



Draft Annual Action Plan

FY2021-2022

Housing and Neighborhoods Department
Community Development Division
Email: cd.info@raleighnc.gov
Phone: 919-996-4330

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City of Raleigh

FY 2021-2022

DRAFT Annual Action Plan

Revised April 30, 2021

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

1. Introduction

The FY 2021-2022 Annual Action Plan: Year 2 of the 2021-2025 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 the Continuum of Care (CoC), 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 the City's ongoing community development programs.

This **2021-2022 Annual Action Plan** (AAP) represents the second year of the City of Raleigh's 2021-2025 ConPlan. The AAP is required by the U.S. Department of Housing and Urban Development (HUD), and serves as the City of Raleigh's application for federal funding. The plan identifies an entitlement community's priorities in terms of housing and community development needs for very low-, low-, and moderate-income city residents. Also, the plan identifies strategies, resources, and networks the community has developed to address those needs.

The AAP is an application for the following grants from HUD:

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

In addition to these federal funding sources, local funding is also used to implement the City of Raleigh's Five-Year ConPlan. For example, over six million dollars is provided by the City's General Fund. The Community Development Division of the City of Raleigh Housing and Neighborhoods Department (Community Development) will focus on location-based projects for neighborhood revitalization and affordable housing in the coming year. Community Development created a Neighborhood Revitalization Strategy Area (NRSA) when the 2016-2020 ConPlan was adopted in 2015, and the NRSA Plan was amended 2020 and included in the 2021-2025 ConPlan. Community Development activities are being focused within the NRSA, and the NRSA includes several neighborhood areas. College Park is an NSRA neighborhood where single-family homes are being built, and townhome construction is set to begin in East College Park. Within the northern part of the NRSA, the Village at Washington Terrace (162 units) Booker Park South (72 units for seniors) have been completed. In south Raleigh, the relocation of existing residents and demolition of buildings was completed at the former Brown Birch apartment complex to prepare for future rental development. Nearby on Sawyer Road, city-owned lots were sold for affordable rental apartments.

A key element of the ConPlan and each Annual Action Plan is the collaborative nature of the process. For the recent ConPlan process, the City of Raleigh gathered input from citizens, consulted its community development partners such as the CoC, and conducted extensive research to determine housing and community development needs for 2021-2025.

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, “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 in the 2021-2025 ConPlan). 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 five years covered through June 30, 2025 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 most programs will be available to residents based on need and income citywide, 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 current five-year ConPlan period. A cross-departmental group continues to work on identifying potential sites for housing along transit corridors and creating funding strategies and incentives to develop affordable housing at

those locations. 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 places a priority for tax credit funded affordable housing developments to be within walking distance of a transit stop. Starting in FY 2021-2022 the City will begin using the new \$80 million housing bond in part to acquire land near transit for affