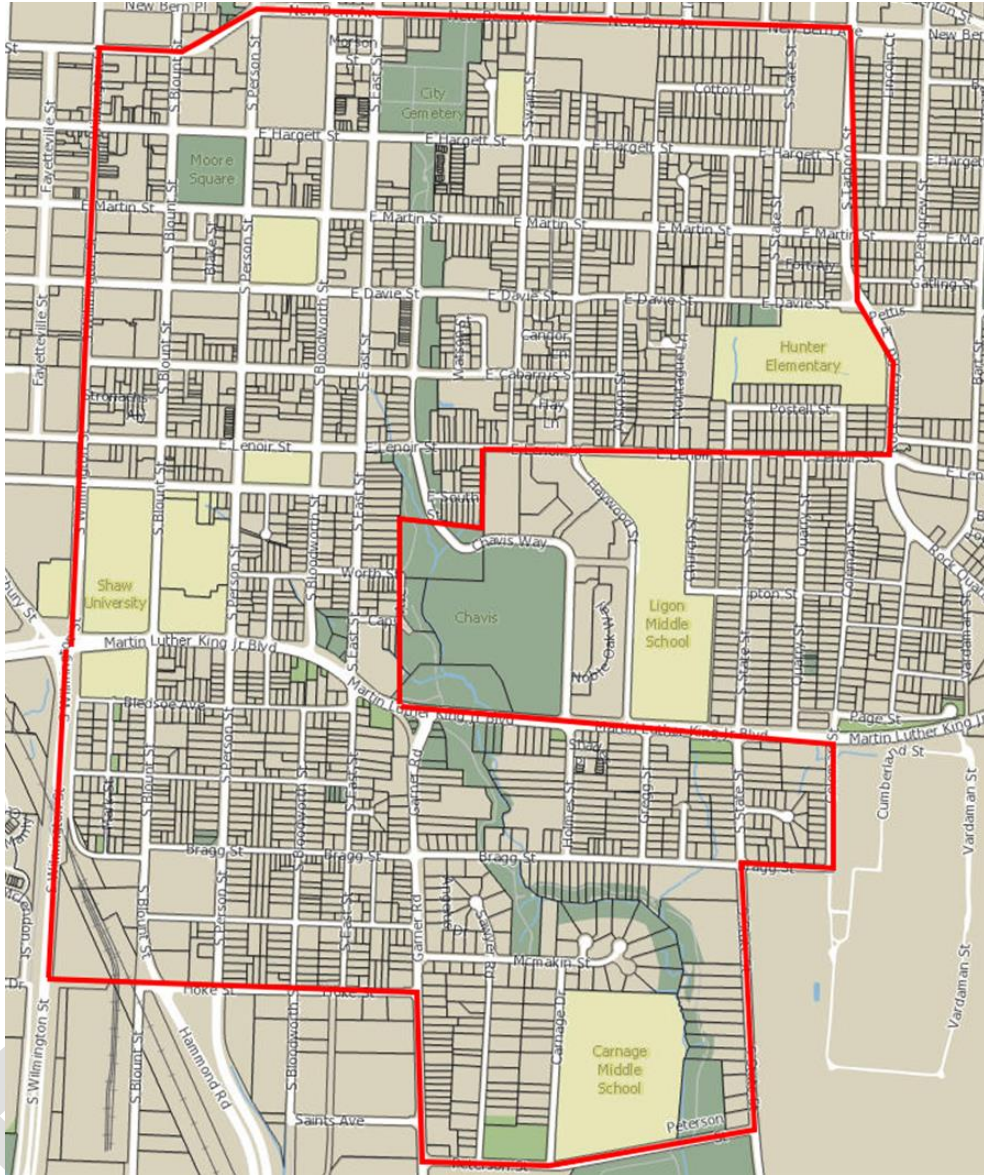
Downtown Neighborhoods Geographic Priority Area

City-wide:

City-owned properties are being sold for the purpose of creating affordable housing development throughout the City of Raleigh. The City of Raleigh is focusing on creating affordable housing through rental development. Rental Development loans are applied citywide. Homeowner Rehabilitation programs (substantial and limited repair) and the Homebuyer Assistance program can be used by residents anywhere in Raleigh. Furthermore, funding awarded for non-profit services, workforce training programs, and homebuyer counseling benefit Raleigh residents regardless of where they live in the city. Because most of Community Development's programs are not bound by a specific target area, the majority of funding is described as "citywide".

Geographic Distribution

Target Area	Percentage of Funds
DOWNTOWN NEIGHBORHOODS	5
CITYWIDE	94
COLLEGE PARK NRSA	1

TABLE 60 - GEOGRAPHIC DISTRIBUTION

Rationale for the priorities for allocating investments geographically

Historically, the City of Raleigh has invested Community Development Block Grant (CDBG) funds in its Redevelopment Areas. Redevelopment Areas were created in "blighted" neighborhoods and served as target areas for neighborhood revitalization programs. The City remains active in redeveloping blighted areas and created a Neighborhood Revitalization Strategy Area (NRSA) and the geographic priority area of "Downtown Neighborhoods" to serve as a target areas for investment. Within the NRSA, East College Park is being developed with affordable single-family housing and townhomes. The Downtown Neighborhoods area encompasses many different redevelopment areas, including South Park, Garner Road, West Idlewild, Downtown East, and Thompson Hunter (Martin-Haywood). In the next five years the primary City action in Downtown Neighborhoods will be sale of lots acquired in the past.

In recent years, a greater percentage of federal funding (CDBG, HOME) has been allocated to affordable rental development and rehab. The affordable apartment development is not isolated to the NRSA and may occur in any area throughout the city. Therefore, the "Citywide" designation has grown as a percentage of geographic distribution. ESG funds are used to serve a population that in not tied to any specific area and are considered "Citywide."

Discussion

The City of Raleigh has been successful in its geographic allocation of housing and community development investments. Investment activities have been focused in target areas within the NRSA, such as the NRSA and the East College Park Neighborhood. Over the years, the City has removed blight and created new affordable housing opportunities. The South Park and Garner Road areas have been focus areas for several years. In both target areas, the City is working with developers to create new affordable infill housing.

There has been a shift to sponsor new affordable rentals citywide outside of redevelopment areas. This has caused the percentage of funds in the Citywide target area to expand. The Affordable Housing Improvement Plan focuses on the need for affordable rental and a constant funding source. Subsequently, the Penny for Housing fund was created and the City began soliciting 4% bond deals along with the 9% tax credit deals. This strategy has allowed the City to participate in additional affordable housing developments, many along transit corridors and in areas that had never had affordable housing investment.

AP-55 Affordable Housing

Introduction

The one-year goals for affordable housing are outlined below.

One Year Goals for the Number of Households to be Supported	
Homeless	14
Non-Homeless	275
Special-Needs	256
Total	545

Table 61 - One Year Goals for Affordable Housing by Support Requirement

Homeless Shelter Support
Approximately 2,220 people experiencing homeless will be also be served in the coming year through overnight shelter by providing funding for meals and shelter operating costs.

Additional Housing Support
Additional City funded grant that Community Development Division administers is to Catholic Charities for the Support Circles program. This program is projected to serve 3 families through rapid re-housing (rental assistance) and the stable re-housing (rental assistance) of 15 families, as well as provide homeless prevention services to 3 families.

The goal for special needs households supported estimates the number of units to be developed for special needs populations based on previous years. Special needs households include the elderly, persons with mental, physical, and developmental disabilities, persons with alcohol or other addictions, persons with HIV/AIDS, and victims of domestic violence. For most of these populations, the City of Raleigh can only report on these populations if they are self-identified.

One Year Goals for the Number of Households Supported Through	
Rental Assistance	22
The Production of New Units	472
Rehab of Existing Units	50
Acquisition of Existing Units	1
Total	545

Table 62 - One Year Goals for Affordable Housing by Support Type

The one-year goal of households supported through "Rental Assistance" is an estimation of the households to be assisted through ESG and CDBG Community Enhancement Grant federally funded rapid re-housing. Added with locally funded re-housing services, a total of 40 households are estimated to receive rental assistance. The goal for "the Production of New Units" estimates the number of new units to be constructed. This total includes 450 HOME federally funded and locally funded through the Penny for Housing tax plus homeowner housing units added through the construction of single-family and townhomes. The goal for the "Rehab of Existing Units" estimates the number of homeowners that will receive funding to rehabilitate their homes through the substantial and limited-repair programs (50 households federally and locally funded). The City's Limited Repair Rehab program provides forgivable loans to very low-income, elderly and/or disabled owner households, with priority given to those who are

elderly or disabled.

Discussion

Raleigh is experiencing a high level of population growth due to the growth of companies in the city and in the region. Raleigh is home to a cluster of technology-based companies, and the technology industry is growing rapidly. According to the Wake County Affordable Housing Plan, Wake County is growing by an average of 22,000 people each year. This growth has created an influx of new, high-income residents moving into the city, and the high-income residents can afford to pay higher rents and purchase more expensive homes. The area's prosperity creates a challenge for low- and moderate-income (LMI) residents. LMI residents must compete with high-income residents for available housing and this competition causes LMI residents to become cost-burdened (spend over 30% of income on housing). The median household income in Wake County increased by 10% from 2006-2017, while rental housing costs have increased by 35% over the same time period.

The rising cost of housing has also created challenges for agencies working to develop affordable housing, especially with declines in federal funding for housing programs. The need for affordable housing is large and growing. Naturally occurring affordable housing (NOAH) and publicly subsidized units are lost each year (approximately 5,000 in Wake County from 2009-2015), and it may be difficult to provide housing for the growing need. It was projected that the county needed an additional 56,000 affordable units in 2017, and it is expected that 150,000 additional units are needed by 2027. The City is striving to meet the housing challenge through increased investment of local funds and selling city-owned land for the development of affordable housing. The City is also seeking ways to preserve and expand the supply of affordable housing in high-cost areas and near transit lines. (Wake County Affordable Housing Plan Final Briefing Book 2017, pg. 6)

AP- 60 Public Housing

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

The ability to serve families in need of subsidized housing depends on federal appropriations. Budgetary constraints on the federal level directly impact the Raleigh Housing Authority. RHA operates one conventional public housing waiting list and four incentive public housing waiting lists. Individuals interested in applying are encouraged to submit applications for all programs in which they wish to participate as this provides the greatest number of options to the family. Public housing waiting lists have a one-in, one-out process, which means that in order to house a family from the waiting list, another family must first vacate the home. Wait time for public housing is pending the rate of turnover, and varies based on family size and need. Currently, the typical family will wait between one and five years.

RHA receives HUD funding through the Capital Fund Program (CFP) to assist with unit modernization, development, and maintenance costs of public housing units community-wide. The following work items are either underway or recently completed:
  • Continued installation of security cameras throughout sites as needs are identified.

- Replacement of outdated plumbing in a 60 unit development as units are turned during vacancies.
- Asbestos abatement portfolio wide.
- Installation of new luxury vinyl-plank flooring during vacancy turns.
- Planned roof removal and replacement at 14 story senior building Glenwood Towers.
- Emergency Façade Repair at Glenwood Towers.
- Planning new fire alarm system installation at Carriage House.
- Lentil Repair and replacement as well as additional securing of façade at Glenwood Towers.
- Planning repaving of private roads and parking at two developments.
- Planning abatement and new flooring of first floor common areas at Carriage House.
- Smoke and CO2 detectors upgraded/replaced at developments as needed.
- Lead Based Paint testing at all pre-1978 multifamily developments.

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

RHA recognizes the benefit of having its residents be involved with the communities while working towards a greater level of self-sufficiency. RHA regularly shares and promotes opportunities to achieve this with residents. RHA promotes the following programs for residents:

a. **Homeownership**: RHA offers an Incentive Public Housing program that helps ready families for homeownership. The families that qualify for these homes based on a working preference are required to attend and complete home buyer's training classes annually. RHA continues to offer or provide referrals to workshops on money management and homebuyer education to assist in future homeownership. This program works with families to establish and/or improve credit, save for down payments, shop for financing, and select houses. The residents of this program have a ten year rental program opportunity to prepare and achieve their goals. The public housing family will have to purchase a home of their choice.

b. **Supportive Services**: RHA has developed Memoranda of Understanding with several community partners to better serve the needs of families of public housing. Communities In Schools of Wake County (CIS Wake) continues to be a crucial partner in the delivery of services in public housing. CIS Wake operates after-school and summer programs in several public housing communities. The children attend these centers at no cost to their families and receive one-on-one tutorial assistance. In partnership with AT&T and Google Fiber, free internet service and digital literacy classes are offered in some of the public housing communities. Partnerships such as these provide a plethora of resources and benefits to residents that would otherwise not be possible due to lack of additional funding for supportive services.

c. **Community Involvement**: RHA continues to coordinate services with other agencies in the Raleigh area; including the Police Department, City Inspections, Community Development, and Parks and Recreation Department. In addition to the CIS centers, RHA provides space to a daycare center, Meals on Wheels, Inter-Community Council office, St. Saviour's Outreach Center, and Arts Together. The RHA staff is actively involved with coordinating programs with many community agencies; including Wake County Human Services, Communities-In Schools of Wake County, Inter-Act, Coordinated Entry, and Alliance Health. The faith community is involved in the public housing communities, and many churches take an active role in programs in various communities.

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

The Raleigh Housing Authority continues to be rated as a high performer by the U. S. Department of Housing and Urban Development's management assessment system. RHA's Housing Choice Voucher program maintains high usage percentages and is highly rated by HUD. RHA is not designated as troubled by HUD and remains committed to its mission to provide safe, quality, affordable housing to low and moderate income families in the greater Raleigh community. RHA also promotes personal responsibility and self-sufficiency of residents while maintaining the fiscal integrity of the agency.

Discussion

As a federally-funded agency, RHA is impacted by budget decisions made by HUD. HUD provides guidance that funding for public housing will remain less than 100% of eligibility, so funds are not available to serve 100% of eligible families. Housing authorities are encouraged to find alternative means to modernize public housing units and use operating capabilities for activities that depend less on federal subsidies. RHA is investigating options to preserve and enhance its housing inventory through means beyond federal funding. RHA works with supportive services and other agencies to promote employment and personal responsibility for residents. RHA intends to provide residents with a pathway to financial stability and self-sufficiency. RHA will work to maintain a quality portfolio of affordable housing despite proposed changes to regulations and declining federal funding.

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

The information in this section discusses the current state of homeless services in Raleigh and Wake County. The section also discusses activities that Raleigh, Wake County, and the Continuum of Care (CoC) work together to complete. All partners are working toward full incorporation of HEARTH Act fundamentals in service delivery to homeless households and consistent services and programs across the CoC.

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:

Outreach to homeless persons is done in a variety of ways:

1. Oak City Cares is an non-profit and multi-services center that provides coordinated entry targeted to people experiencing or at-risk of homelessness. Through partnerships with more than 20 community providers the Center serves as an entry point for accessing programs operated by local partner agencies. The property for Oak City Cares was acquired by Wake County in March 29, 2017, and the City contributed $3.14 Million toward the property purchase and construction costs. The County and City were the primary funding sources for acquisition and construction. Center Oak City Cares is located next to the South

Wilmington Street Center, which is the single men's homeless shelter owned and operated by the County. Oak City Cares provides an integrated set of homelessness prevention, assessment, case management, advocacy, access, and referral services and resources targeted to:

• Reduce the number of contacts people experiencing homelessness must make before finding crisis housing or services;

• Reduce new entries into homelessness through coordinated, system wide diversion and prevention efforts;

• Prevent people experiencing homelessness from entering and exiting multiple programs before getting their needs met;

• Minimize the need for individual provider wait lists for services;

• Foster increased collaboration between homelessness assistance providers;

• Improve a community's ability to perform well on Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH Act) outcomes and make progress on ending and reducing homelessness;

• Make efficient use of system resources, ensuring persons receive services appropriate to their level of need; and

• Support a Housing First approach and will work to connect households with the appropriate permanent housing opportunity, as well as any necessary supportive services to help maintain housing, as quickly as possible.

2. Wake County Human Services' McKinney Team offers behavioral health support to persons who are mentally ill and homeless. Through a HUD grant, the team provides outreach, assessment, assistance with housing access, and on-going support to maintain housing through medication management, therapy, and case management.

3. The Wake County Human Services Department operates Cornerstone, a day shelter for individuals who are homeless. Cornerstone provides case management, counseling services, food, showers, laundry services, employment services, mental health assessment, and medication management services. Cornerstone works with clients on progressive engagement and assists those who want to become housed with access to housing. Cornerstone offers a Permanent Supportive housing program and other housing programs.

4. The South Wilmington Street Center is a men's shelter run by the Wake County Human Services Department. The Center offers emergency beds to men through a lottery system. Staff encourages men at the Center to become part of the housing program because the program provides a path to permanent housing. If men participate in the housing program, they are guaranteed a bed each night as they work toward permanent housing.

Addressing the emergency shelter and transitional housing needs of homeless persons.

The emergency and transitional housing needs of homeless persons will be addressed through emergency shelter, rapid rehousing, and tenancy support/care coordination. The following initiatives provide more detail:

- Targeting High Needs Clients - The Raleigh-Wake Continuum of Care implemented and is continuing to refine a process to improve the delivery of housing and crisis response services and to assist people experiencing homelessness or at imminent risk of homelessness by refining the community's process for access, assessment, eligibility determination and referrals across the Continuum. This process, the Coordinated Entry System, institutes consistent and uniform access, assessment, prioritization, and referral processes to determine the most appropriate response to each person's immediate housing needs. Coordinated Entry is recognized nationally as a best practice which can improve efficiency within our system, provide clarity for people experiencing homelessness, and can help serve more people more quickly and efficiently with assistance targeted to address their housing needs. Coordinated Entry is helping to establish a protocol for prioritizing higher needs clients presenting for emergency shelter and transitional housing. This year South Wilmington Street Center will implement low barrier principles that target higher needs clients above other clients for shelter.
- Shelter and Supportive Services - The City of Raleigh and Wake county partnered to release a combined Request for Proposals to fund: emergency shelter, rapid re-housing, street outreach, and the Homeless Management Information System. This combined funding process simplifies the application for providers, streamlines the contracting and reimbursement process, and enables agencies to provide consistent services to consumers. Three agencies were awarded funds by the County for a total of $545,725, and four agencies (one in common with the County awards) were awarded funding by the City for a total of $183,500. The result is more efficiency in working toward a seamless safety net for households who are homeless or at-risk of becoming homeless. This year Wake county will monitor contracted agencies and issue a new RFP in the fall.
- Emergency Shelter for Single Women - In Wake County, there is an insufficient number of emergency overnight shelter beds for unaccompanied women experiencing homelessness. Wake county currently contracts with Urban Ministries of Wake county and Healing Transitions of Wake county to provide emergency overnight and program beds for women. Using Homeless Management Information System (HMIS) data, in combination with the Point-In-Time count data, a gap analysis was performed to determine the additional need within the community. A meeting was held with community providers assisting women experiencing homelessness, in which needs for this facility and the population were further specified. Urban Ministries has partnered with Wake County to expand their overnight bed capacity and supportive services, and Wake County invested $2.4 million dollars. This year Urban Ministries will move to a new location and is contracted to provide supportive services and 73 beds, adding 37 new beds for single females.
- Emergency Shelter for Single Men - South Wilmington Street Center for men will continue to operate 234 beds for emergency shelter and supportive services, as described in Question 1 above.

In addition, there are eight other agencies in Wake County that provide shelter, five agencies that provide transitional housing (including Wake County-owned units at Cornerstone), and seven agencies that offer rapid re-housing assistance. Furthermore, Dorcas Ministries also provides hotel vouchers as emergency shelter.

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:

1. In 2015, the City of Raleigh, Wake County, and the Partnership to End and Prevent Homelessness (CoC) formed a partnership for funding ESG-eligible activities. The partner agencies created a Combined Request for Proposals (RFP) with a two-year funding cycle. The Combined RFP for Fiscal Years 2019-20 and 2020-21 was issued January 16, 2019. For these two fiscal years, the funds included are the City's ESG entitlement and the County local Homeless Funds. The funds for this Combined RFP will total approximately $661,000. The Combined RFP will fund the following ESG-eligible activities: Emergency Shelter, Street Outreach, Rapid Re-housing, and Homeless Management Information System (HMIS). This combined funding process streamlines the process and enables the CoC to provide consistent services according to adopted communitywide standards for consumers. The CoC is working to build a seamless safety net for homeless households and households at-risk of becoming homeless. The City, County, and CoC meet regularly and continue to work with grant recipients and help them adapt to the Combined RFP approach.

2. Shortening shelter stays: The Combined RFP now requires all shelter providers to have at least one MOU with a Rapid Re-Housing provider. These purposeful connections are intended to decrease the number of days involved in an average shelter stay. Rapid Re-Housing programs are expected to operate on a Housing First model, where clients are placed in housing first and provided with the support services appropriate to their need. The Housing First model should eventually result in shorter stays at shelters and increase access to Rapid Re-Housing programs and permanent housing. The communitywide standard is no more than 45 days in shelter before being rehoused.

3. Access to housing units: One priority in the City of Raleigh Consolidated Plan (ConPlan) is to "Enhance the Homeless to Housing Continuum." One strategy for achieving this goal is through increasing the production of affordable and permanent supportive housing. Additional affordable and permanent supportive housing will make more units available to persons in Rapid Re-housing programs.

4. Preventing homeless from becoming homeless again: The goal is to help individuals avoid becoming homeless after being discharged from a publicly funded institution or system of care. Alliance Behavioral Healthcare assures that services are provided to persons who are being discharged from mental health care facilities.

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.

The City/County Combined Request for Proposals (RFP) will focus on Homeless Management Information System (HMIS), Emergency Shelter, Street Outreach, and Rapid Re-Housing. For Fiscal Years 2019-21, the

County will fund Homelessness Prevention using local County tax dollars, separate from the Combined RFP. Local County funding gives greater flexibility to program development so it can include diversion.

For FY 2019-21, the City will fund with ESG dollars the following agencies / activities:

• Families Together of Wake County—Emergency Shelter--$11,460

• Healing Transitions—Emergency Shelter for Women--$129,386

• Passage Home—Rapid Re-Housing--$54,681

• CoC—HMIS--$76,500

In addition, the City of Raleigh works to prevent low-income individuals and families from becoming homeless in various ways. The efforts below are included in the City strategy:

- Providing CDBG-funded public service grants to nonprofits that provide services to homeless subpopulations.

- City support for Support Circles, a Rapid Re-housing program managed by Catholic Charities

- City administrative support for Passage Home, a nonprofit that works to find housing for ex-offenders and homeless veterans.

- "Ready to Rent" sessions to teach people how to maintain tenancy

- Partnerships with community agencies that provide case management, budget counseling, employment training, and financial assistance to help households who are at risk of homelessness.

- Homebuyer counseling and training for potential first time homebuyers.

Discussion:

The City of Raleigh, Wake County and the Continuum of Care (CoC) are working closely together to address homelessness in our community and region. The actions outlined above are designed to improve the movement of homeless citizens from shelter to stable, permanent housing. The actions are also intended to reduce the length of time individuals and families are homeless; create a communitywide coordinated intake / assessment process (Coordinated Entry); establish a tool for compiling a comprehensive list of prioritized persons needing permanent supportive housing (the By-Name List); and reduce the average number of nights spent by anyone at a shelter. The goal is to make homelessness rare, brief, and nonrecurring.

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

The US Census Bureau estimates that between 2010-2018 Raleigh experienced a 16.1% population growth, adding 65,225 residents to Raleigh over the 8-year period. With this rapid growth, affordable housing continues to be a primary need for the low- and moderate- income residents, with approximately 32.7% residents being severely cost burdened. To help address housing affordability, in 2016 the City

established an aspirational goal to create 570 affordable housing units per year for 10 years, with a grand total of 5,700 housing units by 2026.

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.

The Raleigh City Council has recently directed staff to reduce the regulatory barriers to the production of denser housing in residential zoning districts, such as Accessory Dwelling Units, duplexes, triplexes, and townhouses. Most of this will occur during the ConPlan period and involve amending the City's Unified Development Ordinance.

Many of the planned housing initiatives center around the planned Bus Rapid Transit (BRT) routes and encouraging equitable development around transit stations. The City is exploring adapting the existing Transit Overlay District (TOD) to achieve this end. Other regulatory changes include expanding existing residential zoning districts to allow denser housing types (townhouses, duplexes, triplexes) by right, density bonuses.

The City also works to reduce barriers to affordable housing by using its housing subsidy programs to help achieve the 10-year goal of 5,700 units by 2026.

For homeownership, the City offers a down payment assistance loan of up to $20,000 for low- to moderate-income first-time homebuyers. When this loan is paired with other first-time homebuyer loans available through other agencies, like the North Carolina Housing Finance Agency, a first-time homebuyer is able to increase their purchase power and create an affordable mortgage. One requirement of this loan is that the buyer must take a first-time homebuyer course and the City provides grant funding to a local non-profit to provide these courses to the homebuyers. This program is available to any home located within the City Limits. The City anticipates being able to provide the down payment assistance to 60 homebuyers a year.

To assist with home retention and the ability to make necessary repairs to homes, the City has a limited repair and substantial repair program. Both programs are City wide and limited to low- to moderate incomes homeowners who resided in the homes for at a minimum of 5 years, and must continue to reside in home upon completion of the repairs. It is anticipated that funding will allow the City to continue to complete up to 50 home rehabilitations a year.

The lack of affordable lots for builders to acquire for building within the City limits, especially near the center of downtown, is causing builders to lose the ability to provide affordable housing options. To help with land costs, the City has been partnering with local builders to build single family and townhomes near downtown core areas that are available for purchase at or below the HUD housing price limit. In these areas, the City funded and completed infrastructure and storm water improvements and provided lots for purchase at a reduced cost. To help with the lot purchase, the builders are also provided a 0% interest loan that requires no monthly payment but requires payment at the time the builder sells the home to the homeowner. During the 2016-2020 Consolidated Plan, the City began on three projects: East College Park, Martin/Haywood and Idlewild/Jones. All three infill developments will be completed during the 2021-2025 Consolidated Plan. All homes that are constructed through this partnership are limited for homeownership and cannot become a rental investment property. Also, there is a 10-year equity sharing

deed restriction that is recorded with the deed at the time the homeowner purchases that property. This 10-year restriction helps to ensure that the buyers will live in the homes, create a community, building personal wealth through this homeownership opportunity.

Assisting in joint ventures to provide gap financing for LIHTC developments in the City has provided another avenue that the City is using to help increase the number of affordable rental units. Through our ability to provide gap financing, we were able to avoid the loss of the Sir Walter Apartments located in downtown. This complex is an all affordable complex for senior citizens and is going to create an additional 21 units. During the last Consolidated Plan, our joint ventures were able to create over 300 rental units. Due to funding already committed in partnership with tax credit developments, it is anticipated that over the next few years over 300 more affordable rental units will be completed.

Discussion:

As the population in Raleigh continues to grow, along with the increasing value of land and the expense of building, the City is going to look at multiple methods to provide affordable housing in areas where it is most needed. With the possibility of a Bus Rapid Transit, it will be important to look towards those corridors and promote the development of affordable housing options along those lines. A few methods that can be considered is leveraging land value in developing small scale rental opportunities and a land trust option to help develop affordable housing options. Partnering with Wake County to identify affordable rental units that are about to "age out of" HUD requirements is also going to be key. Early identification of these properties will allow the City and County to join forces to discuss ways to preserve the units with the developer before the option to sell to a market developer becomes available. By continuing the strategies above and looking for opportunities to create avenues for affordable housing, the City will be able to meet the goal of creating 5,700 units by 2026.

AP-85 Other Actions – 91.220(k)

The actions below will describe the City of Raleigh's planned action to carry out the following:

- Increase & preserve the supply of affordable housing
- Increase services to build self-sufficiency & sustainability
- Enhance the homelessness to housing continuum

Actions planned to address obstacles to meeting underserved needs

Every year the City uses its ESG and CDBG funds to offer grant programs to help address needs of underserved populations:

The City partners with the County to award ESG funds to help aid the multiple areas of need for the homelessness populations. The City and Wake County jointly issue a competitive RFP every two years that is funded with ESG funds. This combined application seeks to create a streamlined application for nonprofits and also allows the City and County an opportunity to combine its resources to address homelessness. The City currently provides funding for emergency shelter, rapid rehousing, and the

administration of the Homeless Management Information System (HMIS).

The City also provides Subrecipient grants to nonprofits through RFPs to address community needs. The first is the Community Enhancement Grant (CEG) program. This is an annual grant that is awarded through a competitive RFP process. The programs that are awarded the funds must provide direct client assistance to an underserved population within the City limits. The City is going to continue to offer this grant and focus on non-profits that have programs targeting at-risk populations.

The second is a workforce training program. Raleigh has an expanding workforce and other occupational skills are in demand. To help meet the needs of the growing diverse workforce, this grant will provide funds to training organizations to assist low-income persons become equipped to compete in a competitive job market.

Finally, low-income families wanting to purchase their first home will receive training through a local nonprofit.

Actions planned to foster and maintain affordable housing

Affordability with rental and homeownership options is becoming a major concern within Raleigh. Land is rapidly increasing in value and construction materials continue to rise making housing options more and more expensive.

To continue the development of rental units, the City will continue to provide gap-financing to developers that have been awarded housing tax credits. The Housing and Neighborhoods Department will also be looking at leveraging the value of City owned lots to help produce smaller rental developments like duplexes, cottages or quads. Funds will also be available to developers seeking to preserve affordable units through rehabilitation.

 As housing prices speedily rise, the need for housing assistance will continue to increase. For those looking to purchase a home, the City provides newly constructed affordable homes and mortgage assistance. The East College Park area is a partnership with local builders to provide newly constructed homes. Over the next 5 years, 60% of the units will be sold to low to moderate households. By the end of the project over 90 homes, and 50 townhomes, will have been built, with 60% of the homes being sold to household with incomes under 80% HUD AMI. The City will also continue to provide direct financial assistance in the form of a 0% interest forgivable second mortgage. This loan is offered to first-time homebuyers that have a qualifying household income. Funds will also continue to be made available for first time homebuyer housing counseling services.

In the next five years it is going to be important to continue to look for other means to provide affordable housing options that will connect citizens to public amenities like parks and transit. Throughout this ConPlan period, the City is planning to have the first section of the Bus Rapid Transit (BRT) completed. It will be important for our department to forge partnerships that will help develop affordable rental units

and affordable homeownership options.

Actions planned to reduce lead-based paint hazards

LBP remediation is an integral part of CD's rehab program. All rehabs of owner-occupied homes are tested for lead-based paint and any LBP found is appropriately remediated.

Actions planned to reduce the number of poverty-level families

The City will continue to work with multiple partners to provide services to help alleviate poverty. We provide funds yearly to non-profits to assist with shelter needs, meals and basic needs for those who are in need. The CEG grants will continue to focus on providing funds for non-profits to provide direct services to clients with services or programs that will help reduce barriers for housing and employment related needs. The Workforce Development grant will be provided yearly to provide an in-demand employment skill to those looking to receive training for a better employment opportunity.

Actions planned to develop institutional structure

The City has worked to create efficiencies through collaboration in providing services. The partnership with Wake County and CoC for the combined RFP for ESG funds has created a streamlined application process for the non-profits seeking ESG funding. Over the past 5-year ConPlan, the City worked with multiple partners to develop a coordinated assessment and multiservice center for the homeless. The City will continue to be an active funding partner to ensure that the services will continue and those seeking assistance will receive better services to meet their individual needs. City Council in February 2020 discussed the establishment of a locally-funded "compassion fund" to be administered by a local nonprofit to help low-income families living in motels move to permanent rental housing through provision of funds for application fees, security deposits, and first-month's rent.

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

The City will continue to collaborate with the Partnership to End and Prevent Homelessness and Wake County to build on the success of Oak City Center. Likewise, a collaborative effort has been used twice since 2015 for development of an AI for the City, County, Town of Cary, and both local housing authorities. The City also plans to continue implementing a joint process with Wake County to distribute ESG funding.

Discussion:

The City of Raleigh will continue its long-term partnerships with the Raleigh Housing Authority, Wake County, the CoC, and private nonprofit in addressing needs that do not stop at the City border. The City will continue the coordination to include significant investments in land and development of affordable housing options – as well as changes to local land use regulations - in areas that will help connect lower-

income residents to transit.

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

Introduction:

This section shows information on program specific requirements for the Community Development Block Grant (CDBG), HOME and Emergency Solutions Grant (ESG) programs.

Community Development Block Grant Program (CDBG)
Reference 24 CFR 91.220(l)(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	0
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:	0

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.	93.85%

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 of Raleigh uses HOME funds to assist existing owner-occupants with the rehabilitation of their homes, to finance the acquisition of homes for homebuyers by providing down payment and closing cost assistance and/or gap financing, and to assist developers with the acquisition, new construction, or rehabilitation of affordable rental housing. The City of Raleigh invests these HOME funds as interest- and non-interest bearing loans and deferred payment loans, both forgivable and non-forgivable.

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 Raleigh uses the recapture provision to secure long-term affordability. Under this mechanism, the City of Raleigh recaptures a portion of the direct subsidy if the HOME recipient sells the house within the 20-year loan term, which is 10 years beyond the required affordability period. The recipient's HOME direct subsidy is discounted (reduced) 25% on the fifth, tenth, and fifteenth anniversary of the Note and then forgiven in its entirety at 20 years. The City of Raleigh also has a provision for excess proceeds and shared appreciation. Both provisions are outlined in the HOME agreement (in the Attachments) with the HOME recipient and in Deed Restrictions (in the Attachments).

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:**

The recipient of a direct HOME subsidy is required to execute a HOME written agreement, which explains the recapture provision as well as the excess proceeds and shared appreciation provision, prior to sale. Furthermore, deed restrictions that run with the land are recorded to enforce the provisions.

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:**

The City of Raleigh does not use HOME funds to refinance existing debt on a property.

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

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

Please see Attachment "ESG Written Standards," Coordinated Entry System Policies and Procedures Manual.

2. **If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.**

The CoC, the City, the County, Catholic Charities of the Diocese of Raleigh, and the homeless service provider community worked together to develop the Coordinated Entry System Policies and Procedures Manual, a communitywide coordinated entry system for NC 507, which was submitted to HUD on January 23, 2018. Service providers were involved in developing the system, so there is a broad consensus among providers about the purpose and use value of the Manual, including the choice of access points and the use of the Vi-SPDAT as the common assessment tool. The Partnership is now the Local System Administrator (LSA) for NC 507's Coordinated Entry system.

Access Point meetings are held regularly, and trainings are regularly offered and well attended. The Manual is currently being reviewed by the Quality Improvement Committee (QI), a committee of service providers who are actively involved in implementing the Manual. The staff from the service providers who work on this committee are licensed users of HMIS and use the Vi-SPDAT as the assessment tool to determine acuity for the by-name list. This improvement process has continued, is ongoing, and iterative. Changes to the Manual are intended to be done on an annual basis. It is a challenge to operationalize changes in the way agencies have conducted their practices. Improvement is continuous.

Other meetings of service providers continue, as well, to make ongoing improvements to the coordinated entry system:

1. The CoC facilitates the NOFA process with homeless services within NC 507, the official designation for the CoC (Partnership to End and Prevent Homelessness).

2. Regular biweekly meetings of all agencies providing rapid re-housing and/or prevention services are held to coordinate how issues are addressed in a consistent way across all agencies as they arise.

3. A formal partnership was formed between the CoC, the City, the County, and Catholic Charities to develop the Oak City Cares, a non-profit with a center that opened in April 2019 using the HMIS system. The center serves as a single point of entry for the homeless. Once the person comes into Oak City and completes the coordinated assessment, staff can determine next steps for the client. Referrals and connections to housing, medical, mental health and substance abuse is provided. Oak City Cares oversees the coordination of services for the clients and will provide transportation when needed. With the one stop service and ability of the HMIS coordinated data, those with the highest unmet needs can receive priority. Also, when a client goes to multiple

locations, all services providers can look to a central location to see what services have been provided in the past.

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).**

Combined Request for Proposals released by the City of Raleigh, Wake County.

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.**

Consultations for the Consolidated Plan and Action Plan involved homeless persons. This information will be taken into account as the City of Raleigh Emergency Solutions Grant program continues to evolve.

5. *Describe performance standards for evaluating ESG.*

For Rapid Re-Housing:

• Number/percentage of households re-housed

• Number/percentage of households maintaining stable housing for 12 month period.

For Prevention

• Number of households entered into the prevention program

• Number/percentage of households prevented from becoming homeless

• Percentage maintaining stable housing for 12 months

For Shelter

• Percentage of daily bed utilization

• Number placed in permanent housing who remain self-sufficient for at least six months

FY 2021- FY 2025 UPDATE to the FY 2016 Neighborhood Revitalization Strategy Area (NRSA) Plan
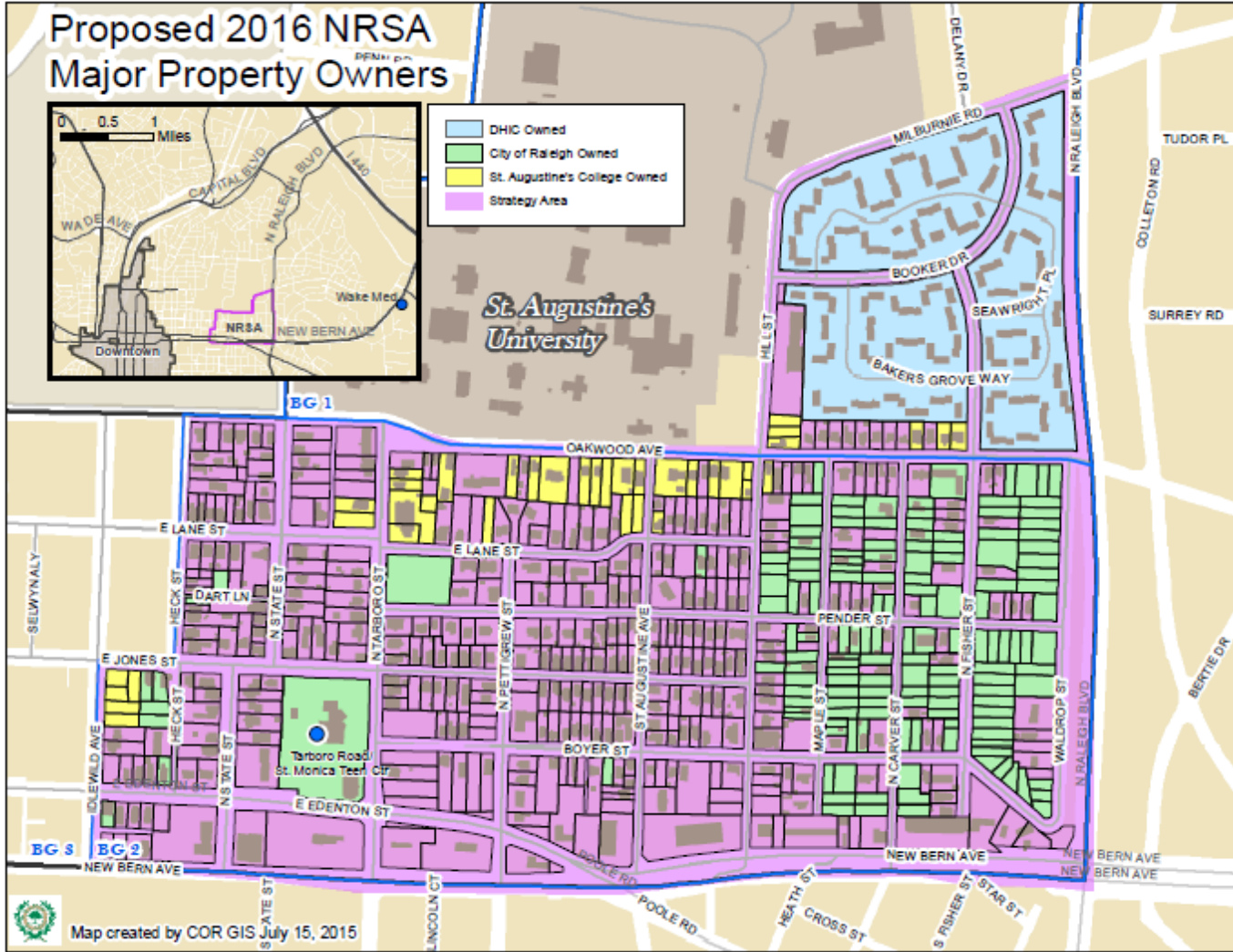
Original 2016 NRSA Plan is here:
https://cityofraleigh0drupal.blob.core.usgovcloudapi.net/drupal-prod/COR19/NRSA.pdf

Original Qualification of the Area for NRSA Status

The geographic area of the NRSA lies within Census Tract 506 Block Groups 1 and 2. HUD, using 2010 ACS data, determined that in those two block groups combined, 74 percent of households had incomes less than 80 percent of area median income (AMI). This exceeds the HUD requirement that an area be at least 70 percent LMI to qualify for NRSA designation but significantly undercounts the actual number of LMI households within the study area. The College Park and East College Park neighborhoods in the study area encompass all of BG 2; in that block group, 86% of the households were LMI. In Washington Terrace, which occupies only a portion of BG1, DHIC did a survey of those residents after they acquired the property and found that 98% had incomes less than 80% of AMI.

Update: Continued Qualification of Area as NRSA

A February 2020 check of the most recent HUD data (2015 ACS data for 2019 entitlement cities) on LMI percentages in Block Groups 1 and 2 of Census Tract 506 revealed a combined 88.9% LMI for the NRSA (see below).

2019 HUD report on 2015 ACS data for Census Tract 506, Block Groups 1 and 2 – LMI% for NRSA is 88.9%.

CDBGNAME	TRACT	BLKGRP	LOWMOD	LOWMODUNIV	LOWMODPCT
Raleigh	050600	1	605	675	89.63%
Raleigh	050600	2	755	855	88.30%

https://www.hudexchange.info/programs/acs-low-mod-summary-data/acs-low-mod-summary-data-summarized-block-groups/

VI. 2021-2025 SCHEDULE FOR REVISED 2016 NRSA PLAN

July 1, 2020 —June 30, 2021
- East College Park (ECP): Complete 20 houses; sell 20 units
- Complete 6 town home on Site 4 and sell 6
- Park design, bid out construction work, begin construction

July 1, 2021 —June 30, 2022
- ECP: Complete 20 houses; Site 3 build (6) townhouses; sell (6) townhouses

July 1, 2022 —June 30, 2023
- ECP: Complete 20 houses; Site 1 build (27) townhouses; sell (10) townhouses

July 1, 2023 —June 30, 2024
- ECP: Complete 5 houses Site 1 build (27) townhouses; sell (17) townhouses
- ECP: Site 5 build (5) townhouses; sell (5) townhouses
- ECP: Final layer of asphalt on ECP streets

July 1, 2024 —June 30, 2025
No activity anticipated this final year of FY 2020-2021 – FY 2024-2025 ConPlan period.

Attachments

Draft Citizens Participation Plan

ESG Written Standards

Raleigh-Wake Coordinated Entry Policies and Procedures Manual

Public Hearing Minutes

Fall Public Meeting Participant Notes

Agency Consultation/Stakeholder Meeting Notes

Draft Citizen Participation Plan

1. Introduction

The Citizen Participation Plan provides for and encourages citizens, organizations, businesses and other stakeholders to participate in the development of the Consolidated Plan, the Annual Action Plan, and any substantial amendments to the Plans. This plan describes how the City of Raleigh encourages and promotes participation through the establishment of policies and procedures for participation in the implementation of the Community Development Block Grant (CDBG), HOME Investment Partnership, and Emergency Solutions Grant (ESG) programs.

The City of Raleigh is required to adopt a Citizen Participation Plan that meets HUD's minimum requirement as set forth in the regulations for "Consolidated Submission for Community Planning and Development Programs" (24 CFR 91 Subpart B).   In carrying out these requirements the City of Raleigh understands that participation on the part of its citizens, organizations, businesses and other stakeholders is vital to the effectiveness of all Consolidated Plan activities. All persons, but especially very low, low and moderate-income persons, particularly those living in slum and blighted areas and in areas where funds are proposed to be used, can actively participate in the planning, implementation, and assessment of such activities.

The Citizen Participation Plan outlines procedures by which each of the requirements set forth in 91:105 of the Federal Regulations are carried out. This Plan is effective as of May 16, 2020 and remains in effect until such time as all activities assisted are completed, or until superseded by a new Plan. This Plan also supersedes any Plan that may have been in effect prior to May 16, 2020.

2. Goals of the Citizen Participation Plan

A. To provide for involvement of citizens, organizations, businesses and other stakeholders in the identification of community development needs and housing; review of proposed activities and assessment of program performance in accordance with the schedule that is adopted each year.

B. To enable the City to respond to the needs of its citizens through community development and housing programs, policies and plans.

C. To encourage citizens, particularly very low, low and moderate income persons, residents of blighted neighborhoods, members of minority groups, non-profit agencies, public housing residents, the

business and civic community, and special populations to submit their comments, questions and proposals regarding the City's Community Development Program.

3.   Development of the Consolidated Plan

The Citizen Participation Plan requires that before adoption of the Consolidated Plan the City will provide the following information:

A. The amount of assistance the City expects to receive from any grant funds and program income

B. The range of activities that may be undertaken including the estimated amount that will benefit very low, low and moderate income persons

C. The City's plans to minimize displacement

D. The City's specific action steps to end chronic homelessness

E. The City's long-term and short-term objectives for neighborhood revitalization strategies

F. The City's public hearing calendar and process for developing and submitting the Consolidated Plan

G.   Provisions for receiving public comments on the proposed Plan

4.   The Participation Process

The participation process is conducted both at a community wide level and in neighborhoods where revitalization activity is proposed or under way. The community wide process involves consultations with businesses, developers, community and faith based organizations, and other interested citizens concerning housing and redevelopment issues.

A.   Agency Consultation Process: Agency consultations are a part of the ongoing process that includes service providers, advocacy groups and coordinating bodies responsible for providing services, especially to populations with special housing needs. City staff meet throughout the year with a number of local housing, social service, homeless, and economic development agencies to determine the housing needs of specific populations and groups.

B.   Public Housing Authority Consultation: The City consults with the Raleigh Housing Authority (RHA) to facilitate city understanding of public housing needs and planned RHA activities, which will

provide the basis for local certification of RHA's annual plans.   Such consultation also helps ensure coordination between ConPlan activities and RHA activities in addressing issues of joint concern.

     C.   Neighborhood Outreach: The City meets with citizens' groups, and conducts public meetings primarily in downtown neighborhoods. The City may also meet with neighborhood associations and other citizen groups as requested.

5.   Consolidated Plan/Annual Action Plan Public Hearings

Each year the City conducts two (2) public hearings for the development of an Annual Action Plan for the City's housing and community development programs at a City Council meeting.   The State of North Carolina's Open Meeting Law is followed.

A.   Public Hearing #1:   The first hearing occurs at the beginning of the planning process to review past program performance, to obtain views on community development and housing needs and to identify general strategic priorities for projected funding. The purpose of this hearing is to let very low, low and moderate income persons and residents of blighted neighborhoods offer their perceptions of problems within their neighborhoods and in the community at large and present proposals aimed at solving the problems. This public hearing is held in the City Council Chambers.

B.   Public Hearing #2: The public hearing is held after staff has drafted the proposed annual budget and Consolidated Plan (or annual Action Plan) but prior to City Council approval of the Plan.   This public hearing is held in the City Council Chambers.

C.   Public Notice: Notices of all hearings will be advertised in accordance with state law 12-14 days prior to the hearing.   Public notices indicate the date, time and location of the hearing, and the topics to be covered. Mailings (electronic where appropriate) are sent to interested persons and entities and the public hearing notices are posted on the City of Raleigh's web site at www.raleighnc.gov

D.   Accessibility: All public meetings are held at locations providing accessibility for persons with physical disabilities and take place in locations convenient to residents.

6.   Public Comment Period

The Consolidated Plan and each Annual Action Plan are made available in draft form to receive public comments for at least thirty (30) days. Before the Plan is sent to HUD it will be approved by City Council. Copies of the draft Plan are available at the Housing and Neighborhoods Department office. The draft plan is also posted on the City's website at www.raleighnc.gov and accessible through the City's automated e-mail delivery system.

The proposed plan includes public comments made either orally at a public hearing or in writing. A summary of these comments or views and a summary of any comments or views not accepted and the rationale for not accepting the comments is attached to the final Consolidated Plan. Written responses are provided to all comments including complaints and grievances and/or proposals submitted during the Citizen Participation Planning process. The City makes every reasonable effort to provide a written response to all written comments within fifteen days of receipt of the comment. A concise summary of citizen participation and consultation process, including efforts to broaden public participation, is included in the Plan.

7.   Adequate and Timely Information

All aspects of citizen participation in the City of Raleigh government are conducted in an open manner, with freedom of access for all interested persons or groups. Information pertinent to the activities of the Housing and Neighborhoods Department is circulated to the public and made available for review in the Community Development Division (CDD) during normal business hours of the City. This information is made public subject to all applicable laws regarding confidentiality and personal privacy in the CDD office. Access to all documents is open except where prohibited by law. There may be reproduction costs charged to persons requesting personal copies of CDD documents. Every attempt is made to respond to written requests for information within 15 days of receipt.

8.   Non-English Speaking Persons

Where a significant number of very low, low and moderate income residents of blighted neighborhoods speak and read a primary language other than English, public meeting notices and basic information summaries are produced and made available in the appropriate language(s). The Community Engagement

Division of the Housing and Neighborhoods Department has resources to help with this requirement and a Spanish interpreter list is maintained by the City of Raleigh. It is the responsibility of the Housing and Neighborhoods Department to request this service when needed.

Informational material is sent as appropriate to non-profit and social services organizations that serve non-English speaking residents.

9.   Persons with Disabilities

The City of Raleigh has taken steps to ensure that individuals with disabilities are able to participate in the public hearings held in City Council Chambers.

Audio enhancements have been installed in the City Council Chamber. Assistive listening devices are available upon request. Interpreters for deaf and hearing impaired persons are available. Citizens in need of such assistance should provide a 24-hour notice by calling 919-996-3100 (voice) or (919) 996-3107 (TDD).

10.   Annual Performance Assessment and Reports

The Consolidated Annual Performance and Evaluation Report (CAPER) is a summary of Community Development Block Grant, HOME, ESG, and other housing program accomplishments for the past fiscal year.   The CAPER is sent to HUD ninety days after the completion of the program year. Prior to its submission, the Housing and Neighborhoods Department will inform the public of the CAPER's availability for comment through a local newspaper, the City's web page (www.raleighnc.gov), and electronic notices.

Citizens have 15 days to examine the report and provide comments prior to its submission to HUD.   A summary of all comments or views are attached to the CAPER submitted to HUD.

11.   Program Amendments

From time to time, the Consolidated Plan or Annual Action Plan may be substantially amended to reflect changes in program activities and priorities. The following are considered substantial changes:

A. Addition of a new activity or new priority not previously described,

B. Cancellation of an activity category or deletion of a priority,

C. A change in the purpose, scope, location, or beneficiaries of an activity, and

D. A substantial change in the allocation or distribution of funds is defined as when the dollar amount of that change is equal to or greater than 25% of the City's current fiscal year federal budget by source (e.g., CDBG is undergoing a substantial change when 25% or more of that year's CDBG allocation plus program income is affected).

Prior to amending the Consolidated Plan, citizens will be given reasonable notice of, and opportunity to comment on, such proposed changes and the re-use of funds. The process to substantially amend the plan includes a 12-14 day public notice prior to a public hearing (held in accordance with section 5c above) and a thirty day (30) comment period to receive citizen comments on the proposed amendment prior to implementation.

Citizens' comments, orally or in writing, will be considered. A summary of the comments and the rationale for not accepting any comments will be attached to the substantial amendment of the Consolidated Plan.

12.   Technical Assistance

Technical assistance is provided to citizen organizations and very low, low and moderate-income persons who live in CD areas through a number of city departments.   Staff support is provided through Community Specialists in the Community Engagement Division of the Housing and Neighborhoods Department who provide technical assistance to the citizen groups. Assistance consists in part in helping to organize meetings, explaining City policies and referring questions and concerns to appropriate City departments and other agencies. Within the Housing and Neighborhoods Department, there are staff persons who are available to answer questions related to the CDBG, HOME, and ESG programs, as well as to offer technical assistance to groups representative of LMI citizens in developing proposals for assistance under these programs.

13.   Complaint Procedure

Written or oral complaints or grievances concerning the Consolidated Planning process or the CDBG, HOME, and ESG programs should first be directed to the City's Housing and Neighborhoods Department. It is the policy of the City to provide a procedure for the acknowledgment, presentation, consideration, investigation and disposition of complaints received concerning Community Development programs.

The Housing and Neighborhoods Department makes every effort to respond to all written complaints within fifteen (15) days of receipt by sending a written response. Should the complainant not be satisfied, the complainant may arrange a meeting with the Housing and Neighborhoods Director or the Assistant City Manager for Community to discuss the complaint. If the complaint can still not be satisfied, a complaint may be submitted in writing to the City's Compliance Officer located in the City Manager Office. Any citizen may make an oral or written petition to the City Council to discuss problems not resolved at the staff level.

14.   Relocation Plan and Anti-Displacement Policy

Displacement will be minimized but when it is unavoidable, any person(s) displaced due to the activities of the Consolidated Plan Programs will receive relocation assistance and relocation payments in accordance with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (Uniform Act) or 106(d) of the Housing and Community Development Act of 1974.

ESG Written Standards

NC507 Continuum of Care
Permanent Supportive Housing Written Standards

OVERVIEW

The Raleigh-Wake Partnership to End and Prevent Homelessness (The Partnership) serves as the NC-507 Wake County Continuum of Care lead agency for Raleigh and Wake County. The Partnership has developed these program standards to provide specific guidelines for how programs operate to have the best chance of ending homelessness. These guidelines create consistency across the community, protect our clients by putting their needs first, and provide a baseline for holding all CoC programs to a specific standard of care.

The Department of Housing and Urban Development (HUD) requires every Continuum of Care to evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program and report to HUD (24 CFR 578.7(a)7). In consultation with recipients of federal program funds within the geographic area, CoCs must establish and operate either a centralized or coordinated entry system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.

In consultation with recipients of ESG and CoC program funds within the geographic area, CoCs must establish and consistently follow written standards for providing CoC assistance. At a minimum, these standards must include:
• Policies and procedures for evaluating individuals' and families' eligibility and determining the process for prioritizing eligible households in emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing programs (24 CFR 578.7(a)(9)).
• For permanent supportive housing programs, program standards to define policies and procedures for prioritization of eligible households.
• Policies and procedures for coordination among emergency shelters, transitional housing programs, essential service providers, homelessness prevention programs, rapid rehousing programs, and permanent supportive housing programs.
• Definitions for participation in the CoC's Homeless Management Information System (or comparable database for domestic violence or victims' service programs).

The NC-507 Continuum of Care developed the following Permanent Supportive Housing program standards to ensure:

• Program accountability to individuals and families experiencing homelessness, specifically populations at greater risk or with the longest histories of homelessness

• Program compliance with the Department of Housing and Urban Development and the Department of Veteran Affairs

• Service consistency within programs

• Adequate program staff competence and training, specific to the target population served

EXPECTATIONS

All program grantees using Department of Housing and Urban Development Continuum of Care and the Department of Veteran's Affairs VA Supportive Housing (VASH) funding must adhere to these performance standards. Programs funded through the Continuum of Care will be monitored by The Partnership to ensure compliance. The Partnership recommends that permanent supportive housing programs funded through other funding sources also follow these standards. These performance standards attempt to provide a high standard of care that places community and client needs first. Based on proven best practices, this high standard of care is necessary to achieve our goal of ending homelessness in Wake County.

PERMANENTSUPPORTIVEHOUSING

Permanent supportive housing programs provide safe, stable homes through long-term rental assistance, paired with long-term intensive case management services, to highly vulnerable individuals and families with complex issues who are otherwise at risk of serious health and safety consequences from being homeless.[1] This model seeks to provide a stable housing option and the necessary supportive services for individuals and families who would not succeed in other permanent housing settings. Permanent supportive housing is designed for persons with disabilities, including severe mental health, physical health, HIV/AIDS, and/or substance abuse disorders, especially targeting individuals and families meeting the Department of Housing and Urban Development's definition of chronic homelessness. Types of permanent supportive housing include HUD CoC Permanent Supportive Housing, HUD-VASH, and other programs that combine services and rental assistance in the community specifically to house this population.

Successful permanent supportive housing programs use the national best practice called Housing First, the model in which programs house all persons immediately without preconditions such as sobriety, income, or behavioral requirements and pair supportive services matched to the needs of the household.[2] Long-term studies demonstrate that individuals and families experiencing homelessness, even chronic homelessness, can move into a home with case management, follow a standard lease, and successfully remain in housing over a long period of time. Permanent supportive housing programs with preconditions for entry and overly burdensome program rules cause this high-need population to regularly fail in housing or drive programs to target lower-need individuals who do not need permanent supportive housing programs to successfully remain housed.

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[1] https://www.gpo.gov/fdsys/granule/CFR-2013-title24-vol3/CFR-2013-title24-vol3-part578/content-detail.html

[2] http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1448313/pdf/0940651.pdf

Permanent supportive housing programs should participate in the NC-507 coordinated entry process, including the local prioritization of individuals for housing. In Wake County, each Coordinated Entry participating agency utilizes a community-wide screening tool and agreed upon dynamic prioritization process. The community uses the VI-SPDAT to prioritize individuals and families experiencing homelessness based on an acuity score that indicates the type of housing intervention best suited to their ongoing needs after assessing for unsheltered homelessness, chronic homelessness and length of time experiencing homelessness. Permanent supportive housing programs are intended to serve individuals and families with the longest time homeless and the highest needs.

DEFINITIONS

Acuity: When using the VI-SPDAT prescreens, acuity means the presence of a presenting issue based on the prescreening score. Acuity on the prescreening tool is expressed as a number with the higher score representing more complex, co-occurring issues likely to impact overall stability in permanent housing. When using a case management tool, acuity refers to the severity of the presenting issue and the ongoing goals in addressing these issues.

Chronically Homeless: (1) an individual with a disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) who: (i) lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) had been homeless and living as described in (i) continuously for at least 12 months or on at least 4 occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating occasions included at least 7 consecutive nights of not living as described in (i). Stays in institutional care facilities for fewer than 90 days will not constitute a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the care facility; (2) an individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) a family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in (1) or 2) of this definition, including a family whose composition had fluctuated while the head of household has been homeless. (24 CFR 578.3)

Comparable Database: HUD-funded providers of housing and services (recipients of ESG and /or CoC funding) who cannot enter information by law into HMIS (victim service providers as defined under the Violence Against Women and Department of Justice Reauthorization Act of 2005) must operate a database comparable to HMIS. According to HUD, "a comparable database . . . collects client-level data over time and generates unduplicated aggregate reports based on the data." The recipient or subrecipient of CoC and ESG funds may use a portion of those funds to establish and operate a comparable database that complies with HUD's HMIS requirements. (24 CFR 578.57)

Coordinated Entry: "A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals across a geographic area. The . . . system covers the geographic area (designated by the CoC), is easily accessed by individuals and families seeking housing

or services, is well advertised, and includes a comprehensive and standardized assessment tool" (24 CFR 578.3). CoCs have ultimate responsibility to implement coordinated entry in their geographic area.

Developmental Disability: As defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002): (1) A severe, chronic disability of an individual that (i) is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) is manifested before the individual attains age 22; (iii) is likely to continue indefinitely; (iv) results in substantial functional limitations in three or more of the following major life activities: (a) self-care; (b) receptive and expressive language; (c) learning; (d) mobility; (e) self-direction; (f) capacity for independent living; (g) economic self-sufficiency; (v) reflects the individual's 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. (2) an individual from birth to age 9, inclusive, who has a substantial developmental disability or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria in (1)(i) through (v) of the definition of "developmental disability" in this definition if the individual, without services or supports, has a high probability of meeting these criteria later in life. (24 CFR 578.3)

Disabling Condition: According to HUD: (1) a condition that: (i) is expected to be of indefinite duration; (ii) substantially impedes the individual's ability to live independently; (iii) could be improved by providing more suitable housing conditions; and (iv) is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, posttraumatic stress disorder, or brain injury; or a developmental disability, as defined above; or the disease of Acquired Immunodeficiency Syndrome (AIDS) or any conditions arising from AIDS, including infection with the Human Immunodeficiency Virus (HIV). (24 CFR 583.5)

Diversion: Diversion is a strategy to prevent homelessness for individuals seeking shelter or other homeless assistance by helping them identify immediate alternate housing arrangements, and if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion practices and programs help reduce the number of people becoming homeless and the demand for shelter beds.

Family: A family includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status: (1) a single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or (2) a group of persons residing together, and such group includes, but is not limited to: (i) a family with or without children (a child who is temporarily away from the home Page 5 of 16 because of placement in foster care is considered a member of the family); (ii) an elderly family; (iii) a near-elderly family; (iv) a disabled family; (v) a displaced family; and (vi) the remaining member of a tenant family. (24 CFR 5.403)

Homeless:
Category 1: an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) an individual or family

living in a supervised 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, or local government programs for low-income individuals); or (iii) an individual who exits an institution where he/she 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;

Category 2: an individual or family who will immediately lose their primary nighttime residence, provided that: (i) the primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; (ii) no subsequent residence has been identified; and (iii) the individual or family lacks the resources or support networks (e.g. family, friends, faith-based or other social networks) needed to obtain other permanent housing;

Category 4: any individual or family who: (i) is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence; (ii) had no other residence; and (iii) lacks the resources or support networks (e.g. family, friends, and faith-based or other social networks) to obtain other permanent housing. (24 CFR 578.3)

Housing First: A national best practice model that quickly and successfully connects individuals and families experiencing homelessness to permanent housing without preconditions such as sobriety, treatment compliance, and service and/or income requirements. Programs offer supportive services to maximize housing stability to prevent returns to homelessness rather than meeting arbitrary benchmarks prior to permanent housing entry.[3]

Prevention and Diversion Screening Tool: A tool used to reduce entries into the homeless service system by determining a household's needs upon initial presentation to shelter or other emergency response organization. This screening tool gives programs a chance to divert households by assisting them to identify other permanent housing options and, if needed, providing access to mediation and financial assistance to remain in housing.

Rapid Rehousing: A national best practice model designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve long-term stability. Like Housing First, rapid rehousing assistance does not require adherence to preconditions such as employment, income, absence of criminal record, or sobriety. Financial assistance and housing stabilization services match the specific needs of the household. The core components of rapid rehousing are housing identification/relocation, short- and/or medium-term rental and other financial assistance, and case management and housing stabilization services. (24 CFR 576.2)

Transitional Housing: Temporary housing for participants who have signed a lease or occupancy agreement with the purpose of transitioning participants into permanent housing within 24 months.

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[3] http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1448313/pdf/0940651.pdf

VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool): An evidence-based tool used throughout NC-507 to determine initial acuity and set prioritization and intervention for permanent housing placement.

PERSONNEL
STANDARD:
Programs shall adequately staff services with qualified personnel to ensure quality of service delivery, effective program administration, and the safety of program participants.

Benchmarks
• The organization selects employees and/or volunteers with adequate and appropriate knowledge, experience, and stability for working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.
• The organization provides time for all employees and/or volunteers to attend webinars and/or trainings on program requirements, compliance, and best practices.
• The organization trains all employees and/or volunteers on program policies and procedures, available local resources, and specific skill areas relevant to assisting clients in the program.
• All paid and volunteer staff participate in ongoing internal and/or external training on the community-approved prevention and diversion screening tool, the individual and family VI-SPDAT screening tool, and the community-approved case management tool.
• For programs using the Homeless Management Information System (HMIS), all end users must abide by the NC HMIS End User and Participation Agreements, including adherence to the strict privacy and confidentiality policies.
• Staff supervisors of casework, counseling, and/or case management services have, at a minimum, a bachelor's degree in a human service-related field and/or experience working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.
• Staff supervising overall program operations have, at a minimum, a bachelor's degree in a human service-related field and/or demonstrated ability and experience that qualifies them to assume such responsibility.
• All program staff have written job descriptions that address tasks staff must perform and the minimum qualifications for the position.
• Case managers provide case management on a frequent basis (every six month's minimum) for clients.
• Organizations should share and train all program staff on the NC-507 Permanent Supportive Housing Written Standards.

PRIORITY FOR TENANTS WHO NEED EMERGENCY TRANSFERS UNDER VAWA 2013 STANDARD:
Tenants eligible for emergency transfers under the NC-507 emergency transfer policy and VAWA statute and regulations have first priority for open permanent supportive housing units, if they also meet all eligibility requirements and relevant prioritization requirements for the PSH project. To access PSH beds dedicated to chronic homelessness, tenants eligible for emergency transfers must also be chronically homeless, unless there is no other option for an emergency transfer in the community and the tenant is otherwise eligible for PSH. Tenants documented as chronically homeless before entering a permanent housing project retain chronic homeless status for the purposes of eligibility for an emergency transfer under VAWA 2013.

ORDER OF PRIORITY FOR CoC-FUNDED DEDICATED OR PRIORITIZED CHRONICALLY HOMELESS BEDS STANDARD:

Programs receiving CoC-funded permanent supportive housing which have dedicated or prioritized their beds to serve individuals and families experiencing chronic homelessness must follow the order of priority in accordance with the Order of Priority section in Notice CPD-16-114[4] when selecting participants for housing. Grantees must exercise due diligence when conducting outreach and assessment to ensure the program serves people in the order of priority as adopted by the NC-507 Continuum of Care.

Benchmarks

• First Priority: Chronically homeless individuals or families with the longest history of homelessness, currently living unsheltered or in a place not meant for human habitation AND that meet the following:

    o The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and

    o The chronically homeless individual or head of household of a family has not been identified to meet the severe service needs described in priority one.

• Second Priority: Chronically homeless individuals and families as defined in 24 CFR 578.3 with the longest histories of homelessness AND the most severe service needs (as found through the acuity score on the VI-SPDAT with information from community stakeholders).

    o The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months; and

    o The chronically homeless individual or head of household of a family has severe service needs as assessed through the VI-SPDAT. This person has a history of high utilization of crisis services, including, but not limited to, hospital emergency departments, jail, or psychiatric facilities; or significant health and behavioral health challenges or functional impairments which require a significant level of support in order to maintain permanent housing.

• Third Priority: Chronically homeless individuals or families with the most severe service needs.

    o The chronically homeless individual or head of household of a family has experienced homelessness, living in a place not meant for human habitation, a safe haven, or in an emergency shelter on at least four separate occasions in the last 3 years, where the cumulative total length of the four occasions equals at least 12 months but less than others identified in the community needing permanent housing; and

    o The chronically homeless individual or head of household of a family has severe service needs as assessed through the VI-SPDAT. This person has a history of high utilization of

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4 https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf

crisis services, including, but not limited to, hospital emergency departments, jail, or psychiatric facilities; or significant health and behavioral health challenges or functional impairments which require a significant level of support in order to maintain permanent housing.

• Fourth Priority: All other chronically homeless individuals or families.

    o The chronically homeless individual or head of household of a family has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter on at least four separate occasions in the last 3 years, where the cumulative total of the four separate occasions is less than 12 months; and

    o The program has not identified the chronically homeless individual or head of household of a family, who meets all of the criteria of a chronically homeless person or family, as having severe service needs.

ORDER OF PRIORITY FOR CoC-FUNDED NON-DEDICATED OR NON-PRIORITIZED CHRONICALLY HOMELESS BEDS STANDARD:

Programs receiving CoC-funded permanent supportive housing that do not dedicate or prioritize their beds for individuals and families experiencing chronic homelessness must first follow the order of priority as mentioned in the section above: Order of Priority for CoC-Funded Dedicated or Prioritized Chronically Homeless Beds. However, if the community does not have any chronically homeless individuals or families or someone meeting the priority listing above cannot be identified within 30 days, programs will prioritize their beds in accordance with the Order of Priority section in Notice CPD-16-115[5] for non-dedicated or non-prioritized beds when selecting participants for housing.

Benchmarks

• First Priority: Priority listing under section: Order of Priority for CoC-Funded Dedicated or Prioritized Chronically Homeless Beds.

• Second Priority: Homeless individuals and families with a disability with long periods of episodic homelessness and severe service needs.

    o An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months and has been identified as having severe service needs.

• Third Priority: Homeless individuals and families with a disability with severe service needs. An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

• Fourth Priority: Homeless individuals and families with a disability coming from places not meant for human habitation, safe havens, or emergency shelters without severe service needs.

    o An individual or family is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the

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[5] https://www.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf

individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

- Fifth Priority: Homeless individuals and families with a disability coming from transitional housing.
    - o An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation, in an emergency shelter or safe haven. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the transitional housing.

<u>CLIENTINTAKEPROCESS</u>
STANDARD:
Programs will actively participate in their community's coordinated entry system by only taking referrals from the coordinated entry system for their program. The program will limit entry requirements to ensure that the program serves the most vulnerable individuals and families needing assistance. The program will ensure active client participation and informed consent.

Benchmarks
- All adult program participants must meet the following program eligibility requirements:
    - o Literally homeless or fleeing domestic violence (see definitions above for Category 1 and Category 4 of the Homeless Definition). Some programs have stricter participant guidelines and should see their specific program and application information to determine eligibility.
- Programs may require participants to meet only these additional program eligibility requirements if they have targeted specific populations under their grant applications:
    - o Chronic homelessness (for CoC-funded PSH that requires chronic homelessness and programs that have committed to prioritize turnover beds to people experiencing chronic homelessness).
    - o Homeless veterans (for HUD-VASH programs).
- Programs cannot disqualify an individual or family because of prior evictions, poor rental history, criminal history, or credit history.
- Programs may focus on engaging participants by explaining available services and encouraging each adult household member to participate in said services, but programs may not make service usage a requirement or the denial of services a reason for disqualification or eviction.
- Programs cannot disqualify an individual or family from program entry for lack of income or employment status.
- Programs can turn away individuals and families experiencing homelessness from program entry for only the following reasons:

- o Household makeup (provided it does not violate HUD's Fair Housing and Equal Opportunity requirements): singles-only programs can disqualify households with children; families-only programs can disqualify single individuals
- o All program beds are full.
- o If the housing has in residence at least one family member with a child under the age of 18, the program may exclude registered sex offenders and person with a criminal record that includes violent crime from the program so long as the child resides in the same housing facility (24 CFR 578.93)
- • Programs shall use the standard order of priority for documenting evidence to determine homeless status and chronically homeless status per the program's eligibility requirements. Grantees must document in the client file that the agency attempted to obtain the documentation in the preferred order. That order should be as follows:
  - o Third-party documentation (including HMIS)
  - o Intake worker observations through outreach and visual assessment
  - o Self-certification of the person receiving services
  - o CoC programs should also assess participant eligibility based on eligibility criteria established by the NOFA for the year of the award.
- • Programs must provide evidence of a diagnosis of one or more of the following conditions (for the CoC program, one adult OR child in the family would qualify): substance- use disorder, serious mental illness, developmental disability, post-traumatic stress disorder, cognitive impairments resulting from a traumatic brain injury, or chronic physical illness or disability. The documentation must include:
  - o Written verification of the condition from a professional licensed by the state to diagnose and treat the condition; or
  - o Written verification from the Social Security Administration; or
  - o Copies of a disability check (e.g. Social Security Disability Insurance check or Veteran Disability compensation); or Intake staff (or referral staff) observation confirmed by written verification of the condition from a professional licensed by the state to diagnose and treat the condition that is confirmed no later than 45 days after the application for assistance and accompanied with one of the types of evidence above; or
  - o Other documentation approved by HUD or the VA.
- • Programs will maintain release of information, case notes, and all pertinent demographic and identifying data in HMIS as allowable by program type. Paper files should be maintained in a locked cabinet behind a locked door with access reserved for caseworkers and administrators who need said information.

PERMANENTSUPPORTIVEHOUSING
STANDARD:
Programs will provide safe, affordable permanent housing that meets participants' needs in accordance with the client intake practices and within the CoC established guidelines for permanent supportive housing programs. Programs will pair permanent housing with intensive case management services to participants to ensure long-term housing stability.

Benchmarks

• Programs will meet the key elements of permanent supportive housing published by the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration.[6]

• Programs consider the needs of the household in terms of location, cost, number of bedrooms, handicap access, ongoing service needs and other pertinent information when moving a household into housing. Programs will assess potential housing for compliance with program standards for habitability, lead-based paint, and rent reasonableness prior to the individual or family signing a lease.

• Programs provide assistance to the participant in locating and procuring housing.

• For rental assistance or tenant-based rental assistance grants, program participants must sign a lease in their name for a one-year period. For leasing assistance grants, agencies must master lease a unit and then have a sub-lease with the program participant for a one-year period. All participant leases and subleases must be standard leases that would apply to any other person leasing said unit and automatically renewable upon expiration for a minimum term of one month. Participant sub-leases with grantees must confer all of the legal rights and protections of the lease between the agency and the landlord

• HUD CoC grantees will adhere to the responsibilities of grant management outlined by the Partnership
  ● For CoC-funded permanent supportive housing programs, HUD does not require programs to impose occupancy charges on participants as a condition of residing in the housing (CFR 578.77). However, if programs do require occupancy charges, they must impose them on all participants of the program and these charges cannot exceed the highest of:
    o   30% of the household's monthly adjusted gross income;
    o   10% of the household's monthly income; or
    o   If the household receives payments for welfare assistance from a public agency wherein part of the payment is for housing costs, the portion of the payment designated for housing costs.

• For CoC programs, PSH assistance must be provided without a designated length of stay.

• For HUD-VASH permanent supportive housing programs, participants must follow rent payment guidelines of the Housing Choice Voucher program.

CASEMANAGEMENTSERVICES
STANDARD:
Programs shall provide access to intensive case management services by trained staff to each individual and/or family in the program. Programs should note acceptance or refusal of all services offered in thorough case notes.

Benchmarks (Standard Available Services)
• Programs will meet the key elements of permanent supportive housing published by the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration.[7]

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[6] See SAMHSA's Key Elements of PSH: http://store.samhsa.gov/shin/content/SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf

[7] See SAMHSA's Key Elements of PSH: http://store.samhsa.gov/shin/content/SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf

• Program staff or other programs connected to the permanent housing program through formal relationship will provide regular and consistent case management to clients based on the individuals' or families' specific needs. This case management should optimally happen at the participants' home whenever possible, or at a minimum, in a convenient place for the participant. Case management includes:
  o Assessing, planning, coordinating, implementing, and evaluating the services delivered to participants.
  o Assisting participants to maintain their permanent housing placement in a safe manner and understand how to get along with fellow residents or neighbors.
  o Helping participants to create strong support networks and participate in the community, as they desire.
  o Using an agreed upon case management tool for ongoing case management and measurement of acuity over time, determining changes needed to better serve participants.
• Program staff or other programs connected to the permanent housing program through formal relationships will provide basic life skills, including housekeeping, grocery shopping, menu planning and food preparation, consumer education, transportation, and obtaining vital documents (social security cards, birth certificates, school records).
• Program staff or other programs connected to the permanent housing program through formal relationship will assist participants in accessing cash and non-cash income through employment, mainstream benefits, child care assistance, health insurance, and other sources.
• Program staff or other programs connected to the permanent housing program through formal relationship will provide individualized budgeting and money management services to clients as needed.
• Program staff or other programs connected to the permanent housing program through formal relationships will provide ongoing assistance with food, clothing, and transportation.
• Programs must assess service needs annually.

Benchmarks (Optional but recommended services, often from other providers)
• Representative payee services.
• Relationship-building and decision-making skills.
• Education services such as GED preparation, post-secondary training, and vocational education.
• Employment services, including career counseling, job preparation, resume-building, dress and maintenance.
• Behavioral health services such as relapse prevention, crisis intervention, medication monitoring and/or dispensing, outpatient therapy and treatment.
• Physical health services such as routine physicals, health assessments, and family planning.
• Legal services related to civil (rent arrears, family law, uncollected benefits) and criminal (warrants, minor infractions) matters.
• For CoC PSH, in addition to the services mentioned such as one-time moving costs and case management, other eligible supportive service costs include childcare, food, housing search and counseling, outreach services, transportation, and one-time utility deposit.

TERMINATION
STANDARDS:

Termination should be limited to only the most severe cases. Programs will exercise sound judgment and examine all extenuating circumstances when determining if violations warrant program termination. The Partnership recommends programs work with other community service providers to develop a board to hear client grievances.

Benchmarks
• Programs will meet the key elements of permanent supportive housing published by the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration.[8]
• While violation of a participant's lease or sublease may be cause for termination, programs should develop a termination of services policy giving participants multiple housing chances or work to move participants to a higher-level permanent supportive housing intervention, when possible (i.e. programs will move a participant two times before terminating him/her from services). Programs should only terminate services when clients pose a safety risk to staff or other residents of their community.
  o Programs' goal should be to avoid eviction by working with the landlord and participant to form an agreement allowing participants to move prior to a legal eviction, when possible.
• To terminate assistance to a program participant, the agency must follow the provisions described in 24 CFR 578.91 of the HEARTH Continuum of Care Interim Rule as follows:
  o The grantee may terminate assistance to program participants who violate program requirements or conditions of occupancy. Termination under this section does not preclude the program from providing further assistance at a later date to the same individual or family.
  o To terminate assistance to program participants, the grantee must provide a formal process, recognizing the rights of the individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:
    · Providing program participants with a written copy of program rules and the termination process before the participant begins to receive assistance with a copy signed by the participant in the file;
    · Written notice to program participants containing a clear statement of the reasons for termination.
    · A review of the decision, in which the program participant has the opportunity to present written or oral objections before a person other than the person who made or approved the termination decision; and
    · Prompt written notice of the final decision to the program participant.
• Programs should not immediately terminate participants who enter an institution (medical, mental health, or crisis). HUD CoC PSH grants allow grantees to maintain open units for institutionalized individuals and families for up to 90 days.

EXITINGANDFOLLOW-UPSERVICES
STANDARD:

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[8] See SAMHSA's Key Elements of PSH: http://store.samhsa.gov/shin/content/SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf

Programs must ensure a continuity of services to all clients exiting their programs, including those individuals and families terminated from the program. Agencies can provide these services directly or through referrals to other agencies.

Benchmarks
• Programs prioritize the development of exit plans for each participant to ensure continued permanent housing stability and connection to community resources, as desired.
• Programs routinely check in with PSH participants to identify those households whose acuity scores are low enough to maintain permanent housing stability in market rate or subsidized housing outside the permanent supportive housing program.
• Programs develop a plan, in conjunction with the participating household, for effective, timely exit of individuals and families whose acuity scores are low enough to maintain permanent housing stability in market rate or subsidized housing outside the permanent supportive housing program.
• Programs should attempt to follow up with participants through verbal or written contact at least once 6 months after the client exits the program. A program may provide follow-up services to include identification of additional needs and referral to other agency and community services in order to prevent future episodes of homelessness.
• For HUD CoC PSH grants, programs may provide services to formerly homeless individuals and families for up to six months after their exit from the program.

CLIENTANDPROGRAMFILES
STANDARD:
Programs will keep all program participant files up-to-date and confidential to ensure effective delivery and tracking of services.

Benchmarks
• Client and program files should, at a minimum, contain all the information and forms required by HUD (24 CFR 576.500), and the VA, service plans, case notes, referral lists, and service activity logs, including services provided directly by the permanent supportive housing program and indirectly by other community service providers. Programs should have:
    o   Documentation of homeless status, chronic homelessness status (where applicable), and disabling condition.
    o   Determination of ineligibility, if applicable, which shows the reason for this determination.
    o   Initial and annual income evaluation, per program rules.
    o   Program participant records.
    o   Documentation of using the community's coordinated entry system.
    o   Compliance with shelter and housing standards.
    o   Services and assistance provided.
    o   Expenditures and match.
    o   Conflict of interest/code of conduct policies.
    o   Homeless participation requirement.
    o   Faith-based activity requirement, if applicable.
    o   Other Federal requirements, if applicable.

       o   Confidentiality procedures.
- All client information should be entered in HMIS in accordance with data quality, timeliness, and additional requirements found in the agency and user participation agreements. At a minimum, programs must record the date the client enters and exits the program, HUD required data elements, and an update of client's information as changes occur.
- Programs must maintain a release of information form for clients to use to indicate consent in sharing information with other parties. This cannot be a general release but one that indicates sharing information with specific parties for specific reasons.
- Programs must maintain the security and privacy of written client files and shall not disclose any client-level information without written permission of the client as appropriate, except to program staff and other agencies as required by law. Clients must give informed consent to release any client identifying data to be utilized for research, teaching, and public interpretation.• All records pertaining to CoC funds must be retained for the greater of 5 years or the participant records must be retained for 5 years after the expenditure of all funds from the grant under which the program participant was served. Agencies may substitute original written files with microfilm, photocopies, or similar methods. Records pertaining to other funding sources must adhere to those record retention requirements.

EVALUATIONANDPLANNING
STANDARD:
Permanent supportive housing programs will work with the community to conduct ongoing planning and evaluation to ensure programs continue to meet community needs for individuals and families experiencing homelessness.

Benchmarks
- Agencies maintain written goals and objectives for their services to meet outcomes required by the HUD CoC and VA programs or other funding sources.
- Programs review case files of clients to determine if existing services meet their needs. As appropriate, programs revise goals, objectives, and activities based on their evaluation.
- Programs conduct, at a minimum, an annual evaluation of their goals, objectives, and activities, making adjustments to their program as needed to meet the needs of the community.
- Programs regularly review project performance data in HMIS to ensure reliability of data. Programs should review this information, at a minimum, quarterly.

Adopted on xx.xx.xx

NC507 Continuum of Care
Rapid Rehousing Written Standards

OVERVIEW

The Raleigh-Wake Partnership to End and Prevent Homelessness (The Partnership) serves as the NC-507 Wake County Continuum of Care lead agency for Raleigh and Wake County. The Partnership has developed these program standards to provide specific guidelines for how programs operate to have the best chance of ending homelessness. These guidelines create consistency across the community, protect our clients by putting their needs first, and provide a baseline for holding all CoC programs to a specific standard of care.

The Department of Housing and Urban Development (HUD) requires every Continuum of Care to evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program and report to HUD (24 CFR 578.7(a)7). In consultation with recipients of federal program funds within the geographic area, CoCs must establish and operate either a centralized or coordinated entry system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.

In consultation with recipients of ESG and CoC program funds within the geographic area, CoCs must establish and consistently follow written standards for providing CoC assistance. At a minimum, these standards must include:
- Policies and procedures for evaluating individuals' and families' eligibility and determining the process for prioritizing eligible households in emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing programs (24 CFR 578.7(a)(9)).
- For permanent supportive housing programs, program standards to define policies and procedures for prioritization of eligible households.
- Policies and procedures for coordination among emergency shelters, transitional housing programs, essential service providers, homelessness prevention programs, rapid rehousing programs, and permanent supportive housing programs.
- Definitions for participation in the CoC's Homeless Management Information System (or comparable database for domestic violence or victims' service programs).

The NC-507 Continuum of Care developed the following Permanent Supportive Housing program standards to ensure:

- Program accountability to individuals and families experiencing homelessness, specifically populations at greater risk or with the longest histories of homelessness
- Program compliance with the Department of Housing and Urban Development and the Department of Veteran Affairs
- Service consistency within programs
- Adequate program staff competence and training, specific to the target population served

EXPECTATIONS

All program grantees using Department of Housing and Urban Development Continuum of Care, Emergency Solutions Grant, VA SSVF, and HOME TBRA funding must adhere to these performance standards. Rapid Rehousing programs funded through the Continuum of Care and Emergency Solutions Grant will be monitored by the Partnership to ensure compliance. The NC-507 CoC recommends that rapid rehousing programs funded through other sources also follow these standards. These performance standards attempt to provide a high standard of care that places community and client needs first. Based on proven best practices, this high standard of care is necessary to achieve our goal of ending homelessness in Wake County.

Some requirements and parameters for rapid rehousing assistance vary from program to program. It will be necessary to refer to the regulations for each program along with these program standards (CoC: 24 CFR 587; ESG: 24 CFR 576; SSVF: 38 CFR 62; HOME: 24 CFR 570). The program standards note many of the differences below in each of the following sections. For other helpful documents to check for compliance with requirements, see the footnotes below.[1]

RAPIDREHOUSING

Rapid rehousing provides an immediate permanent housing solution for vulnerable homeless individuals and families by providing short-term rental assistance and services.[2] Common publicly-funded types of rapid rehousing programs include HUD CoC-funded rapid rehousing, Emergency Solutions Grant-funded rapid rehousing, Supportive Services for Veteran Families (SSVF) programs funded through the Department of Veteran Affairs, and Tenant-Based Rental Assistance programs funded through the HOME Investments Partnership (HOME) formula grant program. Research shows rapid rehousing to be one of the most effective types of contemporary homeless service programs to end homelessness from a financial and housing stability perspective.[3]

In general, rapid rehousing programs have latitude in determining the target population the program will serve and a great degree of flexibility in how programs apply subsidies, in duration and amount, to house and stabilize individuals and families experiencing homelessness. Many rapid rehousing programs focus on ending homelessness among youth and family populations. Other programs focus exclusively on veterans and veteran families. Still others design their programs to target the needs of survivors of domestic violence or persons experiencing chronic or episodic homelessness. Rapid rehousing is an intervention that can adapt to serve individuals, families and youth with a variety of housing barriers.

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[1] https://www.hudexchange.info/resources/documents/Rapid_Re-Housing_ESG_vs_CoC.pdf;
http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/cpd/6509.2
[2] https://www.gpo.gov/fdsys/granule/CFR-2012-title24-vol3/CFR-2012-title24-vol3-part576/content-detail.html
[3] http://www.urban.org/sites/default/files/alfresco/publication-pdfs/2000265-Rapid-Re-housing-What-theResearch-Says.pdf

No matter the focus population, all rapid rehousing programs should adopt a Housing First philosophy by reducing barriers to eligibility (i.e. no income, sobriety, and rental history) and housing people as quickly as possible. These programs should also participate in the coordinated entry process, including the local prioritization of individuals and families for permanent housing interventions. In Wake County, each Access Site and Emergency Shelter utilizes a community-approved prevention and diversion screening tool and the Individual and Family VI-SPDAT Prescreen Tools to assist in determining priorities and housing triage methods, while permanent housing programs use a case management tool for more developed housing placement purposes and for intensive case management over time. Communities use the VI-SPDAT to prioritize individuals and families experiencing literal homelessness based on chronicity, length of time homeless, and an acuity score that indicates the type of housing intervention best suited to their ongoing needs.

DEFINITIONS
Acuity: When using the VI-SPDAT prescreens, acuity means the presence of a presenting issue based on the prescreening score. Acuity on the prescreening tool is expressed as a number with the higher score representing more complex, co-occurring issues likely to impact overall stability in permanent housing. When using a case management tool acuity refers to the severity of the presenting issue and the ongoing goals in addressing these issues.

Chronically Homeless: (1) an individual with a disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) who: (i) lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) had been homeless and living as described in (i) continuously for at least 12 months or on at least 4 occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating occasions included at least 7 consecutive nights of not living as described in (i). Stays in institutional care facilities for fewer than 90 days will not constitute a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the care facility; (2) an individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) a family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in (1) or 2) of this definition, including a family whose composition had fluctuated while the head of household has been homeless. (24 CFR 578.3)

Comparable Database: HUD-funded providers of housing and services (recipients of ESG and /or CoC funding) who cannot enter information by law into HMIS (victim service providers as defined under the Violence Against Women and Department of Justice Reauthorization Act of 2005) must operate a database comparable to HMIS. According to HUD, "a comparable database . . . collects client-level data over time and generates unduplicated aggregate reports based on the data." The recipient or subrecipient of CoC and ESG funds may use a portion of those funds to establish and operate a comparable database that complies with HUD's HMIS requirements. (24 CFR 578.57)

Coordinated Entry: "A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals across a geographic area. The . . . system covers the geographic area (designated by the CoC), is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool" (24 CFR 578.3). CoCs have ultimate responsibility to implement coordinated entry and assessment in their geographic area.

Developmental Disability: As defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002): (1) A severe, chronic disability of an individual that (i) is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) is manifested before the individual attains age 22; (iii) is likely to continue indefinitely; (iv) results in substantial functional limitations in three or more of the following major life activities: (a) self-care; (b) receptive and expressive language; (c) learning; (d) mobility; (e) self-direction; (f) capacity for independent living; (g) economic self-sufficiency; (v) reflects the individual's 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. (2) an individual from birth to age 9, inclusive, who has a substantial developmental disability or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria in (1)(i) through (v) of the definition of "developmental disability" in this definition if the individual, without services or supports, has a high probability of meeting these criteria later in life. (24 CFR 578.3)

Disabling Condition: According to HUD: (1) a condition that: (i) is expected to be of indefinite duration; (ii) substantially impedes the individual's ability to live independently; (iii) could be improved by providing more suitable housing conditions; and (iv) is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, posttraumatic stress disorder, or brain injury; or a developmental disability, as defined above; or the disease of Acquired Immunodeficiency Syndrome (AIDS) or any conditions arising from AIDS, including infection with the Human Immunodeficiency Virus (HIV). (24 CFR 583.5)

Diversion: Diversion is a strategy to prevent homelessness for individuals seeking shelter or other homeless assistance by helping them identify immediate alternate housing arrangements, and if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion practices and programs help reduce the number of people becoming homeless and the demand for shelter beds.

Family: A family includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status: (1) a single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or (2) a group of persons residing together, and such group includes, but is not limited to: (i) a family with or without children (a child who is temporarily away from the home Page 5 of 16 because of placement in foster care is considered a member of the family); (ii) an elderly family; (iii) a near-elderly family; (iv) a disabled family; (v) a displaced family; and (vi) the remaining member of a tenant family. (24 CFR 5.403)

Homeless:

Category 1: an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) an individual or family living in a supervised 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, or local government programs for low-income individuals); or (iii) an individual who exits an institution where he/she 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;

Category 2: an individual or family who will immediately lose their primary nighttime residence, provided that: (i) the primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; (ii) no subsequent residence has been identified; and (iii) the individual or family lacks the resources or support networks (e.g. family, friends, faith-based or other social networks) needed to obtain other permanent housing;

Category 4: any individual or family who: (i) is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence; (ii) had no other residence; and (iii) lacks the resources or support networks (e.g. family, friends, and faith-based or other social networks) to obtain other permanent housing. (24 CFR 578.3)

Housing First: A national best practice model that quickly and successfully connects individuals and families experiencing homelessness to permanent housing without preconditions such as sobriety, treatment compliance, and service and/or income requirements. Programs offer supportive services to maximize housing stability to prevent returns to homelessness rather than meeting arbitrary benchmarks prior to permanent housing entry.[4]

Prevention and Diversion Screening Tool: A tool used to reduce entries into the homeless service system by determining a household's needs upon initial presentation to shelter or other emergency response organization. This screening tool gives programs a chance to divert households by assisting them to identify other permanent housing options and, if needed, providing access to mediation and financial assistance to remain in housing.

Rapid Rehousing: A national best practice model designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve long-term stability. Like Housing First, rapid rehousing assistance does not require adherence to preconditions such as employment, income, absence of criminal record, or sobriety. Financial assistance and housing stabilization services match the specific needs of the household. The core components of rapid rehousing are housing identification/relocation, short- and/or medium-term rental and other financial assistance, and case management and housing stabilization services. (24 CFR 576.2)

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[4] http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1448313/pdf/0940651.pdf

Transitional Housing: Temporary housing for participants who have signed a lease or occupancy agreement with the purpose of transitioning participants into permanent housing within 24 months.

VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool): An evidence-based tool used throughout NC-507 to determine initial acuity and set prioritization and intervention for permanent housing placement.

PERFORMANCESTANDARDS
PERSONNEL
STANDARD:
Programs shall adequately staff services with qualified personnel to ensure quality of service delivery, effective program administration, and the safety of program participants.

Benchmarks
- The organization selects employees and/or volunteers with adequate and appropriate knowledge, experience, and stability for working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.
- The organization provides time for all employees and/or volunteers to attend webinars and/or trainings on program requirements, compliance, and best practices.
- The organization trains all employees and/or volunteers on program policies and procedures, available local resources, and specific skill areas relevant to assisting clients in the program.
- Program designates staff whose responsibilities include identification and recruitment of landlords, encouraging them to rent to homeless households served by the program. Staff have the knowledge, skills, and agency resources to: understand landlords' perspectives, understand landlord and tenant rights and responsibilities, and negotiate landlord supports. Grantees should train their case management staff who have housing identification responsibilities on this specialized skill set to perform the landlord recruitment function effectively.
- For programs using the Homeless Management Information System (HMIS), all end users must abide by the NC HMIS End User and Participation Agreements, including adherence to the strict privacy and confidentiality policies.
- Staff supervisors of casework, counseling, and/or case management services have, at a minimum, a bachelor's degree in a human service-related field and/or experience working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.
- Staff supervising overall program operations have, at a minimum, a bachelor's degree in a human service-related field and/or demonstrated ability and experience that qualifies them to assume such responsibility.
- All program staff have written job descriptions that address tasks staff must perform and the minimum qualifications for the position. Ideally, rapid rehousing programs would have dedicated staff for housing identification and landlord recruitment. However, if programs do not have the capacity to have dedicated staff, case manager job descriptions must include responsibilities for landlord recruitment and negotiation.
- Case managers provide case management with an approved case management tool on a frequent basis (minimum of bi-monthly) for all clients.

- Organizations should share and train all program staff on the NC-507 Rapid Rehousing Written Standards.

PRIORITY FOR TENANTS WHO NEED EMERGENCY TRANSFERS UNDER VAWA 2013 STANDARD:
Tenants eligible for emergency transfers under the NC-507 emergency transfer policy and VAWA statute and regulations have first priority for open rapid rehousing units, if they also meet all eligibility requirements and relevant prioritization requirements for the project.

<u>**CLIENTINTAKEPROCESS**</u>
STANDARD:
Programs will actively participate in their community's coordinated entry system by only taking referrals from the coordinated entry system for their program. At a minimum, programs will perform the Prevention and Diversion screening tool to determine the ability of the program to divert the presenting household from the homeless service system and/or the VI-SPDAT Prescreen on all program applicants to determine their acuity score. The program will limit entry requirements to ensure that the program serves the most vulnerable individuals and families needing assistance.

Benchmarks
- All adult program participants must meet the following program eligibility requirements:
  - o Rapid rehousing programs work with households who meet the definition of homelessness in the definitions section of the performance standards (CoC RRH programs may work with participants in Categories 1 and 4. ESG RRH programs may work with participants in Category 1 and literally homeless participants in Category 4). SSVF programs should follow specific guidelines for eligible participants.
  - o Adult household members have the ability to participate in developing and carrying out an appropriate housing stability plan and maintain accountability of said plan.
  - o CoC programs should also assess participant eligibility based on eligibility criteria established by the NOFA for the year of the award.
- Programs cannot disqualify an individual or family because of prior evictions, poor rental history, criminal history, or credit history.
- Programs focus on engaging participants by explaining available services and encouraging each adult household member to participate in said services, but programs do not make service usage a requirement or the denial of services a reason for disqualification or eviction.
- Programs must use the standard order of priority of documenting evidence to determine homeless status and chronically homeless status per the program's eligibility requirements. Grantees must document in the client file that the agency attempted to obtain the documentation in the preferred order. The order should be as follows:
  - o Third-party documentation (including HMIS)
  - o Intake worker observations through outreach and visual assessment.
  - o Self-certification of the person receiving assistance
- Programs will maintain release of information, case notes, and all pertinent demographic and identifying data in HMIS as allowable by program type. Paper files should be maintained in a locked cabinet behind a locked door with access reserved for case workers and administrators who need said information.

- Programs can turn away individuals and families experiencing homelessness from program entry for only the following reasons:
  - o Household makeup (provided it does not violate HUD's Fair Housing and Equal Opportunity requirements): singles-only programs can disqualify households with children; families-only programs can disqualify single individuals
  - o Rapid rehousing subsidy money has been exhausted
  - o If the housing has in residence at least one family member with a child under the age of 18, the program may exclude registered sex offenders and persons with a criminal record that includes a violent crime from the program so long as the child resides in the same housing facility (24 CFR 578.93)
  - o For SSVF and HOME programs only, the family or individual has household income over 50% of area median income

RAPIDREHOUSING
STANDARD:
Programs will assist participants in locating and moving into safe, affordable housing, providing housing stabilization and case management services meant to provide long-term sustainability as defined under the specific program type.

Benchmarks
- Programs explain program rules and expectations prior to admitting the individual or family into the program. Programs have rules and expectations that ensure fairness and avoid arbitrary decisions that vary from client to client or staff to staff.
- Programs consider the needs of the household in terms of location, cost, number of bedrooms, handicap access, and other pertinent information when moving a household into housing. Programs will assess potential housing for compliance with program standards for habitability, lead-based paint, and rent reasonableness prior to the individual or family signing a lease and the program signing a rental assistance agreement with the landlord.
- Programs may provide assistance with rental application fees (ESG, CoC and SSVF only), moving costs (ESG, SSVF, and CoC only), temporary storage fees (ESG and SSVF programs only), security deposits (up to 2 months for ESG, CoC and HOME), last month's rent (ESG, CoC and SSVF only), utility deposits, utility payments, rental arrears (up to 6 months for ESG), utility arrears (up to 6 months for ESG), credit repair (ESG and CoC only), and legal services (ESG and CoC only) related to obtaining permanent housing. Grantees should follow the specifics of the grant program under which their program is funded to understand specific restrictions for each program and the maximum number of months allowed for rental and utility assistance.
- Lease: The program participant will sign a lease directly with a landlord or property owner. Grantees may only make payments directly to the landlord or property owner. Initial lease agreements should be for one year, renewable for a minimum term of one month and terminable only for cause. HOME TBRA leases should not have prohibited lease provisions (24 CFR 92.253).
- Rental Assistance Agreement: Grantees may make rental and utility assistance payments only to an owner with whom the household has entered into a rental assistance agreement. The rental assistance agreement must set forth the terms under which rental assistance will be provided. The rental assistance agreement must provide that, during the term of the agreement, the landlord must give the grantee a copy of any notice to the program participant to vacate the housing unit

or any complaint used under state or local law to commence a legal eviction against a program participant.

- Programs should take a progressive approach when determining the amount that households will contribute toward their monthly rent payment. Programs should remain flexible, taking into account the unique and changing needs of the household. The household's payment cannot exceed ESG, CoC, SSVF, or HOME regulations. Except for the HOME TBRA program, programs can choose not to charge households rent during their participation in the program. All rent payments made by program participants must be paid directly to the landlord or property owner. Programs will review the amount of rental assistance paid for the participating household every 3 months and changes made to the agreement will be determined by continued need and ability of the household to sustain housing long-term. Programs should have written policies and procedures for determining the amount of rent participants pay towards housing costs. This amount must be reasonable based on household income (this could potentially be 50-60% of their monthly income), including $0 for households with no income. These policies should also address when and how programs use financial assistance as a bridge to housing subsidy or a permanent supportive housing program.
- When determining the amount and length of financial assistance, programs should base their decision on the needs of the household and its long-term housing stability plan. Programs should have well-defined policies and procedures for determining the amount and length of time for financial assistance to program participants as well as defined and objective standards for when case management and/or financial assistance should continue or end. Programs must review the amount of rental assistance provided every 3 months and continued need determined through consultation between the participant and the case manager. Programs should review regulations for the funding source to determine maximum months they can pay for rental assistance.
- Use with other subsidies: Except for one-time payment of rental arrears on the program participant's portion of the rental payment, rental assistance cannot be provided to a program participant who receives other tenant-based rental assistance or who is living in a housing unit receiving project-based rental or operating assistance through public sources. Programs can pay for security and utility payments for program participants to move into these units when other funding sources cannot be identified.
- HUD CoC grantees will adhere to the responsibilities of grant management outlined by the CoC Written Standards.

HOUSINGSTABILIZATION/CASEMANAGEMENTSERVICES
STANDARD:
Programs shall provide access to housing stabilization and/or case management services by trained staff to each individual and/or family in the program.

Benchmarks (Standard Available Services)
- Programs provide individual housing stabilization and/or case management services to program participants at least monthly. These services include:
  - o Housing stability services to assist participants in locating and obtaining suitable, affordable permanent housing, including:
    - · Assessment of housing barriers, needs, and preferences.
    - · Development of an action plan for locating housing.

- Housing search.
- Outreach to and negotiation with landlords or property owners.
- Tenant counseling.
- Assessment of housing for compliance with program type requirements for habitability, lead-based paint and rent reasonableness.
- Assistance with submitting rental applications.
- Understanding lease agreements.
- Arranging for utilities.
- Making moving arrangements.
- Assuring participants have the basics at move-in, including simple furnishings, mattresses, and cooking utensils like pots and pans.

o Case management services, including assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for participants who have obtained and maintained permanent housing through the homelessness prevention or rapid rehousing program by:

- Developing, in conjunction with the participant, an individualized housing and service plan with a path to permanent housing stability.
- Developing, securing, and coordinating services.
- Obtaining federal, state, and local benefits.
- Monitoring and evaluating program participants' progress towards goals.
- Providing information about and referrals to other providers.
- Conducting 3-month evaluations to determine ongoing program eligibility.

o Programs may offer other services, including:

- Legal services to resolve a legal problem prohibiting a program participant from obtaining or retaining permanent housing (only ESG and CoC), including:
  - Client intake.
  - Preparation of cases for trial.
  - Provision of legal advice.
  - Representation of legal advice.
  - Counseling.
  - Filing fees and other necessary court costs.
- Mediation between the program participant and the owner or person(s)with whom the participant is living (only ESG and CoC).
- Credit repair (only ESG and CoC), including:
  - Credit counseling.
  - Accessing a free personal credit report.
  - Resolving personal credit problems.
  - Other services needed to assist with critical skills related to household budgeting and money management.

- Case management includes the following types of contact: home visits, office visits, meeting in a location in the community, or phone calls (at least one visit per month must be in person). Programs should use an approved case management tool as a guide for their case management services to program participants. Meeting times, place and frequency should be mutually agreed upon by both the participant and case manager.

- CoC and ESG RRH programs must meet with participants at least once per month to assist the participant in long-term housing stability. Program staff must conduct an annual assessment of service needs.
- The program will evaluate the household for continued eligibility every three months or as changes are reported in household income and housing stability. To continue receiving rapid rehousing assistance, the household must demonstrate:
  - o Lack of resources and support networks. The household must continue to lack sufficient resources and support networks to retain housing without program assistance.
  - o Need. The program must determine the amount and type of assistance that the household needs to (re)gain stability in permanent housing.
  - o For ESG, at the 12-month annual recertification, the client's income must be at or below 30% Area Median Income.

Benchmarks (Optional but recommended services, often from other providers)
- Representative payee services.
- Relationship-building and decision-making skills.
- Education services such as GED preparation, post-secondary training, and vocational education.
- Employment services, including career counseling, job preparation, resume-building, dress and maintenance.
- Behavioral health services such as relapse prevention, crisis intervention, medication monitoring and/or dispensing, outpatient therapy and treatment.
- Physical health services such as routine physicals, health assessments, and family planning.
- Legal services related to civil (rent arrears, family law, uncollected benefits) and criminal (warrants, minor infractions) matters.
- For CoC PSH, in addition to the services mentioned such as one-time moving costs and case management, other eligible supportive service costs include childcare, food, housing search and counseling, outreach services, transportation, and one-time utility deposit.

SERVICE COORDINATION
STANDARDS:
Programs will assist program participants in obtaining appropriate supportive services and other federal, state, local, and private assistance as needed and/or requested by the household. Program staff will be knowledgeable about mainstream resources and services in the community.

Benchmarks:
- Programs should arrange with appropriate community agencies and individuals the provision of education, employment, and training; schools and enrichment programs; healthcare and dental clinics; mental health resources; substance abuse assessments and treatment; legal services, credit counseling services; and other assistance requested by the participant, which programs do not provide directly to clients.
- Programs coordinate with other mainstream resources for which participants may need assistance: emergency financial assistance; domestic violence shelters; local housing authorities, public housing, and Housing Choice Voucher programs; temporary labor organizations; childcare resources and other public programs that subsidize childcare; youth development and child

welfare; WIC; Supplemental Nutritional Assistance Program (SNAP); Unemployment Insurance; Social Security benefits; Medicaid/Medicare or other comparable services if available.
- For CoC RRH, in addition to one-time moving costs and case management, other eligible supportive service costs include: child care, education and employment services, food, housing search and counseling, legal services, life skills training, mental health and outpatient health services, outreach services, substance abuse treatment, transportation, and a one-time utility deposit.

TERMINATION
STANDARDS:

Termination should be limited to only the most severe cases. Programs will exercise sound judgment and examine all extenuating circumstances when determining if violations warrant program termination. The Partnership recommends programs work with other community service providers to develop a board to hear client grievances.

Benchmarks
Emergency Solutions Grant Rapid Rehousing
- To terminate assistance to a program participant, the agency must follow the due-process provisions set forth in 24 CFR 576.402 as follows:
  - o If a program participant violates program requirements, the grantee may terminate the assistance in accordance with a formal process established by the grantee, recognizing the rights of the individuals affected. The grantee must exercise sound judgment and examine all extenuating circumstances in determining when violations warrant termination so that programs terminate assistance to program participants in only the most severe cases.
  - o To terminate rental assistance and/or housing relocation and stabilization services to program participants, the required formal process, at a minimum, must consist of:
    - ▪ Written notice to the program participant containing a clear statement of the reasons for termination;
    - ▪ A review of the decision, in which the program participant has the opportunity to present written or oral objections before a person other than the person who made or approved the termination decision;
    - ▪ Prompt written notice of the final decision to the program participant.
  - o Termination under this section does not preclude the program from providing further assistance at a later date to the same individual or family.

Continuum of Care Rapid Rehousing, HOME Tenant-Based Rental Assistance
- To terminate assistance to a program participant, the agency must follow the provisions described in 24 CFR 578.91 of the HEARTH Continuum of Care Interim Rule as follows:
  - o The grantee may terminate assistance to program participants who violate program requirements or conditions of occupancy. Termination under this section does not preclude the program from providing further assistance at a later date to the same individual or family.
  - o To terminate assistance to program participants, the grantee must provide a formal process, recognizing the rights of the individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:

- Providing program participants with a written copy of program rules and the termination process before the participant begins to receive assistance with copy signed by the client;
- Written notice to program participants containing a clear statement of the reasons for termination;
- A review of the decision, in which the program participant has the opportunity to present written or oral objections before a person other than the person who made or approved the termination decision;
- Prompt written notice of the final decision to the program participant.

Supportive Services for Veteran Families –Rapid Rehousing

- Limitations on and continuations of the provision of supportive services can be found under 38 CFR 62.35 as follows:
  o Extremely low-income veteran families: a participant classified as an extremely low income veteran family will retain that designation as long as the participant continues to meet all other eligibility requirements.
  o Limitations on the provisions of supportive services to participants classified under 62.11(c): a grantee may provide supportive services to a participant until the earlier of two dates:
    - The participant commences receipt of other housing services adequate to meet the participant's needs;
    - Ninety days from the date the participant exits permanent housing.
  o Supportive services provided to participants classified under 62.11(c) must be designed to support the participants in their choice to transition into housing that is responsive to their individual needs and preferences.
  o Continuation of supportive services to veteran family member(s): if a veteran becomes absent from a household or dies while other members of the veteran family are receiving supportive services, then such supportive services must continue for a grace period following the absence or death of the veteran. The grantee must establish a reasonable grace period for continued participation by the veteran's family member(s), but that period may not exceed 1 year from the date of absence or death of the veteran, subject to the requirements of bullets (1) and (2) of this section. The grantee must notify the veteran's family member(s) of the duration of the grace period.
  o Referral for other assistance: if a participant becomes ineligible to receive supportive services under this section, the grantee must provide the participant with information on other available programs and resources.
  o *Families fleeing domestic violence*: Notwithstanding the limitations in 62.34 concerning the maximum amount of assistance a family can receive during a defined period of time, a household may receive additional assistance if it otherwise qualifies for assistance under this part and is fleeing from a domestic violence situation. A family may qualify for assistance even if the veteran is the aggressor or perpetrator of the domestic violence. Receipt of assistance under this provision resets the maximum limitation for assistance under the regulations for the amount of support that can be provided in a given amount of time under 62.34

FOLLOW-UPSERVICES

STANDARD:

Programs must ensure a continuity of services to all clients exiting their programs. Agencies can provide these services directly or through referrals to other agencies.

Benchmarks
- Programs prioritize the development of exit plans for each participant to ensure continued permanent housing stability and connection to community resources as well as a list of prevention and diversion services available if another housing crisis occurs, as desired.
- Programs should attempt to follow up with participants through verbal or written contact at least once 6 months after the client exits the program. A program may provide follow-up services to include identification of additional needs and referral to other agency and community services in order to prevent future episodes of homelessness.

CLIENTANDPROGRAMFILES

STANDARD:

Programs will keep all program participant files up-to-date and confidential to ensure effective delivery and tracking of services.

Benchmarks
- Client and program files should, at a minimum, contain all the information and forms required by HUD (24 CFR 576.500), and the VA, service plans, case notes, referral lists, and service activity logs, including services provided directly by the permanent supportive housing program and indirectly by other community service providers. Programs should have:
  - o Documentation of homeless status, chronic homelessness status (where applicable), and disabling condition.
  - o Determination of ineligibility, if applicable, which shows the reason for this determination.
  - o Initial and annual income evaluation, per program rules.
  - o Program participant records.
  - o Documentation of using the community's coordinated entry system.
  - o Compliance with shelter and housing standards.
  - o Services and assistance provided.
  - o Expenditures and match.
  - o Conflict of interest/code of conduct policies.
  - o Homeless participation requirement.
  - o Faith-based activity requirement, if applicable.
  - o Other Federal requirements, if applicable.
  - o Confidentiality procedures.
- All client information should be entered in HMIS in accordance with data quality, timeliness, and additional requirements found in the agency and user participation agreements. At a minimum, programs must record the date the client enters and exits the program, HUD required data elements, and an update of client's information as changes occur.
- Programs must maintain a release of information form for clients to use to indicate consent in sharing information with other parties. This cannot be a general release but one that indicates sharing information with specific parties for specific reasons.

- Programs must maintain the security and privacy of written client files and shall not disclose any client-level information without written permission of the client as appropriate, except to program staff and other agencies as required by law. Clients must give informed consent to release any client identifying data to be utilized for research, teaching, and public interpretation.
- All records pertaining to CoC and ESG funds must be retained for the greater of 5 years or the participant records must be retained for 5 years after the expenditure of all funds from the grant under which the program participant was served. Agencies may substitute original written files with microfilm, photocopies, or similar methods. Records pertaining to other funding sources must adhere to those record retention requirements.

EVALUATIONANDPLANNING

STANDARD:

Homelessness prevention and rapid rehousing programs will work with the community to conduct ongoing planning and evaluation to ensure programs continue to meet community needs for individuals and families experiencing homelessness or at-risk of homelessness.

Benchmarks
- Agencies maintain written goals and objectives for their services to meet outcomes required by the HUD CoC and ESG programs or other funding sources. These written goals and objectives should strive to meet these performance benchmarks (for programs serving a high need population such as chronically homeless or no income, the CoC will take targeting efforts into account):
  - o Reduce the length of time program participants spend homeless. Households served by the program should move into permanent housing in an average of 30 days or less.
  - o Maximize permanent housing success rates. Programs should ensure that at least 80% of households exit to a permanent housing setting.
  - o Decrease the number of households returning to homelessness. Programs should ensure that at least 85% of households exiting the program do not become homeless again within one year of exit.
- Programs review case files of clients to determine if existing services meet their needs. As appropriate, programs revise goals, objectives, and activities based on their evaluation.
- Programs conduct, at a minimum, an annual evaluation of their goals, objectives, and activities, making adjustments to the program as needed to meet the needs of the community.

Adopted on xx.xx.xx

Street Outreach
NC507 Continuum of Care
Street Outreach Written Standards

OVERVIEW

The Raleigh-Wake Partnership to End and Prevent Homelessness (The Partnership) serves as the NC-507 Wake County Continuum of Care lead agency for Raleigh and Wake County. The Partnership has developed these program standards to provide specific guidelines for how programs operate to have the best chance of ending homelessness. These guidelines create consistency across the community, protect our clients by putting their needs first, and provide a baseline for holding all CoC programs to a specific standard of care.

The Department of Housing and Urban Development (HUD) requires every Continuum of Care to evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program and report to HUD (24 CFR 578.7(a)7). In consultation with recipients of federal program funds within the geographic area, CoCs must establish and operate either a centralized or coordinated entry system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.

In consultation with recipients of ESG program funds within the geographic area, CoCs must establish and consistently follow written standards for providing CoC assistance. At a minimum, these standards must include:

> • Policies and procedures for evaluating individuals' and families' eligibility and determining the process for prioritizing eligible households in street outreach, emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing programs (24 CFR 578.7(a)(9).
> • Program standards that meet HUD's requirements for street outreach to define policies and procedures for engagement, program enrollment, referral, and discharge standards as well as safeguards to meet needs for special populations such as victims of domestic violence, dating violence, sexual assault, and stalking.
> • Policies and procedures for coordination among street outreach programs, emergency shelters, transitional housing programs, essential service providers, homelessness prevention programs, rapid re-housing programs, and permanent supportive housing programs.
> • Definitions for participation in the CoC's Homeless Management Information System (or comparable database for domestic violence or victims' service programs).

The Partnership developed the following street outreach program standards to ensure:

- Program accountability to individuals and families experiencing unsheltered homelessness, specifically populations at greater risk or with the longest histories of homelessness
- Program compliance with the Department of Housing and Urban Development
- Service consistency within programs
- Adequate program staff competence and training, specific to the target population served

EXPECTATIONS

These performance standards attempt to provide a high standard of care that places community and client needs first. Based on best practices, this high standard of care is necessary to achieve our goal of ending homelessness in Raleigh/Wake County. The Partnership recommends that street outreach programs funded through other funding sources also follow these standards.

Unless otherwise outlined by the programs funding source, providers of Street Outreach must target unsheltered homeless individuals and families who lack a fixed, regular, and adequate nighttime residence, such as an individual or family with a primary nighttime residence that is in a public or private place not meant for human habitation including but not limited to a car, park, abandoned building, bus or train station, airport, or camping ground.

Outreach programs must meet people where they are, both geographically and emotionally. This means meeting people in locations that are most convenient for them as well as developing trusting relationships with unsheltered people through active listening, persistence, consistency, and without judgement. Because outreach happens in non-traditional settings with people who often have complex needs, outreach workers face challenges that require special skills to do their job well. Engaging unsheltered people on their turf means workers must be able to maintain their and their client's safety, have strong ethics and boundaries, and good coping skills after working under very difficult and stressful circumstances. Outreach workers must make frequent judgement calls about balancing safety and ethics with clients' needs.

Since street outreach programs work with a vulnerable population that often has little or no access to services, a main component of street outreach work is to ensure the survival of people living on the streets. Street outreach programs provide necessary supplies for living unsheltered and assist people to access emergency shelters, especially during very cold or hot times of the year.

Regularly engaging community providers, including law enforcement and other city and county departments coming into contact with unsheltered people, and creatively including homeless and formerly homeless individuals to assist in the engagement of this population are necessary to provide effective street outreach.

Street outreach programs must operate with a Housing First approach. Housing First programs believe that anyone can and should be housed and the barriers to permanent housing should be minimized. Housing First allows street outreach programs to move unsheltered individuals more quickly from places not meant for human habitation into permanent housing.

DEFINITIONS

Acuity: When using the VI-SPDAT prescreens, acuity means the presence of a presenting issue based on the prescreening score. Acuity on the prescreening tool is expressed as a number with the higher score representing more complex, co-occurring issues likely to impact overall stability in permanent housing. When using a case management tool, acuity refers to the severity of the presenting issue and the ongoing goals in addressing these issues.

Case Management Tool: A standardized or community-approved tool for case management to track outcomes in the coordinated entry process. Housing programs administer this tool at program entry, housing entry, and every six months thereafter until program discharge. Upon discharge from the program, housing case managers administer the tool one final time 12 months later, when possible, to ensure the household continues to make progress.

Chronically Homeless: (1) an individual with a disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) who: (i) lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) has Page 4 of 11 been homeless and living as described in (i) continuously for at least 12 months or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating occasions included at least 7 consecutive nights of not living as described in (i). Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12- month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the institutional care facility; (2) an individual who has been residing in an institutional care facility, including jail, substance abuse, or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) a family with an adult head of household (or if there is not an adult in the family, a minor head of household) who meets all of the criteria in (1) or (2) of this definition, including a family whose composition had fluctuated while the head of homelessness has been homeless. (24 CFR 578.3)

Comparable Database: HUD-funded providers of housing and services (recipients of ESG and/or CoC funding) who cannot enter information by law into HMIS (victim service providers as defined under the Violence Against Women and Department of Justice Reauthorization Act of 2005) must operate a database comparable to HMIS. According to HUD, "a comparable database . . . collects client-level data over time and generates unduplicated aggregate reports based on the data." The recipient or subrecipient of CoC and ESG funds may use a portion of those funds to establish and operate a comparable database that complies with HUD's HMIS requirements. (24 CFR 578.57)

Coordinated Entry: "A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals across a geographic area. The . . . system covers the geographic area (designated by the CoC), is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool" (24 CFR 578.3). CoC's have ultimate responsibility to implement coordinated entry in their geographic area.

Developmental Disability: As defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002): (1) A severe, chronic disability of an individual that (i) is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) is manifested before the individual attains age 22; (iii) is likely to continue indefinitely; (iv) results in substantial functional limitations in three or more of the following major life activities: (a) self-care; (b) receptive and expressive language; (c) learning; (d) mobility; (e) self-direction; (f) capacity for independent living; (g) economic self-sufficiency; (v) reflects the individual's 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. (2) an individual from birth to age 9, inclusive, who has a substantial developmental disability or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria in (1)(i) through (v) of the definition of "developmental

disability" in this definition if the individual, without services or supports, has a high probability of meeting these criteria later in life. (24 CFR 578.3)

Disabling Condition: According to HUD: (1) a condition that: (i) is expected to be of indefinite duration; (ii) substantially impedes the individual's ability to live independently; (iii) could be improved by providing more suitable housing conditions; and (iv) is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, posttraumatic stress disorder, or brain injury; or a developmental disability, as defined above; or the disease of Acquired Immunodeficiency Syndrome (AIDS) or any conditions arising from AIDS, including infection with the Human Immunodeficiency Virus (HIV). (24 CFR 583.5)

Diversion: Diversion is a strategy to prevent homelessness for individuals seeking shelter or other homeless assistance by helping them identify immediate alternate housing arrangements, and if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion practices and programs help reduce the number of people becoming homeless and the demand for shelter beds.

Family: A family includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status: (1) a single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or (2) a group of persons residing together, and such group includes, but is not limited to: (i) a family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family); (ii) an elderly family; (iii) a nearelderly family; (iv) a disabled family; (v) a displaced family; and (vi) the remaining member of a tenant family. (24 CFR 5.403)

Homeless: Category 1: an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) an individual or family living in a supervised 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, or local government programs for low-income individuals); or (iii) an individual who exits an institution where he/she 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; Category 2: an individual or family who will immediately lose their primary nighttime residence, provided that: (i) the primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; (ii) no subsequent residence has been identified; and (iii) the individual or family lacks the resources or support networks (e.g. family, friends, faith-based or other social networks) needed to obtain other permanent housing; or Category 4: any individual or family who: (i) is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence; (ii) had no other residence; and (iii) lacks the resources or support networks (e.g. family, friends, and faith-based or other social networks) to obtain other permanent housing. (24 CFR 578.3)

Housing First: A national best practice model that quickly and successfully connects individuals and families experiencing homelessness to permanent housing without preconditions such as sobriety, treatment compliance, and service and/or income requirements. Programs offer supportive services to maximize housing stability to prevent returns to homelessness rather than meeting arbitrary

benchmarks prior to permanent housing entry.[1]

Prevention and Diversion Screening Tool: A tool used to reduce entries into the homeless service system by determining a household's needs upon initial presentation to shelter or other emergency response organization. This screening tool gives programs a chance to divert households by assisting them to identify other permanent housing options and, if needed, providing access to mediation and financial assistance to remain in housing.

Rapid Re-housing: A national best practice model designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve long-term stability. Like Housing First, rapid rehousing assistance does not require adherence to preconditions such as employment, income, absence of criminal record, or sobriety. Financial assistance and housing stabilization services match the specific needs of the household. The core components of rapid rehousing are housing identification/relocation, short- and/or medium-term rental and other financial assistance, and case management and housing stabilization services. (24 CFR 576.2)

Transitional Housing: Temporary housing for participants who have signed a lease or occupancy agreement with the purpose to transition households experiencing homelessness into permanent housing within 24 months.

VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool): An evidence-based tool used throughout NC-507 to determine initial acuity and set prioritization and intervention for permanent housing placement.

PERFORMANCESTANDARDS
PERSONNEL
STANDARD:
The program shall adequately staff services with qualified personnel to ensure quality of service delivery, effective program administration, and the safety of staff and program participants.

Benchmarks
- The organization selects employees and/or volunteers with adequate and appropriate knowledge, experience, and stability for working with unsheltered individuals and families.
- The organization provides time for all employees and/or volunteers to attend webinars and/or trainings on program requirements, compliance, and best practices.
- The organization trains all employees and/or volunteers on program policies and procedures, available local resources, and specific skill areas relevant to assisting clients in the program.
- All programs should use the Homeless Management Information System (HMIS) wherein all end users must abide by the NC HMIS User and Participation Agreements, including adherence to the strict privacy and confidentiality policies.
- Staff supervisors of casework, counseling and/or case management services have, at a minimum, a bachelor's degree in a human service-related field and/or experience working with unsheltered individuals and families.
- All program staff have written job descriptions that address tasks staff must perform and the minimum qualifications for the position.
- The organization will train program staff on general topics such as self-care, teamwork, boundaries and ethics, and personal safety. It will also train staff on specific skills necessary to

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[1] http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1448313/pdf/0940651.pdf

effectively connect with unsheltered individuals, including, but not limited to, relationship-building, motivational interviewing, cultural competence, effective referrals and linkages, basic medical and mental health care, and conflict de-escalation.

STREETOUTREACH
Standard: Street outreach programs will provide assertive outreach and engagement to unsheltered individuals living in places not meant for human habitation, and assist them in accessing emergency shelter, physical and behavioral health services, income supports, and permanent housing.

Benchmarks:
- Street outreach programs will assertively outreach and engage unsheltered individuals where they are, seeking them in campsites, under bridges, near the entrance and exit ramps to roads and highways, in abandoned buildings, living in bus or train stations, or other places not meant for human habitation.
- Street outreach programs will collaborate with local service or basic needs providers and organizations where unsheltered individuals seek basic services such as food pantries, crisis centers, community centers, day shelters, and others, setting up regularly scheduled times to outreach and engage unsheltered individuals in these locations.
- Street outreach programs should provide outreach and engagement, crisis intervention counseling, case management, emergency and permanent housing planning, employment and other income assistance, and life skills training. Program staff will help unsheltered individuals connect to physical and mental health services, substance abuse treatment, transportation, services for special populations (i.e. developmental disabilities, HIV/AIDS), and other mainstream services, including public benefits such as Social Security Disability, Medicaid/Medicare, Food Stamps, TANF.
- Street outreach programs may not deny or terminate services to individuals unwilling or unable to obtain higher level services or follow a basic case management plan.
- Street outreach programs must actively participate in the NC-507 Coordinated Entry System. Program staff will assess unsheltered individuals with the VI-SPDAT as soon as possible and participate in community bi-weekly case conferencing meetings.
- Street outreach programs shall not charge money for any housing or supportive service provided.
- Street outreach programs must work to connect their clients to permanent housing programs, such as rapid re-housing and permanent supportive housing, in the community. When appropriate based on the individual's needs and wishes, the provision of or referral to rapid rehousing services that can quickly assist individuals to obtain safe, permanent housing shall be prioritized over the provision of or referral to emergency shelter or transitional housing services. In the event that a permanent housing program does not have availability or the client is not currently matched to a program, Street Outreach programs must continue to engage clients and discuss alternative housing options.
- Communities will share information across outreach teams and sites and engage with other systems, including law enforcement, hospitals and emergency departments, corrections, libraries, and job centers to proactively seek all unsheltered people within CoC, including people living in encampments or tent cities, and not be limited to serving only persons seeking assistance. This *must* be conducted by prioritizing the client's privacy, health and safety above all else.
- All outreach should be person-centered and emphasize building rapport and trust as a means of helping people obtain housing with appropriate services.

OUTREACHANDENGAGEMENT
Standard: Programs will locate, identify, and build relationships with unsheltered people experiencing homelessness and engage them for the purpose of providing immediate support, intervention, and

connections with homeless assistance programs, mainstream social services, and permanent housing programs.

Benchmarks:
- All participants must meet the following program eligibility requirements for street outreach programs, unless otherwise specified by a program funder:
  - Unsheltered homeless, living in places not meant for human habitation such as campsites, abandoned buildings, bus or train stations, in cars, or under bridges
  - All Street Outreach providers must use the standard order of priority for documenting evidence to determine unsheltered homeless status. Street Outreach must document in the client file that the agency attempted to obtain the documentation in the preferred order. The order should be as follows:
    - Third-party documentation (including HMIS)
    - Intake worker observations through outreach and visual assessment
    - Self-certification of the person receiving assistance
  - Programs should engage individuals, make an initial assessment of needs, and determine unsheltered homeless status. During outreach, if programs determine that an individual does not meet the definition of unsheltered homelessness, they should still connect any literally homeless person needing assistance to the Coordinated Entry System to access needed services, but not enroll them for expanded services in the street outreach program.
  - Programs can only turn away unsheltered individuals from program entry for the following reasons:
    - The individual does not meet the unsheltered homeless definition
    - The safety of staff is at imminent risk
    - The individual does not meet other program requirements set by the program funder. i.e. PATH, Runaway and Homeless Youth (RHY) Street Outreach, etc.
  - Programs cannot disqualify an individual or family from entry because of:
    - Employment status or lack of income.
    - Evictions or poor rental history.
    - Unwillingness or inability to obtain higher level services or follow a basic case management plan.
  - Programs may make services available and encourage engaged individuals to participate in higher level services but cannot make service usage a requirement.
  - Street outreach programs must continue to outreach and engage unsheltered individuals on a regular basis, offering them higher level services and ensuring basic needs are met.
  - Programs will maintain releases of information, case notes, and all pertinent demographic and identifying data in HMIS as allowable by program type. Paper files should be maintained in a locked cabinet behind a locked door with access strictly reserved for case workers and administrators who need said information.

CASEMANAGEMENTSERVICES
Standard: Street outreach programs shall provide access to case management services by trained staff to any unsheltered individuals, matching their needs and desires.

Benchmarks (Standard available resources):
- Street outreach staff provide regular and consistent case management to program participants based on the individual's specific needs and the level at which the participant desires.
  - Case management includes:
    - Building trusting, lasting relationships with unsheltered individuals.

- Providing access to basic needs, including identification, health care services, public benefit enrollment, food, clothing, and hygiene items.
- Assessing, planning, coordinating, implementing, and evaluating the services delivered to the participant. Program staff will engage participants in an individualized housing and services plan. Participants do not need to access additional services to be referred to permanent housing providers.
- Helping clients to create strong support networks and participate in the community, as they desire.
- Encouraging unsheltered individuals to seek emergency shelter and advocating with local shelter providers to accept and work with the individual, in accordance with the Coordinated Entry System. Outreach program until that client.

Benchmarks (Optional but recommended services, often from other providers)
- Representative payee services.
- Basic life skills, including consumer education, bill paying/budgeting/financial management, transportation, and obtaining vital documents (social security cards, birth certificates, school records).
- Education services such as GED preparation, post-secondary training, and vocational education.
- Employment services, including career counseling, job preparation, resume-building, dress and maintenance.
- Behavioral health services such as relapse prevention, crisis intervention, medication monitoring and/or dispensing, outpatient therapy and treatment.
- Physical health services such as routine physicals, health assessments, and family planning.
- Legal services related to civil (rent arrears, family law, uncollected benefits) and criminal matters (warrants, minor infractions).

TERMINATION
STANDARD:
Termination should be limited to only the most severe cases. Programs will exercise sound judgment and examine all extenuating circumstances when determining if violations warrant program termination (24 CFR 576.402). The NC BoS CoC recommends programs work with other community service providers to develop a board to hear client grievances.
Benchmarks:
- In general, the program may terminate assistance in accordance with a formal process established by the program that recognizes the rights of individuals and families affected.
- The program is responsible for providing evidence that it considered extenuating circumstances and made significant attempts to help the client continue in the program. Programs should have a formal, established grievance process in its policies and procedures for participants who feel the street outreach program wrongly terminated assistance.
- Programs should only terminate assistance when a participant has presented a terminal risk to staff or other clients. If a barred client presents him/herself at a later date, programs should review the case to determine if the debarment can be removed to give the participant a chance to receive further assistance.
    o Programs may deny entry or terminate services for program specific violations relating to safety and security of program staff and participants.

NC-507 Continuum of Care
Emergency Shelter Written Standards

OVERVIEW

The Raleigh-Wake Partnership to End and Prevent Homelessness (The Partnership) serves as the NC-507 Wake County Continuum of Care lead agency for Raleigh and Wake County. The Partnership has developed these program standards to provide specific guidelines for how programs operate to have the best chance of ending homelessness. These guidelines create consistency across the community, protect our clients by putting their needs first, and provide a baseline for holding all CoC programs to a specific standard of care.

The Department of Housing and Urban Development (HUD) requires every Continuum of Care to evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program and report to HUD (24 CFR 578.7(a)7). In consultation with recipients of federal program funds within the geographic area, CoCs must establish and operate either a centralized or coordinated entry system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.

In consultation with recipients of ESG and CoC program funds within the geographic area, CoCs must establish and consistently follow written standards for providing CoC assistance. At a minimum, these standards must include:
• Policies and procedures for evaluating individuals' and families' eligibility and determining the process for prioritizing eligible households in emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing programs (24 CFR 578.7(a)(9)).
• For permanent supportive housing programs, program standards to define policies and procedures for prioritization of eligible households.
• Policies and procedures for coordination among emergency shelters, transitional housing programs, essential service providers, homelessness prevention programs, rapid rehousing programs, and permanent supportive housing programs.
• Definitions for participation in the CoC's Homeless Management Information System (or comparable database for domestic violence or victims' service programs).

The NC-507 Continuum of Care developed the following Permanent Supportive Housing program standards to ensure:
• Program accountability to individuals and families experiencing homelessness, specifically populations at greater risk or with the longest histories of homelessness

• Program compliance with the Department of Housing and Urban Development and the Department of
  Veteran Affairs
• Service consistency within programs
• Adequate program staff competence and training, specific to the target population served

EXPECTATIONS

All program grantees using Department of Housing and Urban Development Continuum of Care and the Department of Veteran's Affairs VA Supportive Housing (VASH) funding must adhere to these performance standards. Programs funded through the Continuum of Care will be monitored by The Partnership to ensure compliance. The Partnership recommends that permanent supportive housing programs funded through other funding sources also follow these standards. These performance standards attempt to provide a high standard of care that places community and client needs first. Based on proven best practices, this high standard of care is necessary to achieve our goal of ending homelessness in Wake County.

EMERGENCYSHELTER

Emergency shelter is any facility whose primary purpose is to provide temporary housing for individuals or families experiencing homelessness for a period of 90 days or less. Emergency shelters, as we know them today, emerged during the late 1970s and early 1980s in response to an increasing number of individuals experiencing homelessness. These initial shelters were meant to provide a short-term emergency stay for individuals as they rehoused themselves. However, because of decreased affordable housing in urban centers, a lack of substantive supportive services catering to the needs of homeless individuals, and a large subpopulation of individuals with disabling conditions, the movement out of emergency shelter into permanent housing stalled with many individuals staying in shelter for long periods of time.

With the advent of permanent supportive housing and rapid rehousing based on the national best practice, Housing First, communities are moving some of their most vulnerable homeless individuals and families with the longest histories of homelessness into permanent housing. This allows the emergency shelter system to regain its original intention, providing individuals experiencing homelessness a temporary stay until they can regain permanent housing.

Emergency shelters serve a wide variety of people experiencing homelessness in our communities and may target their services to a particular type of population. Many emergency shelters serve a single gender, individuals and/or families, people fleeing domestic violence, or a combination thereof. The most effective emergency shelters direct their services and resources toward a truly interim housing solution and have strong connections to permanent housing programs catering to the needs of people experiencing homelessness. Emergency shelters can provide short-term housing for individuals and families waiting for placement in a rapid rehousing program or permanent supportive housing program.

DEFINITIONS

Acuity: When using the VI-SPDAT prescreens, acuity means the presence of a presenting issue based on the prescreening score. Acuity on the prescreening tool is expressed as a number with the higher score representing more complex, co-occurring issues likely to impact overall stability in permanent housing.

When using a case management tool, acuity refers to the severity of the presenting issue and the ongoing goals in addressing these issues.

Case Management Tool: A standardized or community-approved tool for case management to track outcomes in the coordinated entry process. Housing programs administer this tool at program entry, housing entry, and every six months thereafter until program discharge. Upon discharge from the program, housing case managers administer the tool one final time 12 months later, when possible, to ensure the household continues to make progress.

Chronically Homeless: (1) an individual with a disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) who: (i) lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) had been homeless and living as described in (i) continuously for at least 12 months or on at least 4 occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating occasions included at least 7 consecutive nights of not living as described in (i). Stays in institutional care facilities for fewer than 90 days will not constitute a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the care facility; (2) an individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) a family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in (1) or 2) of this definition, including a family whose composition had fluctuated while the head of household has been homeless. (24 CFR 578.3)

Comparable Database: HUD-funded providers of housing and services (recipients of ESG and /or CoC funding) who cannot enter information by law into HMIS (victim service providers as defined under the Violence Against Women and Department of Justice Reauthorization Act of 2005) must operate a database comparable to HMIS. According to HUD, "a comparable database . . . collects client-level data over time and generates unduplicated aggregate reports based on the data." The recipient or subrecipient of CoC and ESG funds may use a portion of those funds to establish and operate a comparable database that complies with HUD's HMIS requirements. (24 CFR 578.57)

Coordinated Entry: "A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals across a geographic area. The . . . system covers the geographic area (designated by the CoC), is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool" (24 CFR 578.3). CoCs have ultimate responsibility to implement coordinated entry in their geographic area.

Developmental Disability: As defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002): (1) A severe, chronic disability of an individual that (i) is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) is manifested before the individual attains age 22; (iii) is likely to continue indefinitely; (iv) results in substantial functional limitations in three or more of the following major life activities: (a) self-care; (b) receptive and expressive language; (c) learning; (d) mobility; (e) self-direction; (f) capacity for

independent living; (g) economic self-sufficiency; (v) reflects the individual's 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. (2) an individual from birth to age 9, inclusive, who has a substantial developmental disability or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria in (1)(i) through (v) of the definition of "developmental disability" in this definition if the individual, without services or supports, has a high probability of meeting these criteria later in life. (24 CFR 578.3)

Disabling Condition: According to HUD: (1) a condition that: (i) is expected to be of indefinite duration; (ii) substantially impedes the individual's ability to live independently; (iii) could be improved by providing more suitable housing conditions; and (iv) is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, posttraumatic stress disorder, or brain injury; or a developmental disability, as defined above; or the disease of Acquired Immunodeficiency Syndrome (AIDS) or any conditions arising from AIDS, including infection with the Human Immunodeficiency Virus (HIV). (24 CFR 583.5)

Diversion: Diversion is a strategy to prevent homelessness for individuals seeking shelter or other homeless assistance by helping them identify immediate alternate housing arrangements, and if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion practices and programs help reduce the number of people becoming homeless and the demand for shelter beds.

Family: A family includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status: (1) a single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or (2) a group of persons residing together, and such group includes, but is not limited to: (i) a family with or without children (a child who is temporarily away from the home Page 5 of 16 because of placement in foster care is considered a member of the family); (ii) an elderly family; (iii) a near-elderly family; (iv) a disabled family; (v) a displaced family; and (vi) the remaining member of a tenant family. (24 CFR 5.403)

Homeless:
Category 1: an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) an individual or family living in a supervised 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, or local government programs for low-income individuals); or (iii) an individual who exits an institution where he/she 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;

Category 2: an individual or family who will immediately lose their primary nighttime residence, provided that: (i) the primary nighttime residence will be lost within 14 days of the date of application

for homeless assistance; (ii) no subsequent residence has been identified; and (iii) the individual or family lacks the resources or support networks (e.g. family, friends, faith-based or other social networks) needed to obtain other permanent housing;

Category 4: any individual or family who: (i) is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence; (ii) had no other residence; and (iii) lacks the resources or support networks (e.g. family, friends, and faith-based or other social networks) to obtain other permanent housing. (24 CFR 578.3)

Housing First: A national best practice model that quickly and successfully connects individuals and families experiencing homelessness to permanent housing without preconditions such as sobriety, treatment compliance, and service and/or income requirements. Programs offer supportive services to maximize housing stability to prevent returns to homelessness rather than meeting arbitrary benchmarks prior to permanent housing entry.

Prevention and Diversion Screening Tool: A tool used to reduce entries into the homeless service system by determining a household's needs upon initial presentation to shelter or other emergency response organization. This screening tool gives programs a chance to divert households by assisting them to identify other permanent housing options and, if needed, providing access to mediation and financial assistance to remain in housing.

Rapid Rehousing: A national best practice model designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve long-term stability. Like Housing First, rapid rehousing assistance does not require adherence to preconditions such as employment, income, absence of criminal record, or sobriety. Financial assistance and housing stabilization services match the specific needs of the household. The core components of rapid rehousing are housing identification/relocation, short- and/or medium-term rental and other financial assistance, and case management and housing stabilization services. (24 CFR 576.2)

Transitional Housing: Temporary housing for participants who have signed a lease or occupancy agreement with the purpose of transitioning participants into permanent housing within 24 months.

VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool): An evidence-based tool used throughout NC-507 to determine initial acuity and set prioritization and intervention for permanent housing placement.

PERFORMANCESTANDARDS
PERSONNEL

STANDARD:
Programs shall adequately staff services with qualified personnel to ensure quality of service delivery, effective program administration, and the safety of program participants.

Benchmarks

• The organization selects employees and/or volunteers with adequate and appropriate knowledge, experience, and stability for working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.

• The organization provides time for all employees and/or volunteers to attend webinars and/or trainings on program requirements, compliance, and best practices.

• The organization trains all employees and/or volunteers on program policies and procedures, available local resources, and specific skill areas relevant to assisting clients in the program.

• All paid and volunteer staff participate in ongoing internal and/or external training on the community-approved prevention and diversion screening tool, the individual and family VI-SPDAT screening tool, and the community-approved case management tool.

• For programs using the Homeless Management Information System (HMIS), all end users must abide by the NC HMIS End User and Participation Agreements, including adherence to the strict privacy and confidentiality policies.

• Staff supervisors of casework, counseling, and/or case management services have, at a minimum, a bachelor's degree in a human service-related field and/or experience working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.

• Staff supervising overall program operations have, at a minimum, a bachelor's degree in a human service-related field and/or demonstrated ability and experience that qualifies them to assume such responsibility.

• All program staff have written job descriptions that address tasks staff must perform and the minimum qualifications for the position.

• If the shelter provides case management as part of its programs, case managers provide case management with the designated case management tool on a frequent basis (every six months minimum) for all clients.

• Organizations should share and train all program staff on the NC-507 Emergency Shelter Written Standards.

CLIENTINTAKEPROCESS

STANDARD:

Programs will actively participate in their community's coordinated entry system. Programs will serve the most vulnerable individuals and families needing assistance.

Benchmarks

• All adult program participants must meet the following program eligibility requirements in ESG-Funded Emergency Shelter:
- o 18 years or older
- o Literally homeless, imminently at-risk of homelessness, and/or fleeing or attempting to flee domestic violence (see definitions listed above for Category 1, 2, and 4 of the homeless definition)

· All ESG recipients must use the standard order of priority for documenting evidence to determine homeless status and chronically homeless status. Grantees must document in the client file that the agency attempted to obtain the documentation in the preferred order. The order should be as follows:

     o Third-party documentation (including HMIS)
     o Intake worker observations through outreach and visual assessment
     o Self-certification of the person receiving assistance

• Programs can only turn away individuals and families experiencing homelessness from program entry for the following reasons:
     o Household makeup (provided it does not violate HUD's Fair Housing and Equal Opportunity requirements): singles-only programs can disqualify households with children; families-only programs can disqualify single individuals
     o All program beds are full
     o If the program has in residence at least one family with a child under the age of 18, the program may exclude registered sex offenders and persons with a criminal record that includes a violent crime from the program so long as the child resides in the same housing facility (24 CFR 578.93)

• Programs cannot disqualify an individual or family because of employment status or lack of income.
  ● Programs cannot disqualify an individual or family because of evictions or poor rental history.

• Programs may make services available and encourage adult household members to participate in program services, but cannot make service usage a requirement to deny initial or ongoing services.

· Programs will maintain release of information, case notes, and all pertinent demographic and identifying data in HMIS as allowable by program type. Paper files should be maintained in a locked cabinet behind a locked door with access strictly reserved for case workers and administrators who need said information.

· Programs may deny entry or terminate services for program specific violations relating to safety and security of program staff and participants.

EMERGENCYSHELTER
STANDARD:
Shelters will provide safe, temporary housing options that meet participant needs in accordance within guidelines set by the Department of Housing and Urban Development.

Benchmarks
• Shelters must meet state or local government safety, sanitation, and privacy standards. Shelters should be structurally sound to protect residents from the elements and not pose any threat to the health and safety of the residents.

· Shelters must be accessible in accordance with Section 504 of the Rehabilitation Act, the Fair Housing Act, and Title II of the Americans with Disabilities Act, where applicable.

· Shelters may provide case management, counseling, housing planning, child care, education services, employment assistance and job training, outpatient health services, legal services, life skills training, mental health services, substance abuse treatment, transportation, and services for special populations per 24 CFR 576.102 but cannot deny shelter services to individuals and families unwilling to participate in supportive services. See next section for specific required and optional services shelters must provide.

· Shelters providing shelter to families may not deny shelter to a family on the basis of the age and gender of a child under 18 years of age.

· Shelters must comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4821- 4946), the Residential Lead-Based Paint Hazard Reduction Act of 1992 (42 U.S.C. 4851- 4956), and implementing regulations in 24 CFR part 35, subparts A, B, H, J, K, M, and R.
· Shelters must actively participate in their community's coordinated entry system.
· Shelters shall not charge money for any housing or supportive service provided.
· Programs must work to link their clients to permanent housing programs, such as rapid rehousing and permanent supportive housing, in the community.

CASEMANAGEMENTSERVICES
STANDARD:
Shelters shall provide access to case management services by trained staff to each individual and/or family in the program.

Benchmarks (Standard Available Services)
• Shelters must provide the client with a written copy of the program rules and the termination process before he/she begins receiving assistance.
· Shelter staff provide regular and consistent case management to shelter residents based on the individual's or family's specific needs. Case management includes:
- o Assessing, planning, coordinating, implementing, and evaluating the services delivered to the resident(s).
- o Assisting clients to maintain their shelter bed in a safe manner and understand how to get along with fellow residents.
- o Helping clients to create strong support networks and participate in the community as they desire.
- o Creating a path for clients to permanent housing through providing rapid rehousing or permanent supportive housing or a connection to another community program that provides these services.
- o If the shelters provide case management as part of its programs, use of the community-approved case management tool for ongoing case management and measurement of acuity over time, determining changes needed to better serve residents.
· Shelter staff or other programs connected to the shelter through a formal or informal relationship will assist residents in accessing cash and non-cash income through employment, mainstream benefits, child care assistance, health insurance, and others. Ongoing assistance with basic needs.

Benchmarks (Optional but recommended services, often from other providers)
• Representative payee services.
· Basic life skills, including housekeeping, grocery shopping, menu planning and food preparation, consumer education, bill paying/budgeting/financial management, transportation, and obtaining vital documents (social security cards, birth certificates, school records).
· Relationship-building and decision-making skills.
· Education services such as GED preparation, post-secondary training, and vocational education.
· Employment services, including career counseling, job preparation, resume-building, dress and maintenance.

· Behavioral health services such as relapse prevention, crisis intervention, medication monitoring and/or dispensing, outpatient therapy and treatment.
· Physical health services such as routine physicals, health assessments, and family planning.
· Legal services related to civil (rent arrears,

TERMINATION
STANDARDS:

Termination should be limited to only the most severe cases. Programs will exercise sound judgment and examine all extenuating circumstances when determining if violations warrant program termination (24 CFR 576.402). NC-507 CoC recommends programs work with other community service providers to develop a board to hear client grievances.

Benchmarks
• In general, if a resident violates program requirements, the shelter may terminate assistance in accordance with a formal process established by the program that recognizes the rights of individuals and families affected. The program is responsible for providing evidence that it considered extenuating circumstances and made significant attempts to help the client continue in the program. Programs should have a formal, established grievance process in its policies and procedures for residents who feel the shelter wrongly terminated assistance.
· Shelters must provide the client with a written copy of the program rules and the termination process before he/she begins receiving assistance and keep a copy signed by the client in the file.
· Programs may carry a barred list when a client has presented a terminal risk to staff or other clients. If a barred client presents him/herself at a later date, programs should review the case to determine if the debarment can be removed to give the program a chance to provide further assistance at a later date.

CLIENTANDPROGRAMFILES
STANDARD:

Shelters will keep all client files up-to-date and confidential to ensure effective delivery and tracking of services.

Benchmarks
• Client and program files should, at a minimum, contain all of the information and forms required by HUD at 24 CFR 576.500 and the state ESG office, service plans, case notes, referral lists, and service activity logs including services provided directly by the shelter program and indirectly by other community service providers. ESG requires:
   o   Documentation of homeless status (see above for the priority of types of documentation)
   o   Determination of ineligibility, if applicable, which shows the reason for this determination
   o   Annual income evaluation
   o   Program participant records
   o   Documentation of using the community's coordinated entry system
   o   Compliance with shelter and housing standards
   o   Services and assistance provided o Expenditures and match

- o Conflict of interest/code of conduct policies
  - o Homeless participation requirement
  - o Faith-based activity requirement, if applicable
  - o Other Federal requirements, if applicable
  - o Confidentiality procedures
- All client information should be entered into the NC HMIS in accordance with data quality, timeliness, and additional requirements found in the agency and user participation agreements. At a minimum, programs must record the date the client enters and exits the program, enter HUD required data elements, and update the client's information as changes occur.
- Programs must maintain the security and privacy of written client files and shall not disclose any client-level information without written permission of the client as appropriate, except to program staff and other agencies as required by law. Clients must give informed consent to release any client identifying data to be utilized for research, teaching, and public interpretation. All programs must have a consent for release of information form for clients to use to indicate consent in sharing information with other parties.
- All records pertaining to ESG funds must be retained for the greater of 5 years or the participant records must be retained for 5 years after the expenditure of all funds from the grant under which the program participant was served. Agencies may substitute original written files with microfilm, photocopies, or similar methods.

EVALUATIONANDPLANNING
STANDARD:
Shelter will conduct ongoing planning and evaluation to ensure programs continue to meet community needs for individuals and families experiencing homelessness.

Benchmarks
• Agencies maintain written goals and objectives for their services to meet outcomes required by ESG.
· Programs review case files of clients to determine if existing services meet their needs. As appropriate, programs revise goals, objectives, and activities based on their evaluation.
· Programs conduct, at a minimum, an annual evaluation of their goals, objectives, and activities, making adjustments to the program as needed to meet the needs of the community.
· Programs regularly review project performance data in HMIS to ensure reliability of data. Programs should review this information, at a minimum, quarterly.

Adopted on xx.xx.xx

NC507 Continuum of Care
Prevention and Diversion Written Standards

<u>OVERVIEW</u>

The Raleigh-Wake Partnership to End and Prevent Homelessness (The Partnership) serves as the NC-507 Wake County Continuum of Care lead agency for Raleigh and Wake County. The Partnership has developed these program standards to provide specific guidelines for how programs operate to have the best chance of ending homelessness. These guidelines create consistency across the community, protect our clients by putting their needs first, and provide a baseline for holding all CoC programs to a specific standard of care.

The Department of Housing and Urban Development (HUD) requires every Continuum of Care to evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program and report to HUD (24 CFR 578.7(a)7). In consultation with recipients of federal program funds within the geographic area, CoCs must establish and operate either a centralized or coordinated entry system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.

In consultation with recipients of ESG and CoC program funds within the geographic area, CoCs must establish and consistently follow written standards for providing CoC assistance. At a minimum, these standards must include:
- Policies and procedures for evaluating individuals' and families' eligibility and determining the process for prioritizing eligible households in emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing programs (24 CFR 578.7(a)(9)).
- For permanent supportive housing programs, program standards to define policies and procedures for prioritization of eligible households.
- Policies and procedures for coordination among emergency shelters, transitional housing programs, essential service providers, homelessness prevention programs, rapid rehousing programs, and permanent supportive housing programs.
- Definitions for participation in the CoC's Homeless Management Information System (or comparable database for domestic violence or victims' service programs).

The NC-507 Continuum of Care developed the following Permanent Supportive Housing program standards to ensure:

- Program accountability to individuals and families experiencing homelessness, specifically populations at greater risk or with the longest histories of homelessness
- Program compliance with the Department of Housing and Urban Development and the Department of Veteran Affairs
- Service consistency within programs
- Adequate program staff competence and training, specific to the target population served

EXPECTATIONS

All program grantees using Department of Housing and Urban Development Continuum of Care, Emergency Solutions Grant, VA SSVF, and HOME TBRA funding must adhere to these performance standards. Prevention and Diversion programs funded through the Continuum of Care (applicable for high-performing CoC's) and Emergency Solutions Grant will be monitored by the Partnership to ensure compliance. The NC-507 CoC recommends that Prevention and Diversion programs funded through other sources also follow these standards. These performance standards attempt to provide a high standard of care that places community and client needs first. Based on proven best practices, this high standard of care is necessary to achieve our goal of ending homelessness in Wake County.

Some requirements and parameters for Prevention and Diversion assistance vary from program to program. It will be necessary to refer to the regulations for each program along with these program standards (CoC: 24 CFR 587; ESG: 24 CFR 576; SSVF: 38 CFR 62; HOME: 24 CFR 570). For other helpful documents to check for compliance with requirements, see the footnotes below.2

PREVENTIONANDDIVERSION

Homelessness prevention programs can play an important role in ending homelessness. Like rapid rehousing programs, homelessness prevention programs can focus financial assistance and housing stabilization services on specific populations, including survivors of domestic violence, families with children, and formerly homeless individuals and families. While research clearly shows the effectiveness of rapid rehousing programs on reducing homelessness in communities, homelessness prevention programs demonstrate mixed results. In order to end homelessness, communities understand they must prevent new episodes of homelessness and returns to homelessness for individuals and families in housing crises. However, it can be difficult to determine which households would have become homeless if not for this intervention. Data suggests that only one out of ten households presenting to prevention programs would actually become homeless without financial assistance. In light of this research, homelessness prevention programs should target their limited financial assistance and housing stability resources appropriately and develop methods to determine which households are at greatest risk of becoming homeless. In order to do so, prevention programs are encouraged to focus their spending on households who are at imminent risk of homelessness (within 72 hours) or those households who can be diverted from the shelter system with the aid of financial assistance. Homelessness prevention programs should target their funding towards households that have similar characteristics to the general homeless population in their community.

No matter the focus population, all prevention and diversion programs should adopt a Housing First philosophy by reducing barriers to eligibility (i.e. no income, sobriety, and rental history) and maintaining existing housing or rehousing people as quickly as possible. These programs should also participate in the coordinated entry process, including the local prioritization of individuals and families

for permanent housing interventions. In Wake County, each Access Site and Emergency Shelter utilizes a community-approved prevention and diversion screening tool and the Individual and Family VI-SPDAT Prescreen Tools to assist in determining priorities and housing triage methods, while permanent housing programs use a case management tool for more developed housing placement purposes and for intensive case management over time. NC-507 CoC uses the VI-SPDAT to prioritize individuals and families experiencing literal homelessness based on chronicity, length of time homeless, and an acuity score that indicates the type of housing intervention best suited to their ongoing needs.

<u>**DEFINITIONS**</u>

Acuity: When using the VI-SPDAT prescreens, acuity means the presence of a presenting issue based on the prescreening score. Acuity on the prescreening tool is expressed as a number with the higher score representing more complex, co-occurring issues likely to impact overall stability in permanent housing. When using case management tool acuity refers to the severity of the presenting issue and the ongoing goals in addressing these issues.

Chronically Homeless: (1) an individual with a disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) who: (i) lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) had been homeless and living as described in (i) continuously for at least 12 months or on at least 4 occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating occasions included at least 7 consecutive nights of not living as described in (i). Stays in institutional care facilities for fewer than 90 days will not constitute a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the care facility; (2) an individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or (3) a family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in (1) or 2) of this definition, including a family whose composition had fluctuated while the head of household has been homeless. (24 CFR 578.3)

Comparable Database: HUD-funded providers of housing and services (recipients of ESG and /or CoC funding) who cannot enter information by law into HMIS (victim service providers as defined under the Violence Against Women and Department of Justice Reauthorization Act of 2005) must operate a database comparable to HMIS. According to HUD, "a comparable database . . . collects client-level data over time and generates unduplicated aggregate reports based on the data." The recipient or subrecipient of CoC and ESG funds may use a portion of those funds to establish and operate a comparable database that complies with HUD's HMIS requirements. (24 CFR 578.57)

Coordinated Entry: "A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals across a geographic area. The . . . system covers the geographic area (designated by the CoC), is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool" (24 CFR 578.3). CoCs have ultimate responsibility to implement coordinated entry in their geographic area.

Developmental Disability: As defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002): (1) A severe, chronic disability of an individual that (i) is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) is manifested before the individual attains age 22; (iii) is likely to continue indefinitely; (iv) results in substantial functional limitations in three or more of the following major life activities: (a) self-care; (b) receptive and expressive language; (c) learning; (d) mobility; (e) self-direction; (f) capacity for independent living; (g) economic self-sufficiency; (v) reflects the individual's 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. (2) an individual from birth to age 9, inclusive, who has a substantial developmental disability or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria in (1)(i) through (v) of the definition of "developmental disability" in this definition if the individual, without services or supports, has a high probability of meeting these criteria later in life. (24 CFR 578.3)

Disabling Condition: According to HUD: (1) a condition that: (i) is expected to be of indefinite duration; (ii) substantially impedes the individual's ability to live independently; (iii) could be improved by providing more suitable housing conditions; and (iv) is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, posttraumatic stress disorder, or brain injury; or a developmental disability, as defined above; or the disease of Acquired Immunodeficiency Syndrome (AIDS) or any conditions arising from AIDS, including infection with the Human Immunodeficiency Virus (HIV). (24 CFR 583.5)

Diversion: Diversion is a strategy to prevent homelessness for individuals seeking shelter or other homeless assistance by helping them identify immediate alternate housing arrangements, and if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion practices and programs help reduce the number of people becoming homeless and the demand for shelter beds.

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Homeless:
Category 1: an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) an individual or family living in a supervised 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, or local government programs for low-income individuals);

or (iii) an individual who exits an institution where he/she 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;

Category 2: an individual or family who will immediately lose their primary nighttime residence, provided that: (i) the primary nighttime residence will be lost within 14 days of the date of application for homeless assistance; (ii) no subsequent residence has been identified; and (iii) the individual or family lacks the resources or support networks (e.g. family, friends, faith-based or other social networks) needed to obtain other permanent housing;

Category 4: any individual or family who: (i) is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence; (ii) had no other residence; and (iii) lacks the resources or support networks (e.g. family, friends, and faith-based or other social networks) to obtain other permanent housing. (24 CFR 578.3)

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PERFORMANCESTANDARDS

PERSONNEL
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Benchmarks
- The organization selects employees and/or volunteers with adequate and appropriate knowledge, experience, and stability for working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.
- The organization provides time for all employees and/or volunteers to attend webinars and/or trainings on program requirements, compliance, and best practices.
- The organization trains all employees and/or volunteers on program policies and procedures, available local resources, and specific skill areas relevant to assisting clients in the program.
- For programs using the Homeless Management Information System (HMIS), all end users must abide by the NC HMIS End User and Participation Agreements, including adherence to the strict privacy and confidentiality policies.
- Staff supervisors of casework, counseling, and/or case management services have, at a minimum, a bachelor's degree in a human service-related field and/or experience working with individuals and families experiencing homelessness and/or other issues that place individuals and/or families at risk of homelessness.
- Staff supervising overall program operations have, at a minimum, a bachelor's degree in a human service-related field and/or demonstrated ability and experience that qualifies them to assume such responsibility.
- All program staff have written job descriptions that address tasks staff must perform and the minimum qualifications for the position. Ideally, Homeless Prevention and Diversion programs would have dedicated staff for diversion mediation and prevention services. However, if the programs do not have the capacity to have dedicated staff, case manager job descriptions must include responsibilities for diversion conversations and prevention strategizing.
- Case managers provide case management with an approved case management tool on a frequent basis (every six month's minimum) for all clients.
- Organizations should share and train all program staff on the NC-507 Rapid Rehousing Written Standards.

PRIORITY FOR TENANTS WHO NEED EMERGENCY TRANSFERS UNDER VAWA 2013 STANDARD:
Tenants eligible for emergency transfers under the NC-507 emergency transfer policy and VAWA statute and regulations have first priority for open rapid rehousing units, if they also meet all eligibility requirements and relevant prioritization requirements for the project.

CLIENTINTAKEPROCESS
STANDARD:
Programs will actively participate in their community's coordinated entry system by only taking referrals from the coordinated entry system for their program. At a minimum, programs will administer the community-approved prevention and diversion screening tool to determine the ability of the program to divert the presenting household from the homeless service system and/or the VI-SPDAT Prescreen on all

program applicants to determine their acuity score. The program will limit entry requirements to ensure that the program serves the most vulnerable individuals and families needing assistance.

Benchmarks
- All adult program participants must meet the following program eligibility requirements:
  o Homelessness prevention programs work with households who meet the at-risk of homelessness definition (Category 2) in the definitions section of the performance standards.
  o Adult household members have the ability to participate in developing and carrying out an appropriate housing stability plan and maintain accountability of said plan.
  o CoC programs should also assess participant eligibility based on eligibility criteria established by the NOFA for the year of the award.
- Programs cannot disqualify an individual or family because of prior evictions, poor rental history, criminal history, or credit history.
- Programs focus on engaging participants by explaining available services and encouraging each adult household member to participate in said services, but programs do not make service usage a requirement or the denial of services a reason for disqualification or eviction.
- Programs must use the standard order of priority of documenting evidence to determine homeless status and chronically homeless status per the program's eligibility requirements. Grantees must document in the client file that the agency attempted to obtain the documentation in the preferred order. The order should be as follows:
  o Third-party documentation (including HMIS)
  o Intake worker observations through outreach and visual assessment.
  o Self-certification of the person receiving assistance
- Programs will maintain release of information, case notes, and all pertinent demographic and identifying data in HMIS as allowable by program type. Paper files should be maintained in a locked cabinet behind a locked door with access reserved for case workers and administrators who need said information.
- Programs can turn away individuals and families experiencing homelessness from program entry for only the following reasons
  o Household makeup (provided it does not violate HUD's Fair Housing and Equal Opportunity requirements): singles-only programs can disqualify households with children; families-only programs can disqualify single individuals
  o Prevention and Diversion money has been exhausted

HOMELESSNESSPREVENTION
STANDARD:
Programs will assist participants in staying in their current housing situation, if possible, or assist households at imminent risk of homelessness to move into another suitable unit as defined under the specific program type.

Benchmarks
- Programs are encouraged to target prevention funds toward community diversion efforts. When paying financial assistance to divert households from homelessness, programs should

target assistance to households most likely to experience homelessness if not for this assistance.

- Programs explain program rules and expectations prior to admitting the individual or family into the program. Programs will have rules and expectations that ensure fairness and avoid arbitrary decisions that can vary from client to client or staff to staff.
- In evaluating current housing, programs consider the needs of the individual or family living there to decide if the current unit meets Housing Quality Standards and long-term sustainability (ESG and SSVF only).
- When moving the individual or family into a new unit, programs consider the needs of the household in terms of location, cost, number of bedrooms, handicap access, etc. Programs will assess potential housing for compliance with program standards for habitability, lead based paint, and rent reasonableness prior to the individual or family signing a lease and the program signing a rental assistance agreement with the landlord.
- Programs may provide assistance with rental application fees (ESG and SSVF only), moving costs (ESG, CoC, and SSVF only), temporary storage fees (ESG and SSVF programs only), security deposits (up to 2 months for ESG, CoC and HOME), last month's rent (ESG, CoC and SSVF only), utility deposits, utility payments, rental arrears (up to 6 months for ESG), utility arrears (up to 6 months for ESG), credit repair (ESG and CoC only), and legal services (ESG and CoC only) related to obtaining permanent housing. Grantees should follow the specifics of the grant program under which their program is funded to understand specific restrictions for each program and the maximum number of months allowed for rental and utility assistance.
- Lease: The program participant will sign a lease directly with a landlord or property owner. Grantees may only make payments directly to the landlord or property owner.
- Rental Assistance Agreement: Grantees may make rental and utility assistance payments only to an owner with whom the household has entered into a rental assistance agreement. The rental assistance agreement must set forth the terms under which rental assistance will be provided. The rental assistance agreement must provide that, during the term of the agreement, the landlord must give the grantee a copy of any notice to the program participant to vacate the housing unit or any complaint used under state or local law to commence a legal eviction against a program participant.
- Programs will determine the amount that households will contribute toward their monthly rent payment. The household's payment cannot exceed ESG, CoC, SSVF, or HOME regulations. Except for the HOME TBRA program, programs can choose not to charge households rent during their participation in the program. All rent payments made by program participants must be paid directly to the landlord or property owner. Programs will review the amount of rental assistance paid for the participating household every 3 months, and changes made to the agreement will be determined by continued need and ability of the household to sustain housing long-term.
- Programs may provide no more than 3 months of rental and utility assistance to a participating household for homelessness prevention. If the household needs more than 3 months of financial assistance, the agency Executive Director or his/her designated proxy may extend financial assistance month-to-month based on proof of continued need and demonstrated efficacy of stated housing sustainability plan.
- Use with other subsidies: Except for one-time payment of rental arrears on the program participant's portion of the rental payment, rental assistance cannot be provided to a program

participant who receives other tenant-based rental assistance or who is living in a housing unit receiving project-based rental or operating assistance through public sources. Programs can pay for security and utility payments for program participants to move into these units when other funding sources cannot be identified.

HOUSINGSTABILIZATION/CASEMANAGEMENTSERVICES
STANDARD:
Programs shall provide access to housing stabilization and/or case management services by trained staff to each individual and/or family in the program.

Benchmarks (Standard Available Services)
- Programs provide individual housing stabilization and/or case management services to program participants at least monthly. These services include:
  - o Housing stability services to assist participants in maintaining current or obtaining an alternative suitable, affordable permanent housing unit, including:
    - Assessment of current housing and client needs to retain current housing.
    - Development of an action plan for locating new housing.
    - Housing search.
    - Outreach to and negotiation with landlords or property owners.
    - Tenant counseling.
    - Assessment of housing for compliance with program type requirements for habitability, lead-based paint and rent reasonableness. · Assistance with submitting rental applications.
    - Understanding lease agreements.
    - Arranging for utilities.
    - Making moving arrangements.
    - Assuring participants have the basics at move-in, including simple furnishings, mattresses, and cooking utensils like pots and pans.
  - o Case management services, including assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for participants who have obtained and maintained permanent housing through the homelessness prevention or rapid rehousing program by:
    - Developing, in conjunction with the participant, an individualized housing and service plan with a path to permanent housing stability.
    - Developing, securing, and coordinating services.
    - Obtaining federal, state, and local benefits.
    - Monitoring and evaluating program participants' progress towards goals.
    - Providing information about and referrals to other providers.
    - Conducting 3-month evaluations to determine ongoing program eligibility.
  - o Programs may offer other services, including:
    - Legal services to resolve a legal problem prohibiting a program participant from obtaining or retaining permanent housing (only ESG and CoC), including:
      - Client intake.
      - Preparation of cases for trial.
      - Provision of legal advice.

- Representation of legal advice.
- Counseling.
- Filing fees and other necessary court costs.
- Mediation between the program participant and the owner or person(s)with whom the participant is living (only ESG and CoC).
- Credit repair (only ESG and CoC), including:
- Credit counseling.
- Accessing a free personal credit report.
- Resolving personal credit problems.
- Other services needed to assist with critical skills related to household budgeting and money management.
- Case management includes the following types of contact: home visits, office visits, meeting in a location in the community, or phone calls (at least one visit per month must be in person). Programs should use an approved case management tool as a guide for their case management services to program participants. Meeting times, place and frequency should be mutually agreed upon by both the participant and case manager.
- The program will evaluate the household for ongoing eligibility or as changes are reported in household income and needed to maintain housing stability. To continue receiving prevention services, client must indicate a need, including relevant and appropriate documentation.

Benchmarks (Optional but recommended services, often from other providers)
- Representative payee services.
- Relationship-building and decision-making skills.
- Education services such as GED preparation, post-secondary training, and vocational education.
- Employment services, including career counseling, job preparation, resume-building, dress and maintenance.
- Behavioral health services such as relapse prevention, crisis intervention, medication monitoring and/or dispensing, outpatient therapy and treatment.
- Physical health services such as routine physicals, health assessments, and family planning.
- Legal services related to civil (rent arrears, family law, uncollected benefits) and criminal (warrants, minor infractions) matters.

SERVICECOORDINATION
STANDARDS:
Programs will assist program participants in obtaining appropriate supportive services and other federal, state, local, and private assistance as needed and/or requested by the household. Program staff will be knowledgeable about mainstream resources and services in the community.

Benchmarks:
- Programs should arrange with appropriate community agencies and individuals the provision of education, employment, and training; schools and enrichment programs; healthcare and dental clinics; mental health resources; substance abuse assessments and treatment; legal services, credit counseling services; and other assistance requested by the participant, which programs do not provide directly to clients.

- Programs coordinate with other mainstream resources for which participants may need assistance: emergency financial assistance; domestic violence shelters; local housing authorities, public housing, and Housing Choice Voucher programs; temporary labor organizations; childcare resources and other public programs that subsidize childcare; youth development and child welfare; WIC; Supplemental Nutritional Assistance Program (SNAP); Unemployment Insurance; Social Security benefits; Medicaid/Medicare or other comparable services if available.

TERMINATION
STANDARDS:

Termination should be limited to only the most severe cases. Programs will exercise sound judgment and examine all extenuating circumstances when determining if violations warrant program termination. The Partnership recommends programs work with other community service providers to develop a board to hear client grievances.

Benchmarks
- To terminate assistance to a program, agencies must follow due process set forth in accordance with the formal process established by the CoC that recognizes the rights of individuals and families affected. The program is responsible for providing evidence that it considered extenuating circumstances and made significant attempts to help the client continue in the program. Programs should have a formal, established grievance process in its policies and procedures for residents who feel the program wrongly terminated assistance.
- Agencies must provide the client with a written copy of the program rules and the termination process before he/she begins receiving assistance and keep a copy signed by the client in the file.
- Programs may carry a barred list when a client has presented a terminal risk to staff or other clients. If a barred client presents him/herself at a later date, programs should review the case to determine if the debarment can be removed to give the program a chance to provide further assistance at a later date.

FOLLOW-UPSERVICES
STANDARD:

Programs must ensure a continuity of services to all clients exiting their programs. Agencies can provide these services directly or through referrals to other agencies.

Benchmarks
- Programs prioritize the development of housing stability plans for each participant to ensure continued permanent housing stability and connection to community resources as well as a list of additional prevention and diversion services available if another housing crisis occurs.
- Programs should attempt to follow up with participants through verbal or written contact at least once 6 months after the client exits the program. A program may provide follow-up services to include identification of additional needs and referral to other agency and community services in order to prevent future episodes of homelessness.

CLIENTANDPROGRAMFILES
STANDARD:
Programs will keep all program participant files up-to-date and confidential to ensure effective delivery and tracking of services.

Benchmarks
- Client and program files should, at a minimum, contain all of the information and forms required by HUD (24 CFR 576.500), and the VA, service plans, case notes, referral lists, and service activity logs, including services provided directly by the permanent supportive housing program and indirectly by other community service providers. Programs should have:
    - ο Documentation of homeless status, chronic homelessness status (where applicable), and disabling condition.
    - ο Determination of ineligibility, if applicable, which shows the reason for this determination.
    - ο Initial and annual income evaluation, per program rules.
    - ο Program participant records.
    - ο Documentation of using the community's coordinated entry system.
    - ο Services and assistance provided.
    - ο Expenditures and match.
    - ο Conflict of interest/code of conduct policies.
    - ο Homeless participation requirements.
    - ο Other Federal requirements, if applicable.
    - ο Confidentiality procedures.
- All client information should be entered in HMIS in accordance with data quality, timeliness, and additional requirements found in the agency and user participation agreements. At a minimum, programs must record the date the client enters and exits the program, HUD required data elements, and an update of client's information as changes occur.
- Programs must maintain a release of information form for clients to use to indicate consent in sharing information with other parties. This cannot be a general release but one that indicates sharing information with specific parties for specific reasons.
- Programs must maintain the security and privacy of written client files and shall not disclose any client-level information without written permission of the client as appropriate, except to program staff and other agencies as required by law. Clients must give informed consent to release any client identifying data to be utilized for research, teaching, and public interpretation.
- All records pertaining to CoC and ESG funds must be retained for the greater of 5 years or the participant records must be retained for 5 years after the expenditure of all funds from the grant under which the program participant was served. Agencies may substitute original written files with microfilm, photocopies, or similar methods. Records pertaining to other funding sources must adhere to those record retention requirements.

EVALUATIONAND
PLANNING STANDARD:
Homelessness prevention programs will work with the community to conduct ongoing planning and evaluation to ensure programs continue to meet community needs for individuals and families experiencing homelessness or at-risk of homelessness.

Benchmarks
- Agencies maintain written goals and objectives for their services to meet outcomes required by the HUD CoC and ESG programs or other funding sources. These written goals and objectives should strive to meet these performance benchmarks (for programs serving a high need population such as chronically homeless or no income, the CoC will take targeting efforts into account):
    - Reduce the length of time program participants spend homeless. Households served by the program should move into permanent housing in an average of 30 days or less.
    - Maximize permanent housing success rates. Programs should ensure that at least 80% of households exit to a permanent housing setting.
    - Decrease the number of households returning to homelessness. Programs should ensure that at least 85% of households exiting the program do not become homeless again within one year of exit.
- Programs review case files of clients to determine if existing services meet their needs. As appropriate, programs revise goals, objectives, and activities based on their evaluation.
- Programs conduct, at a minimum, an annual evaluation of their goals, objectives, and activities, making adjustments to the program as needed to meet the needs of the community.

Adopted on xx.xx.xx

Public Hearing Minutes

Public Hearing- December 3, 2019

2021-2015 CONSOLIDATED PLAN AND FY 2020-2021 ANNUAL ACTION PLAN – HEARING HELD – STAFF TO PROVIDE REPORT

The U.S. Department of Housing and Urban Development requires entitlement communities under the Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), and Emergency Solutions Grant (ESG) programs to hold two public hearings annually. This is the first public hearing at the beginning of the process associated with the preparation of the 2021-2015 Consolidated Plan and FY 2020-2021 Annual Action Plan to obtain citizens' views on housing and community development needs, including priority non-housing needs. Additional information was included with the agenda materials.

Mayor Baldwin stated each person would be allowed two minutes to speak. Assistant Housing and Neighborhoods Department Director Niki Jones further explained the item with the assistance of a PowerPoint presentation that highlighted a road map for the next five years, the timeline, who the plan serves, how it is funded, and the impact on rental development, homeownership, and homelessness. Mayor Baldwin opened the hearing.

Octavia Rainey, 1516 East Lane Street, expressed concerns about the lack of community engagement. She stated the City has done a terrible job on analysis of impediment and has not completed necessary reviews of policies and procedures. She further expressed concerns around affordability.

Nancy Pearce, 3452 South Beaver Lane, stated she has lived in Raleigh for 23 years and expressed concern with the consistent omission of addressing citizens with disabilities. She pointed out many Council Members ran on a campaign of affordable housing and discussed the history of City-appropriated funds. She encouraged the Council to open non-profits who can address the needs of other special needs housing and thanked them for their work.

Mayor Baldwin asked staff to look into both Ms. Pearce's request and Ms. Rainey's concerns and bring back information in the City Manager's report.

Melanie Paul, no address provided, stated she had to purchase a house in Knightdale since Raleigh was unaffordable and non-profits should come together to find a solution. She highlighted a plan regarding a residential, entrepreneurial and vocational incubator, which she later handed out to Council. She further explained the need for collaboration and her personal experience with working towards ending homelessness. At her request for a follow up meeting, Mayor Baldwin suggested she leave her contact information with the Clerk so staff could put her in touch with Assistant Director Jones.

Mary Paul, 3413 Cherry Lane, stated everything was hectic at these meetings and the attendance was low. She encouraged the Council to think outside of the box.

Cheyenne Kramer, 832 Lusterleaf Place, Wendell, stated 10 years ago she experienced a foreclosure crisis and would have been homeless if it were not for family. She requested the City move forward with Melanie Paul's earlier request for a residential, entrepreneurial and vocational incubator and

suggested using vacant buildings on Dix Park's campus as a short-term solution for homeless residents in Raleigh. She further discussed using homes a Dix Park.

Willie Stokes, 320 Maple Street, explained the college park neighborhood has been decimated, pointing out he doesn't mind change but feels the neighbors are being pushed out. He stated he was born in the neighborhood 76 years ago, adding a park, that he understands is at risk of going away, was named after his uncle John Stokes. He further explained the community was self sufficient and no one asked for their opinions before coming into their community.

Barbara Smalley-McMahan, 602 North Bloodworth Street, highlighted a quote from the African American Museum in Washington, D.C. regarding denials of humanity. She highlighted the African American identity and touched on mental health and identity issues. She explained her 33 years of experience as a therapist has shown her lots of issues in people that result from lack of sense of identity, expressing concern with people who had been left out of the process.

Clerk's Note: Mayor Baldwin was excused to step out of the meeting at 8:30 p.m. and Mayor Pro Tem Branch presided in her absence.

Mayor Pro Tem Branch closed the hearing. He stated all information would be considered and a staff report created. He confirmed with Assistant Director Jones that Stokes Park is not being removed, but rather upgraded.

Fall 2019 Public Meeting Notes- Housing and Community Development Needs

Public Meeting - **9/10 Sertoma Arts Center**- 5 present

- Does CDD work with/notify CACs of ConPlan?
- Who is the audience for public meetings?
- Heard about meeting through
  - Email
  - Website posting
- Need to get more people engaged
- Engage universities and colleges in Raleigh
- Need to target broad/"global" audience throughout Raleigh
  - Invite to meetings and provide updates

Public Meeting- 9-12, Jaycee Community Center, 1 present

Ideas:

- Partnering with organizations to mediate LL-T disputes
  - Avoid evictions

Outreach:

- PTAs
- Churches: Pullen, Edenton St, etc
- Place at the Table, Carol's Kitchen
- Flyers at YMCA's and libraries
- More publicity about new developments
  - Ex- Washington Terrace
- Educational Materials
- Educate current homeowners in gentrifying areas
- OCC- need more volunteers

Public Meeting- 10/15 Green Road Community Center 15 Present

- Are Affordable Housing projects part of the ConPlan?
- Do we consider debt to income of graduating students in qualifying for affordable housing?
  - Are there allowances?
- Are there allowances for medical debt or disabilities in qualifying for affordable housing?
- Does tax increase from new developments contribute to funding for ConPlan?
- Do tenants have to be relocated when a redevelopment happens?
- Residents that are relocated often are moved away from jobs and transportation
- Can you provide number of tenants relocated by rental development projects?

- Can property managers raise rates on rent charged to tenants?
- What recourse do tenants have that are displaced from rental developments?
- Closely monitor LIHTC projects to ensure tenants are treated fairly.
- Do all of the programs have the same requirements?
- Are rental development projects ADA complaint?
- Do we fund affordable rentals in North Raleigh?
- What happens to homeowners who received homebuyer assistance and have a life event that causes them to struggle to pay mortgage?
- Need programs to help with tax relief
- Do we offer homebuyer counseling?
- Can we make presentation available to public on website?
- How do non-profits become aware of available funding/grants?
- Do neighborhood committees exist?
- News is effective way to advertise
- Online survey was helpful, can't always attend meetings
- Social media and CACs are helpful in advertising meetings/programs
- Radio- Public Service Announcements would be helpful
- Does rehab program have energy efficiency standards?
- Need programs for displaced individuals who have been priced out of neighborhoods
- Need help for elderly homeowners on fixed income and are struggling to keep home
- Need programs to assist with gentrification
  - Portland, OR has fee program to prevent displacement via developer fees
- How do you define Affordable Housing?
  - All people struggle with affordability, not just low and moderate income people

Tarboro Road Community Center- 11/07

- How many people apply to housing rehab program?
- Does Resources for Seniors partner with rehab program?
- How is waitlist prioritized? Is it based on severity of housing problem?
- Add more money to rehab program.
- What homes are eligible? Just homes in Raleigh?
- Can renters apply for rehab program?
- Is there funding for homeowners to rehab property themselves?
- Partner with community influences to learn about need and develop solutions.
- Is there funding to help someone build on their own property (vacant lot)?
- How big are homes in ECP?
- Streamline RFP process for homebuilders participating in housing programs.
- City should set the affordability limit for their programs? Not use HUD limit for every program.
- Set limit on the profit that builders can make.
- Need programs to prepare LMI residents to obtain affordable housing.
- Renters should not be charged a deposit for every application.

- Need consideration for individuals being displaced by housing development projects- allow them to come back
- Hold housing buyers and renters accountable for maintaining properties
- Hold developers responsible for warranty on projects they build
- Add more rental units to city-owned portfolio
- Test process for applying to services with non-profits
- Need more space for shelters with women and children
- Need more transitional housing and support services
- Programs should not assume people in poverty need training
- Know your population- what are the needs?
- City should work to create a better definition of homelessness
- Need to hold non-profits accountable that are being funded
- Need job training for white collar jobs
- Need job training for people with disabilities
- Need programs to connect people with job opportunities
- Need disparity report
- Need more money for housing programs
- Need to charge developers more to develop, use proceed to benefit community
- Work closely with CAC to inform community
- Increase amount of downpayment assistance
- Use public utilities email list to send info
- Have people in communities do survey
- Communications- targeted on Instagram
- Put info in water bill- everyone receives water bill
- Pay/partner with community organizations to push out info
- Send text messages about meetings

Public Meeting - 11/14, Chavis Community Center- 45 present

- How do we measure performance of nonprofits receiving funding?
- What is the definition of rapid re-housing? Average timeframe? The process is not rapid.
- What is the definition of homeless?
- What happens if homeowners receiving CoR homebuyer assistance go into foreclosure?
- Do all developers use same income thresholds?
- Need more programs to serve those at and below 30%AMI.
- No openings for housing units at 30-50%AMI.
- Are you only allowed to use HUD income thresholds? City should consider alternative income thresholds.
- Are there any programs to rehab heir-owned properties?
- Need retention program for affordable housing.
- Are there programs for people with disabilities? Need programs to help disabled people under age 62.

- Can City build tiny homes in ECP.
- Need program to help homeless buy homes.
- Is there data about housing needs in the City?
- What is HMIS?
- Need to identify city-owned properties near transit lines to build houses.
- Will public be informed of 30-day comment period for ConPlan?
- Include InterAct on stakeholder meetings.
- Need more clarity on planning process.
- Need to not deny housing to individuals wrongfully arrested.
- What is in place to ensure people don't experience housing discrimination?
- What are the numbers on housing discrimination complaints?
- How many people have been charged and not convicted?
- Need more programs for housing discrimination.
- What is response time for Raleigh Human Relations Commission?

Agency Consultations/Stakeholder Meeting Notes

City Consolidated Plan Stakeholder Consultation Notes Veterans Work Group 10/2/2019

1. **What type of veteran has the greatest need for services?**
   - Single, male veterans have a great need for services

2. **What are the housing challenges facing homeless veterans?**
   - Cost of housing and supply of affordable housing is a challenge for veterans.

3. **Which age group of homeless veterans has the most challenges?**
   - Older veterans (age 50+) experience the most challenges. Individuals in this age group aren't looking for employment, many have mental issues, and many are disabled and/or receiving disability benefits of $700 to $900 per month.

4. **Do homeless veterans face issues with housing vouchers?**
   - Landlords don't accept housing vouchers due to high housing demand. Landlords can have their choice of tenants and usually select higher paying tenants that don't have vouchers.
   - Landlords prefer to rent to voucher holders that have a Veterans Affairs Supportive Housing (VASH)
     voucher.
   - VASH voucher holders are connected to a Veterans Affairs (VA) Case Manager. The VA Case Manager serves as a resource for the landlord, and the landlord can call the case manager for support with tenant.
   - Only a small number of VASH vouchers go unused. Very rare for VASH voucher to go unused.
   - VASH voucher holders usually get ported out of Wake County because VASH vouchers have portability. Portability allows a veteran to live outside of the jurisdiction where the voucher was allocated. VASH voucher holders usually use portability to find housing elsewhere.

5. **How many veterans are on the "By Name List"?**
   - Over 300 veterans are listed on the "By Name List" assembled by the Raleigh-Wake Partnership to End Homelessness.

6. **How many veterans are unhoused?**
   - 20 veterans are known to be unhoused or not matched to any programs.
   - Classifications for veterans include: housed and matched to providers, unhoused and matched to providers, and unhoused and unmatched to providers.
   - Veterans can be transient, and their transient nature makes them hard to find.

7. **Are there enough resources to serve homeless veterans?**
   - Veterans usually are directed to veteran specific resources.
   - Landlord engagement is a very important resource. Landlords need more information about homeless veterans to become comfortable dealing with a high-risk population.

8. **What are the challenges associated with connecting veterans with employment?**
   - Access to transportation is a challenge for veterans. The cost of transportation is also a challenge.
   - Many veterans are not looking for employment because they are receiving disability benefits. Many veterans feel that employment will cause them to lose their disability benefits. VA Counselors are helpful in providing information about employment and disability benefits.

- Housing is available for veterans outside of Raleigh, but many locations don't have public transportation to allow veterans to connect with jobs and resources in Raleigh. The lack of public transportation makes locations outside of Raleigh unattractive.

9. What is been done to ensure the coordination of efforts on service delivery to homeless veterans?

- Coordinated Entry program has improved service delivery for homeless service providers. Coordinated entry has improved matching between clients and providers, and coordinated entry provides more data on the homeless population.
- Creation of Veteran Resource Specialist position has helped connect more veterans to resources.
- Street outreach to homeless occurs through Oak City Cares Center, homeless camp visits, bridge visits, and law enforcement referrals.

10. What programs are veterans using to access services?

- Veterans often access services through a grant called Supportive Services for Veteran Families (SSVF). The SSVF grant given to nonprofits and nonprofits use the grant to connect veterans with housing and other resources. Veterans often use SSVF resources while waiting to receive a VASH voucher. Veterans can receive resources funded by SSVF grants for a period of 2-years. After grant participation term expires, veterans must wait 2-years before reapplying for SSVF grant services. Sometimes veterans expend all SSVF grant services before connecting with a VASH voucher.
- The SSVF grant has participant eligibility requirements for veterans. Some veterans are ineligible to receive services through the SSVF program. Eligibility criteria includes: length of service, discharge status, and branch of service.
- Wake County has a small number of nonprofits that receive the SSVF grant. More veterans could be served if more nonprofits received the SSVF grant. Passage Home services 10-20 veterans per year through the SSVF grant program.
- Need programs to help veterans who have used SSVF grant resources and are waiting to become eligible again.

11. What challenges to homeless veterans encounter when trying to access resources?

- Veterans have trouble meeting requirements to access programs and resources. Some common challenges include: incomplete paperwork when applying for services and trouble obtaining vital records required to verify veteran status and identity.
- Veterans are not always honest during VISPDAT assessments. Veterans often underreport their needs and challenges. Veterans need to report accurately to demonstrate an appropriate level of need. Underreporting causes veterans to be underserved.
- Some landlords evict veterans without following legal eviction procedures. When veterans are evicted illegally, they are not eligible for homelessness prevention services. Eviction documents are needed to prove eligibility for homeless prevention services.

12. What could be done by service providers to improve assistance to homeless veterans?

- Agencies serving homeless community need to use the United States Interagency Council on Homelessness (USICH) criteria and benchmarks to measure effectiveness of homeless programs. USICH criteria and benchmarks assess the community response to homelessness.

<u>Veterans – Mayor's Challenge Meeting</u>

In Attendance:

Shanta Addison	Partnership - Coordinated Entry Manager
Seaira Green	Triangle Family Services – Street Outreach
Robyn Burge	Passage Homes – Case Manager
Geneon Hill	Passage Home – PM
Alicia Arnold	Wake County
Darius Hunt	Wake County Veteran Resource Specialist
Emily DeHoog	City of Raleigh
Nicholas Dulas	City of Raleigh
Emily Fischbein	Wake County
Chris Whitenhill	Wake County
Nicole Wilson	VA

Other Notes:
City has preserved and constructed 1800 units since 2016
1000 rental and ownership from Wake County: 500 yearly goal

1. What is an estimate of the number and type of families in need of housing assistance for the families of veterans. Needs and Gaps
    a. Definitely single males for veterans; Not a lot of units a lot in shared units- need more units
    b. Affordable 2 and 3 bedroom units; not a lot of family but when we do they need bigger units
    c. 30-60 age range not of 20-25 ages
    d. 50+ mostly; to low 80s
    e. 90% access or 60-70% have access to healthcare
    f. More challenges for employment for elder population
        i. Mental health
        ii. Shared living
    g. People we serve 45% on disability $700-900
    h. VASH vouchers – they're not able to use them

       i. We've used VA vouchers but they run
      ii. Preference towards County vs City landlords feel like they don't get paid
     iii. Case mgmt. – landlords feel like they can be supported when there's a case manager available
     iv. VASH Vouchers – What are issued and not used: small maybe like 10%
      v. Issued in Wake County
     vi. There's constant porting out
        1. Porting-in from many places
    vii.   Not frequent that we can't serve

i. By-name list #: 300+ total that can be housed
      i. 20 not matched to programs and not housed
        1. Because they're transient and can't be found; off the grid
     ii. Housed and matched
    iii. Housed and unmatched
    iv. Unhoused and unmatched

j. Resource
      i. Housing - Need more housing units is the larger need
     ii. VA relies on general funds
        1. Veterans are able to rel
    iii. Landlord recruitment
        1. $500 to landlord to Rapid Rehousing
    iv. Evicted, sex offenders, just out of prison are hard to work with

2. Could you Describe coordination with the Continuum of Care and efforts to address the needs of homeless veterans and persons at risk of homelessness
    a. Meeting since 2014; things have changed a lot
    b. Started with TA assistance
    c. We have a good handle on data
    d. Darius is very useful
    e. Good relationships
    f. Tracking referrals happens some no one falls thru cracks
    g. Passage home – We were COC before COC
      i. Darius has been good for support and hitting the pavement
    h. We've seen progress with coordination
    i. Darius Veteran Resource Special – me being here as helped for connecting people to resources
    j. Dorm for veterans at SWSC has been helpful for supporting each other-
    k. Relationship between SSVF and the VA has been helpful

3. Could you list and describe **What services and facilities** that meet the needs of homeless veterans and their families.

4. What services does your organization provide?
    a. Homelessness prevention services
    b. Street Outreach
      i. Triangle Family Services

1. Regional Centers
2. Oak City
3. Wherever there are homeless camps
4. M-F
5. We go to where the clients are
6. We don't see a lot of veterans unless ineligible for veterans assistance (moved, length of service, discharge status, reserve or national guard, utilization of SSVF; They've used their allotted time veterans services)

    ii. Passage Home has a bit of veterans service funds but its not enough; Looking to serve 10-15 veterans; COC grant

1. SSVF Supportive Services Veterans Families
   a. 9 months of 2 years for rental assistance – Rapid Rehousing iii.

Supporting documents are need to help veterans get assistance

1. But people born outside NC its hard to pay for documents needed for assistance
2. We need more flexible funding
3. Nothing to assist veterans who've used all the services; no permanent funding
4. Barrier to bridging programs SSVF and VASH:
   a. There isn't VA policy to prioritize SSVF veterans to VASH
   b. Quality: clients not honest about their voucher needs
   c. USICH - United States InterCouncil on Housing – tracking tool to help declare ending homelessness for clients

    iv. Help for Veterans about to evicted from a private landlord, but may not have an eviction letter

  c. Supportive Services

    i. COC general homelessness – Access site meetings and case conference meetings

5. Are there other challenges in areas of:
   a. Employment

    i. On disability so not looking for job ii.

Some come with a job

    iii. 2-5% will just sit to see how long that can sit

    iv. People don't want to 'mess' what they get from social services if they get employment - they don't want to lose their benefits

    v. b.

Health

  c. Housing

  d. Transportation

    i. Huge challenge

    ii. Important for bus stop in walking distance iii.

Can they afford bus

    iv. Housing may be out in Zebulon but no one is going there because it's too far

WakeUp Wake County

A. Meeting Overview:

City and County staff made a presentation to the Transportation, Housing, and Land Use Committee of WakeUp Wake County. After the presentation, City and County staff took questions and comments from the group.

B. Questions and Comments:

1. **What is your feedback on the three goals/priorities used in the current Consolidated Plan for the City of Raleigh?**
   - Important to connect housing and transportation.
   - Is land banking part of the affordable housing strategy?
   - Families should be a priority, and the focus should not be on a specific target demographic. Housing for single-person households should also be a priority.
   - Is there interdepartmental cooperation within the city and with external partners?
   - What would bond funds be used to accomplish, if a bond was passed?
   - What is the thought process around building single-family housing when the demand for more units is so high?

2. **What recommendations do you have for programs the City should consider?**
   - Promote rental units designed for smaller households.
   - Land banking along major corridors for the purpose of creating affordable housing.
   - Encourage developers building affordable rental units to increase their portfolio.
   - More information about the existing housing stock should be made available. The community needs more information on how the housing stock is changing to accommodate market demands. Apartment sizes seem to be downsizing.
   - Need information about the gap between housing availability and housing demand for families at each income threshold. Data about housing gap could helpful to inform affordable housing strategies.
   - City needs to target focus areas throughout the city.
   - City should work with Community Development Finance Institutions (CDFI) to provide loans to Affordable Housing Developers.
   - City should create a numeric goal or percentage of affordable housing units to be included in new housing developments.
   - Need more programs that help families stay in their existing homes.
   - Need more programs to assist with property tax costs
   - The City and County governments should have programs that complement each other and can be layered on top of each other.
   - City and County should partner on housing assistance programs and the joint programs should have one application to provide easier access to applicants.
   - City should consider a variety of housing development forms, including tiny houses. Detriot, MI has a model program that could be considered.
   - Need more programs for college students experiencing housing and food insecurity. Louisville, KY has a model program that could be considered.

Hispanic Service Providers Group: 10/8/2019

A. Meeting Overview:

Staff members from the City of Raleigh and Wake County Government visited with service providers that focus on serving Latino/Hispanic community members. City and county staff gave a PowerPoint presentation about the Consolidated Plan (ConPlan) and programs offered by the city and county governments. After the presentation, city and county staff members had a discussion with meeting participants and responded to questions and comments.

B. Questions and Comments:

1. **What questions or comments do you have about the ConPlan process or about existing programs?**
   - What opportunities are there for undocumented individuals?
   - Are undocumented individuals eligible for relocation benefits?

2. **What are the housing challenges facing Latino/Hispanic community members?**
   - Housing assistance is a great need for undocumented individuals and families.
   - New housing developments are displacing Latinos and help is needed to serve displaced individuals.
   - What are the main criteria for individuals to benefit from City and County programs? Is income the main criteria?
   - Information about city and county housing programs should be more readily available. Most individuals in community don't know about the programs.
   - Need more assistance for homeless individuals living in hotels.
   - Are there grants available for nonprofits, and, if so, where do you find the information?
   - Affordable housing is no longer available in Raleigh. Rental units are unaffordable and houses for purchase are unaffordable.
   - Households that get displaced from the affordable housing that exists have no place to live.
   - Affordable housing needs to be close to amenities (i.e. transportation, schools, grocery stores, employment centers, etc.)

3. **What is the best way to do outreach to Latino/Hispanic community members?**
   - Does the city or county government sponsor housing fair events to share information with community members? Community members need a large event to raise awareness about affordable housing available to the Latino Community.
   - City and county governments should partner with the US Census staff to do outreach in community.
   - The city and county governments need more outreach and marketing materials and campaigns in Spanish language. Outreach efforts that don't include translated materials are not effective.
   - The city and county governments need more bi-lingual staff members to help Spanish-speaking community members.
   - All Spanish-speakers are not proficient at reading Spanish. So, written materials that are translated into Spanish should be designed to accommodate Spanish readers with lower literacy levels.

4. **What are the barriers that keep Latino/Hispanic community members from accessing housing?**
   - One barrier to housing access is a lack of information about available resources.

- Another barrier to housing access is there is no clear path to navigating all the available resources. People get lost when they are transferred between multiple resource providers. Community members need help understanding the full scope of available resources and the role each resource provider serves in the service delivery process.
- The city and county governments need to form a community-wide coalition to address the needs of Latino/Hispanic community members. The Coalition could be modeled after the Raleigh/Wake Partnership to End Homelessness.

<u>Brookridge Tenants</u>
October 23, 2019
17 residents
3 property managers

What helped you move from homelessness to housing?
- Ready to rent help me out of homelessness
- Case management helped
- Mr Stelli and case managers helped a lot
- HUD VASH
- VOA in Durham
- Q from resident: What is a stakeholder?
- Homeless shelters:
  - People get rushed out
  - They don't really help
- Cornerstone – helps you find housing
- When you're 55-62, there's a long list to get housing
- Social workers should be able to call Brookridge and get housing for the homeless to get off the street
- What happens when wheelchair on 2nd floor and there's a fire – there should be more units for physically disabled people on the 1st floor
- Bulletin on the board at the South Wilmington center had a phone number for Brookridge
- 2nd Chance program helped me come back
- Power outages makes us have to use the stairs
- HUD VASH helped me get here and Ed helped a lot
- South Wilmington Street, Hospital, Alliance and UNC act team helped me

What Programs or resources are needed?
- Difficulties with doing work – looking for housing. People need to do 'leg work'
- How do you know where to get affordable housing?
- There should be a Housing and Homelessness Fair
- Durham Program
- Resources to prevent homelessness are needed
- How do we know about WakePrevent!?
- Lack of services for people with physical disabilities and medical or emergency situation coming out of the hospital- Ready to rent help me with this. I had to do the leg work and I needed to advocate
- A peer support person could help advocate for people who work directly with the people who need it
- For ppl with diabetes and to prevent it, an education program for health wellness to understand health risks –
- New buildings should have section 8 vouchers – project based subsidies should be available

- A homeless person with pets often doesn't want to go into shelter because they don't want to separate from their pets -if there's no living family, the pets are it
- There are volunteer orgs to foster pets but the housing process will separate them from owners from pets
- There should be a boarding house for homeless people with pets
- Oak City Cares – room for pets?
- Housing for ex-offenders
  - Difficulties maintaining/finding jobs and housing
  - 2nd Chance program needs to be in place
- Gay and transgender children and people
  - Temporary shelters
  - They're young and still developing
  - Safe housing for them and programs to assist them
  - Specifically for minors
  - They travel state-to-state
- Pre-existing health or disabilities in obtaining housing insurance
- Housing insurance with track record for living
- Don't build housing in food deserts
- Make sure housing is near transit and grocery stores
- What can be done with raising AMI issues where "affordable housing" is still too expensive?
- Can there be a Rent to Own program?
- USDA offers a Rent to Own program in rural areas- 100% of closing costs
- SWSC needs a better referral service

Do you have recommendations for people who are currently homeless?
- Stop using drugs
- Have to let go of your vices
- Go to M-F housing sessions at the Swinburne building – Leitha really does a great job

Consolidated Plan Questions for
Consultations ALPES – Latin Community
Service Providers October 8, 2019

1.	What are the housing and supportive service needs of the Latin community in Wake County and how are such needs determined?

2.	Is there a homelessness problem among families and/or individuals?

3.	How do people in the community find housing?

4.	What are the challenges given the current supply of housing?

5.	What are the barriers the community faces to addressing these needs?

6.	What are the opportunities or challenges with: jobs/employment opportunities, health care, education, access to transportation, mobile clinics, legal assistance, public amenities?

7.	What are the best ways the City of Raleigh and Wake County communicate their resources/services and meet your needs?

Responses:

- Is there rental assistance available for people who are undocumented or families of mixed status
- Are there services or help available if a tenant faces eviction from a sale of property to a developer that will build market rate
- Senior housing is needed for residents to 'age in place'
    - Housing in walking distance to other things
    - Knowledge of options available
- Outreach
    - Census 2020 efforts have been successful – Sharon Peterson was mentioned in terms of coordination between departments
    - Need better publicity of the housing programs
    - Host a large affordable housing access event
        - People at local fairs and festivals aren't in the right mindset to give feedback on affordable housing
        - Event could provide a large opportunity for many people to find housing information
    - Empower people (access to info?)
    - The housing website should also be in Spanish
    - There should be a liaison for housing who is bi-cultural and bi-lingual
- Provide a Spanish translation of housing documents
    - Summaries are very effective
    - Lower-level, everyday Spanish
        - Many people don't read at higher Spanish levels
- Don't assume anything
- Increase communication between agencies
    - There's never a clear, easy path for residents to find services or receive funding

- o Agencies should organize/coordinate to serve the same community, so residents won't need to go to 10 different places
- o Housing Coalition needed
    - Review 10-year plan created twenty years ago- it called for increase of coordination

Oak City Cares - Homeless Service Providers Meeting - 10/15/19

CoR Staff Present: John Niffenegger
Wake County Staff Present: Alicia Arnold, Emily Fischbein, Chris Whitenhill

How would you describe the characteristics and needs of individuals and families at imminent risk of homelessness?
- Those at risk of becoming homeless - need for prevention - focus has been on RRH and PSH
- Families in hotels and couch hopping - non-HUD definition of homeless
- Trends: increase in elderly, single fathers with children, 18-24 yos
- Lack of affordable housing - people with vouchers can't find housing; landlords not accepting
- Families with young children living on streets - failure to thrive
- Increase in CPS involvement

Are there certain housing characteristics linked with instability and an increased risk of homelessness?
- Cost of housing
- Mold & safety issues/substandard housing
- Older age of AH - higher utility bills
- Lack of transportation - in outer areas of county and city
- Unmet MH/SA/medical needs - more likely to lose housing

Can you tell us a little about the needs of people receiving rapid re-housing assistance who are nearing the end of the assistance?
- Budgeting skills and employment
- Difficulty in getting vouchers
- Ex-offenders
- Lack of affordable housing
- Need for increased after care services

What are some of the supportive service needs of homeless persons?
- Upfront navigation - don't know where to start
- Child care
- Transportation
- Employment & skills training
- More street outreach & including MH
- Access to food - particularly healthy food
- Need for medical, dental, and vision services - especially mobile
- MH/SA services for the uninsured
- After-hours MH services

What are the goals, programs and policies for reducing the number of Poverty-Level Families?
- Increasing incomes; wages rising disproportionately at higher end of spectrum
- Job training and education - many get jobs, but not with living wages

- Focus more on technical training -carpentry & welding - NC Works
- Lack of capacity to serve increasing numbers
- More access to wrap-around services for the life of the need
- There are available resources for those at the very bottom <30AMI, but not so many for those above; working poor often above threshold
- Paid work training
- Those with criminal backgrounds - connecting to jobs and housing

What kind of public services does our community need?

Consolidated Plan Questions for Consultations
Human Services Networks
October 16, 2019

Questions:
1. What are the housing and supportive housing needs of the following populations?
   - elderly
   - frail elderly
   - persons with disabilities (mental, physical, developmental)
   - persons with alcohol or other drug addictions
   - persons with HIV/AIDS and their families
   - any other categories the jurisdiction may specify.
2. How are these needs determined?
3. What are some unique of specific characteristics of special needs populations in our community?
4. Are there plans during the next year to address the supportive services needs persons who are not homeless but have other special needs?
5. What mainstream services (ex. health and employment services) exist or can be enhanced to complement services for homeless persons?

NOTES:
   - Program for elderly assistance for moving – deposits paid but cant move
   - Chronic conditions for elderly living longer and
   - Emergency Dept ED utilization for the wrong reasons
   - Elderly homes starting to deteriorate
   - Programs to assist people in this situation
   - Communities in gentrification – education about housing assets, knowing their options when developers start to offer them money for homes
   - Physical limits for moving around
   - Sir Walter's closing –
       o Seniors with felonies and charges
       o Education
           ▪ Contractors declined HUD arrangements – they didn't want to use HUD funding for vouchers
       o Ppl are renting instead of owning
       o Prioritize communal options for criminal backgrounds
           ▪ There's only a few options for communal living
   - What is the definition of affordable housing?
   - What is the definition of homelessness?
   - How do you get access to services?
   - How far back does a 'criminal background' go back?

- People who aren't considered homeless but are living in hotels who don't qualify for assistance need support
    - What supports are available to prevent them from becoming homeless?
    - PPL have called access sites and they hear they have to wait still
        - Not enough capacity?
        - New services needed
        - CBDG grant could help a little bit
- Elders and Isolation
    - Partnerships between young and old can improve health outcomes (elderly) and learning (young)
        - We have a large college population
        - Example in Norway:
            - Young teaching elderly computer skills
            - Old teaching young their knowledge
        - Programs like this don't exist here
        - Build communities, not just units
- HIV/AIDS
    - Men with criminal backgrounds– don't have places to live
    - Some populations cant find affordable housing and their couch surfing
- Elderly
    - Home repairs – does it have to be income based?
        - Ppl don't income qualify but live in homes in disrepair
            - What do they do?
            - What services are available for them
        - Price gauging happens
        - Is the there a list for reputable service providers for those that don't income qualify?
        - Having someone in community that elderly know and trust is important. Elderly wont trust anyone; they need to know who their working with
        - Can we provide seniors with a list of the contractors that we use for the Housing E&D program
- Upstream help – wrap-around services for rental services
    - Prevent youth from depending on services
- County transit plan
    - Strategic planning - location targeting for affordable housing
    - Areas not served by fixed routes
    - Link housing with access to transit services - identify sites along routes and at transit stops
- Boomerang generation – special needs

- Adult children living with their parents who won't be supported when parents age out
- Group further down the road
- Intersection of plans
- How do we encourage landlord recruitment
- Metrics: Ambulance visitations -ArcGIS
  - Repeat visits needed housing need
  - Lacking of housing needs was causing visits
    - Fridge to keep insulin called
  - Paramedics of county
    - Addresses and number of ER visits
      - People show up at ER but were discharged
  - Emergency room diversion plus housing
  - Lookup Roanoke Rapids – Community Health center partnership – smaller county
- Utility payments – Inability to pay bills puts people at risk; may become homeless
- Need for communicating across systems
  - interconnectivity between services
  - "warm hand off" for clients needed when referrals are made
- How many programs help ppl with the overall situation for stability into the future
  - A little bit here and there is just a bandage; we need future planning
- Childcare before and after school (transition from home to school vice versa)
  - Currently there are very limited options for nontraditional childcare hours
- How do residents access and know what services are available to them?

Lennox Chase Tenants Meeting - 10/16/19

CoR Staff Present: John Niffenegger
Wake County Staff Present: Emily Fischbein, Chris Whitenhill

What worked well?
- Second chance program
- Securing employment
- Peer support
- VA assistance
- Peace and quiet of Lennox Chase
- Obtaining Section 8 voucher
- Caseworker assistance
- Ability to walk to grocery store

Needed services?
- Lack of safety net for those without vouchers
- Develop a pot of money for the working poor
- Site based subsidies - 30% of income (challenge with LIHTC developments)

Recommendations to those who are homeless
- Find resources/social workers ASAP
- Get counseling and case management
- Get access to social services

Challenges/unmet needs
- Coordinate entry process - works ok until person is referred to facility with no vacancies
- Homeless women - need more beds
- Bad attitudes of staff can deter those in need from going to homeless shelters
- Permanent supportive housing & case management
- Health services for those without health insurance/Medicaid

WakeUp Wake County Meeting - Advocacy

Atlantic and Whitaker Mill – Oct 17th

- 200 affordable housing – Brown Birch redevelopment

What are challenges to advocacy in the Raleigh and County?

AF units

Neigh Revit

Homeless Continuum

AH/Transportation, Connectiing AH to parks, More support to non-profits

How can we improve/expand what we offer?

What would benefit your community?

- Transit and Housing interest

- Capital Boulevard ripe for redevelopment and other parts as well

- Is land banking a thing Raleigh is doing

- Concern for housing families at only 20%

    o Solo households and other housing type needs concern

- Collaboration with parks/rec and other dept coordination

- What may be addressed in a housing bond; how soon could we expect bond money

    o ANSWER: Council is discussing housing bond; Acquisition of land near transit; Con Plan is how we'll spend our funds

- BRT and Con Plan funding in conjunction?

- BRT funding link with Raleigh focus areas

- Increase rental stock geographic and units

    o Add to City portfolio and other org portfolios

- Overview of Gap in Affordable Housing at the different thresholds

- Site selection

- Are there policy goals that can create affordable housing- a numeric goal for affordable housing in every building would be good

Outside Raleigh

- Knightdale Comp Plan – "we are the most affordable town"

  o No plan to retain affordable NOAH – how does county retain affordability?

- Homeless or Prevention services

  o Education and awareness about a place to go when people are in trouble

  o Prevention needed to help people stay in their homes

- Property tax increases can be a problem for low-income home owners

- Rehab programs: Complementary with County like City similar

- Streamline tax rebate processes when senior applies for rehab and tax relief

Raleigh Survey Bit.ly/2K3Q1qz

Priorities for next five years?

Consolidated Plan Questions for Consultations
Housing Advisory Committee Meeting
October 17, 2019, 830am WCOB

- Serving the more vulnerable family

- Next to impossible to develop because of costs

- Are there options

- Challenge is: Finding land and getting control of the land

  o Making sense of the uses

- Streamline affordable housing, customer service goes a long way; Affordable Housing concierge

  o Dedicated permit worker for developer

  o The developer will have a good experienced and want to do more

- Is there land that isn't housing currently

  o Help rezoning non-residential land for affordable housing

  o There will be less competition for land that is not currently zoned residential

  o If you can get more people to the table, there may be more availability

  o Get more developers excited about developing land

- Land vision – Program for finding land

- Find land give right price

  o Current zoning

  o Send letters of interest to the owners

- Density instead of houses - show that it can be done nicely - it depends upon the product

- NIMBY

  o Community Outreach before proposing projects

  o Get people on your side before saying what you're going to do

- Smaller projects

  o "base hits" here and there

  o They will accumulate
- Mixed Income
  o Do your research to make sure it will work, Get someone's opinion before you do it

Chris Austin- NCHFA

· Dept of Commerce- full CDBG allotment

· CDBG-DR: state emergency management or state commerce departments

· NCHFA only gets HOME money & HOME match

Priority Populations

· NC tax credit program- no target population, low income people is focus

· Low income- changed by the IRS last year 20-80% (was up to 60%)

o Still has to average out at 60% for those served

· 80% is now really market rate

· 60-80% used to be underserved

· Will be harder to figure out for asset management point of view

· DHHS- has prioritized population

· Tax Credit Program: Give points for focusing on 30% and below

o Competition for 9%- "deeper targeting"- will get more points for 30% and below

· targeted for people with disabilities: Max 20% but target is still 10% of units-

o Illegal to do more than 20%

o Targeting process: behind, Federal Dept of Justice lawsuit, DHHS and NCHFA are in clear under settlement

o Settlement ends in 2021 but still have to maintain units

· Average of units cannot exceed 60% average income

o Have to check all units in building

o Additional physical inspection of units are now required
· IRS mandate: agencies have 37% increase of checking units

Tax Credits:

· People in affordable housing units can have multiple agencies coming through unit to inspect- not much coordination

· Rental vs homeowner unit

o Rehab: receive from federal or state funds

o Single family: funded through bond issued

· Transportation costs: provision for QAP

o Within mile of amenities

o When cannot meet that- there is a makeup section for points

§ Bus stops: need sidewalks to be able to access it, sidewalk to cross street

§ 2 points for uncovered bus stop within a distance

§ 6 for covered bus stop (existing)

§ Put rule in for project in downtown Raleigh to get more points

§ Does get utilized

· Anything curated by developer: hard to monitor and enforce down road

o Have had unfulfilled promises in past

· QAP: anything has to be in existence and operational at time

· If City or County able to create bus stops (and within criteria) then it would help with points for tax credits

· 1 award for every 4 applications received for tax credits

· Needs to land you do own to think about getting the infrastructure in and then offer that to developers

· Helping the developer purchase land: chances of them losing is much higher than them winning the tax credits

· Have had 4% deals come through the award but project has not come through fruition

- 4% does not have statutory requirements

- Credit program is the only thing that produces affordable housing in the country

- RPP funds- rental production funds for 9% deals

- 4%: local funding to put in deals

- 9%: all in high income counties in next year, low income counties can't make it work, metro

  o Higher income moderate income counties

  o Go where can get higher rents, in higher income counties

- Developers have finally realized how hard it is to get 9% deals and now looking to 4% deals

- Bills in state: mini-bills, NCHFA hears it's in and then hears it's not

- Project cost the same whether you're in urban or rural areas- but urban areas get more rent to make up debt

- Rent in different areas: there are areas in the state that the rents are going down

  o Wake county and Mecklenburg County- always increases

- NCHFA- funding has not decreased

  o Need is across the state

  o Will has not been there

- Preservation tax credits- caps new construction?

  o 4:1 odds for new construction

  o 2:1 or 1:1 for rehab

  o Rehab has not increased

  o Developers have not going after rehab tax credit deals

§ Rehab deals cap new construction deals (principle cap)

§ Don't know how to change that

- NCHFA is not looking to help people make money

·   Competition is so much lower on rehab side- are you going to risk getting anything by going after 9% competitive

·   Cycle- same with 9% and preservation

·   Bond deals- 4%

·   Bundle 9% deals to get 4% bond

·   Are people going after bond deals that are not tax credit?

o Some, already section 8 properties

·   Historic tax credits- through federal parks

o Can cost 1.5 or 2 times as much as new construction

o Can be affordable units after done

·   If state expand credits- what is the impact administratively?

o Doesn't know if would change that much, currently have 175 applications

o Impact asset management side, currently very efficient process with NCHFA staff

·   9% deals: 30 years monitoring

Priority Needs

Housing type and number of bedrooms?- no specific focus area

A. Meeting Overview

Staff members from the City of Raleigh and Wake County Government met at the South Wilmington Street Men's Shelter to speak with a group of men currently staying at the shelter. City and county staff gave a PowerPoint presentation about the Consolidated Plan and programs offered by the city and county. City and county staff members then had a discussion with the men's group and responded to questions and comments from meeting participants.

B. Questions and Comments:

1. **What questions or comments do you have about the ConPlan process or about existing programs?**
   - How is funding from the Federal Government spent? (**Response**: The city spends federal funding to advance the three priorities listed in the current Consolidated Plan. The three consolidated plan priorities are the following: increase the supply of affordable housing, enhance the homeless to housing continuum, and neighborhood revitalization. Staff provide examples of a few programs under each priority.)
   - Are federal funds only available to spend in the city of Raleigh? Are funds available to spend throughout Wake County? (**Response:** The City of Raleigh and Wake County Government both receive grants from the federal government. The city government spends its funding for programs in the city limits and to assist citizens that live and work in Raleigh.)
   - Is the Section 8 program still valid? The waiting list seems so long that the program no longer seems beneficial. (**Response:** Yes, the Section 8 Housing Voucher program still operates. There is a waiting list for the program)
   - Where is affordable housing located in Raleigh and Wake County? (**Response:** There are resources like NCHousingSearch.org that can help you identify affordable housing options.)
   - Where is the land available to build affordable housing in Raleigh and Wake County? It seems that land availability is an issue in Raleigh and surrounding areas? (**Response:** Land availability is becoming an issue, but there are still development opportunities in Raleigh and Wake County.)
   - What has accomplishments have been achieved since the creation of the current Consolidated Plan? (**Response**: Each year the city and county government each create a report called the Consolidated Annual Performance and Evaluation Report or CAPER. The CAPER lists information about the goals and outcomes accomplished each year and we can make copies of the CAPER available to staff members at the South Wilmington Street Center.

2. **What types of programs are needed to better serve homeless individuals?**
   - There is a need for more rental assistance programs.
   - There is a need for more programs to assist individuals re-entering society after returning from prison.
   - There is a need for more programs that assist individuals who have felony charges on their criminal record. Landlords and employers often discriminate against individuals with past felony charges.
   - Homeless individuals need money for upfront costs associated with housing (i.e. apartment application fees, security deposits, first month's rent requirements, down payment costs, etc.).
   - There is a need for more programs that help homeless individuals gain employment. Once homeless individuals start creating income, they are better positioned to secure housing.
   - There is a need for more subsidized housing units. The city and county governments should provide financing for developers to build subsidized units.
   - Homeless individuals cannot afford high rent rates, especially when they have no income or limited income. No housing options are affordable for homeless individuals.

- The cost of living in Raleigh and Wake County is too high for minimum wage jobs. Many homeless individuals work full-time jobs, but they cannot afford housing costs.
- Gentrification is changing the city.
- Economic development projects (i.e. business locations and business expansions) are taking land away from affordable housing.
- There is a need for more programs that serve single-person households.
- The city and county should just build the housing units needed to accommodate homeless individuals and families.
- Many individuals become homeless because of a circumstance (i.e. felony charge, disability, job loss, medical emergency, etc.).
- Homeless individuals need a second chance to improve their lives.
- If an individual has a criminal record, then their access to resources is limited.
- Homeless service providers should organize a joint fundraising effort to raise funding for their programs. The city and county governments should provide funding for service provider fundraisers.
- Homeless individuals need counseling for a variety of issues, including substance abuse, psychological health, and spiritual health.
- The individuals managing the homeless service programs need to have compassion for homeless individuals.
- A matching funds program could be used as an incentive for homeless individuals. For example, homeless individuals could be encouraged to save money, if their savings were matched dollar for dollar.
- Rent prices are projected to rise by 5% over the next five years. Homeless individuals need programs that assist with rising rent costs.
- There needs to be more communication about the outcomes achieved by homeless service programs.
- Homeless individuals need programs that offer quicker solutions to homelessness. Current programs take too long, and homeless individuals cannot afford to wait years for a solution.
- Homeless individuals need programs that assist with deposits for various types of housing expenses; including deposits required for water bills, light bills, security deposits, and first month's rent.
- Homeless individuals need credit repair programs.
- The city and county government need to partner with Oak City Cares to provide services.
- Homeless individuals need transportation to connect with employment opportunities.
- Homeless individuals need funding for secondary expenses associated with employment and housing (i.e. transportation costs, driver's license, automotive insurance, clothing, etc.).
- The city and county need more transportation options for individuals with disabilities.
- There is a need for more reliable transportation. Buses that run routes more frequently.
- Homeless individuals need transportation to access jobs, medical care, education, etc.
- The city and county need more programs for veterans.
- There is a need for help with housing discrimination.
- There is a need for more case management services.

- There is a need for job training.
- Homeless individuals need help to expunge criminal records.
- There is a need for more programs that work with landlords and
- There is a great need for more homeless shelter facilities.
- There is a need for more programs to serve households that are unmarried. Shelters often split-up families.
- There is a need for more programs for individuals living on a fixed income.
- There is a need for more programs for Native Americans.
- There needs to be a shelter dedicated for homeless veterans.
- The city and county staff should research the report from the National Law Center on Homelessness and Poverty called "No Safe Place: The Criminalization of Homelessness in America".

South Wilmington Street Center
October 30, 2019
Approximately 240 guests

Public Education/Communication
- The mayoral candidates run on a platform of affordable housing, but what will they do about it?
- <mark>Guests may want to go to the public hearings and meetings, but they will need a pass for getting back into the SWSC after an evening meeting.</mark>

Rapid Rehousing Assistance
- Assistance with rapid rehousing
- No barrier housing is needed for people who are homeless.
- The guests hear about new development, but it will take a while
- Need rapid -rehousing funds

People w/Criminal Backgrounds
- More programs for re-entry
- Flexibility with landlords for ex-felons
- A guest is grateful that he is staying at SWSC. He grew up in Halifax Court – the projects are gone. He has a record and needs a chance. He get into Housing Authority housing. His record is a long time ago and he is a good person now.
- Need housing and programs for felons

Jobs/Economic Opportunity/Income/Costs
- The men at SWSC should hold fundraisers for themselves. Go out into the community and raise money for housing.
- Have a work program with the County – groundskeeping, etc., to help earn income and feel useful
- The cost of living is too high. He earns $11 an hour.
- From last year to this year, rent has increased 5.3% - this makes it difficult for people to find housing.
- Is there housing in Raleigh for people on a fixed income?
- Why is it so difficult to find a place to rent? The rent is too high, and he doesn't make that kind of money.
- Talk with County and State officials about increasing minimum wage.

Land
- Where is the land? There is no more land in Raleigh – all the land is outside of Raleigh

Financial Assistance
- Start up $$ (Security and utility deposits, first and last month rent)

Affordable Housing Units

- We need more affordable housing.
- Why can't the County build housing and put us in there? So many people die each year from being outside.
- Who is going in the new subsidized housing? There are so many people here at SWSC

Health: Mental, Spiritual, Physical
- Services needed:
    o Substance use counseling
    o Affordable psychological help
    o Spiritual rehabilitation
- Need healthcare

Funding
- Can there be a matching fund for housing? Subsidized funds to match what the guests can afford to pay

Case Management
- Have case managers there to help at Oak City Cares
- Need more case management

Transportation
- Transportation is a barrier to employment. There are opportunities for employment, but they can't get there. Have a terminus or stops at affordable apartment complexes so people can get to work.
- Have buses and vans for people who are disabled. Have multiple drivers.

Veterans
- Veterans needs – housing and services

Bias Discrimination
- There is bias and discrimination in housing

CAMPO – November 4, 2019

1. How do you typically cooperate with jurisdictions to plan and coordinate transportation and general land use planning? Are there plans
   a. Joint statement between Raleigh and Wake for public knowledge
      i. Vin Diagram of services
   b. MTP Main thing that the MPO is in charge
   c. Federally mandated: over 50k needs a MPO
   d. Planners and engineers once a month – act as technical advisory board for mayor and elected officials of the executive board
   e. We coordinate with local planning efforts for info to feed into regional transportation plan
      i. Things available for federal plan funds need to go thru MPO
   f. Wake Transit Committee
      i. Focuses on the County
      ii. Wake transit funded and for what is plan for wake transit
      iii. MPO also coordinates other funding programs
   g. MPO has no jurisdiction over land use planning
      i. We do sub area studies we work with municipal partners regarding scenario planning
      ii. Land use in MTP
         1. What ppl are travel and where they're going are based on zoning ordinances currently
         2. Therefore our land use planning is more reactionary
2. Are other municipalities in the region indicating solid support for affordable housing creation in their jurisdictions as part of their regional transit planning efforts?
   a. Most municipaliites don't say their against AH but their policies aren't setup for it
   b. They may not understand the issue
   c. Raleigh is more ready for affordable housing than the other
   d. The east municipalities are accepting the AH tenants
   e. West County is just now thinking about AH
   f. Towns on the east, smaller towns may not understand how land use and planning for growth works
   g. Also fear and misunderstanding plays into the issues
   h. If municipalities understand affordable housing, they probably will support affordable housing
   i. TJCOG can be useful of understanding and education
   j. Developers are not building AH; the Market is not buildering AH
   k. AH Policy, Land Use, Making it easy for developers for developing AH
3. In which areas do you see greatest need in Wake County- populations who are public transit dependent?
   a. SE Raleigh #1

i. WC Transit Plan has areas and population concentration

ii. 2012 ACS Block Group – 1/3 of people are transit dependent

iii. People are moving to areas not well served by transit (Wendell, Zebulon)

b. Credit markets

i. Working poor are always trying to a get car because that's the only way to maintain stability with income and a job

ii. Tight market means workers get pushed out of area or they cannot have upward

mobility

iii. Loose Markets

c. Job centers are scattered

d. Scooters have helped with mobiiity e. Sidewalk improvements

f. CAMPO funds

g. Connectivity with appropriate facilities to have travel i. Cul-de-sac living vs Gridded streets

ii. Low-income in a disconnected area limits opportunity

h. Elderly isolated in the county creates issues for opportunity and economic stability i.

4. What are some highly-utilized lines?

a. Corridors with BRT plans are the highest ridership routes i. Route 1 – Capital Blvd – Highest – almost double

ii. Route 15 – WakeMed/New Bern/New Hope – 2nd highest

iii. Route 7 – Garner – 3rd most iv. Route 2 - Falls of Neuse – 4th v. Avent Ferry -5th

b. Monthly data available c. GoRaleigh most utilized

i. GoTriangle – Heavily utilized route

1. DRX - Durham

2. CRX – Chapel Hill d. GoTriangle 300 and 100 RTP area

e. Many GoCary riders are low-wage workers at the retail jobs

5. Where are major job centers that affordable housing should to connect to?

a. MTP to show what might be based on local planning but not more than what we'd know b. We're reactionary to local plans

6. Describe Wake County's (including specific municipalities) need for Public

Improvements/Infrastructure. How were these needs determined?
- a. 2045 MTP map
    - i. highways
    - ii. Online bike plan
    - iii. Need for bus stop areas – inventory needed to inform funding for wake transit
        1. Bus plan in wake transit plan lays out some needs
        2. MTP has higher level plans
7. What transit tools and funding programs could complement affordable housing creation in the City and region, particularly Transit Oriented Development?
    - a. Federal guideline uses propensy of AH tenants to use transit, but it's based on existing subsidized units
    - b. TJCOG tool
        - i. Tool is for Local municipalities as a toolkit for planning for affordable housing; it ii. Also is just a descriptive tool of land use
        - iii. It doesn't recommend or prescribe anything to the local municipalities
    - c. LAP Funding (Program to investigate)
        - i. Sidewalks, Turn lanes, Infrastructure to municipalities
        - ii. Investigate for developing criteria for Neighborhood Revitalization Program
        - iii. Community Funding Area Program – community funding management program –

            in funding section of CAMPO website (Maps)
8. Would BRT increase land values
    - a. Not a lot but definitely will increase b. Relative increase

TJCOG – November 8, 2019

Cooperation with jurisdictions for transit and land use

- We serve 43 local jurisdiction
- Charter with Raleigh and Wake County to act as an extension
- We're a local government
- Work with Durham
- Data Analysis, Rural Planning, Planning, Transit, Technical Assistance for variety of things
- Plans, Water Issues, Resiliency issues, Economic Development
- We go where our member jurisdictions wants/asks us to go
- Regional Practitioners meeting
  - Barriers and best practices to support affordability and livability topics
- More than just services
  - Serve as enhanced staff capacity
  - Research best practices
  - Resident based affordable housing
  - Staff expertise about housing when they don't have capacity or know how
- Engaged Apex and Holly Springs
  - Education and coordination with councils
- ADUs work with Durham
  - Stakeholder interviews with developer, architects, planners
- Consultant – neutral third party for jurisdictions
  - Chatham, Orange,
- Report to our bosses

Transportation Plans

- TJCOG consulted on plans together with Durham and Wake County
- To provide overlap with services and consulting

Regionality

- Working on TJCOG role in the region
- Look other COGs in the country
- Initiative
  - Home repair funds
  - Support County and all we programs in the counties
- Most of our regional thinking always end in transportation
- Education
  - Central place where data is stored
    - Boston example
  - Remove barrier of data for jurisdiction
  - Sharing of best practices
  - Provide a regional voice
    - Tiered-system White Paper

- Data on regional needs to give councils and lobbyists
  - Support of the long term growth

Conversations around growth

- Less resistance to being associated the "Triangle"
- Acceptance with the Triangle
  - It's a mixed bag
  - Communities may recognize growth is coming but don't know how to address it
  - Some Communities are struggling getting growth
  - Better job is needed around wastewater and broadband access

Housing, Transportation, and Workforce

- We need to tackle a more complex system of inter-related issues
- Story telling at the elected officials

Regional Economic Impact

- Universities
  - So many universities staff need to commute
- Paramedics, deputies, public officials not able to get to work

Regional Practitioners – Mid-December

A. Meeting Overview:

City staff made a presentation to the Crosby-Garfield Advocacy Group. After the presentation, City and County staff responded to questions and comments from the group.

B. Questions and Comments:

1. **What is your feedback on the three goals/priorities used in the current Consolidated Plan for the City of Raleigh?**
   - Need more affordable housing for senior/elderly individuals
   - There is a great housing need in the 27601 and 27610 zip code areas.
   - Historically black neighborhoods need assistance. Market demand is causing housing prices to increase and gentrification of neighborhoods.
   - Increases in house values create an increased tax burden for residents.
   - There is a need for more programs that offer money for housing rehabilitation, education of housing resources for senior citizens, and apartments for senior citizens.
   - Housing assistance might be available, but the assistance is inaccessible because people don't know about it.
   - Need better way to share information with community. Direct mail to homes and more information sessions in community would be helpful.
   - Not enough funding to meet the housing needs in the community.
   - There is a need for more reentry programs for formerly incarcerated individuals. The is a specific housing need for former sex offenders.
   - There needs to be a webpage with housing information and more printed materials (i.e. brochures and flyers) about available housing resources and service providers.
   - It would be helpful for service providers to partner with community members to spread information in neighborhoods.
   - There is a need for programs for renters with incomes under forty-percent (40%) of the area median income (AMI)
   - It seems the City of Raleigh and Wake County communities are struggling to cope with fast population growth. Fast population growth is contributing to the housing problems.
   - Programs are needed to help individuals find a pathway to affordable housing. Affordable housing programs are needed for people at all wage levels.
   - There is a need for more housing programs for homeless women.
   - Housing needs to be connected with the transit system. Transit system also needs to be improved.
   - Nonprofits need help with capacity building. Nonprofits need help with creating competitive grant proposals.
   - There is a need for more programs to help homeless families.
   - There needs to be a stronger connection between housing programs and social services programs.
   - Case managers in the Wake County Social Services Department need to be informed about housing programs.

Crosby Advocacy Group – Notes – 11/19/19

- Housing for Seniors
    - Income is not going up for housing price, especially for elderly
    - Property taxes will skyrocket for all the 1000 SF houses in the historically black neighborhoods in Raleigh
    - Keeping people in their homes
        - Education for seniors to keep them in their homes
    - New units
- Housing Assistance
    - Outreach and access for people
    - Direct mail
    - News
    - Community Partners
    - Social Security Admin
- Assistance with formally incarcerated individuals
- Access, sex offenders
- Average wait time for senior housing 3 years
- Knowledge of what housing is available for people seeking housing
    - One-two pager to direct people to the right resources
    - Office of Health Equity – Duke Cancer
        - Wants to work get info to people in need
- 0-40% extremely low income
    - Landlords may not rent to individuals in this category
- Language around "affordable housing" 0-40% vs 60-80% on up is important
- Housing needs to determine what people's wages
- Education on wage strategies
- Pathways to affordable housing
    - How do support people who are already here in light of the amount of people are coming
- Homeless women needs
    - Salvation Army does some work but when they leave, where do they go
- Need to fix the transit as well; timing to get places are too long
- Community Partner Education– more training for partners to help the needs
    - Partners looking at RFP but it was like a foreign language
    - How to navigate a process, the contents, etc.
    - RFPs –
        - Requirements are too high – i.e. $3 M cash on hand for instance
        - Education about the process and requirements
- Homeless families and kids
    - Educational trajectory is way off – Kids are effected
    - Alignment of social services and housing
    - You can't address one issue without addressing another
    - Need to push to change the definition of homelessness
        - People couch surfing, hotel stays, etc.

Themes_Regional Planner's Meeting

Questions: Regionality

- Michael Clark - Zebulon
  - Elaborate on threshold on housing
    - Existing or New units?
    - Concerned with more concentration of affordable housing
- Prevent slum and blight in East County – Rehabs, lack of maintenance, etc.
- Challenge of affordable housing units in west

Infrastructure: Public Facilities for growth

- Infrastructure and public investment is needed in the east Wake County area
- Both revitalize areas and housing

Agency Coordination

- Sharon Peterson
  - How does public housing factor into the program?
    - Alicia – Looking for ways to invest. Housing component is nuanced since we need to work with Housing Authority
      - Rehabs from County funds

Timeline

- Tim Gardiner
  - Have you been getting similar amounts of money?
  - 2 towns a year likely – $660K at least
- WAKE FOREST ABOUT TO DO COMPREHENSIVE PLAN UPDATE Unit Types

- More ADUs are happening in Cary
  - Street Addresses on units
  - EMS and Postal Office want to have addresses
  - Wake Forest has a separate addresses
    - Actually address
  - Fire would like a separate street address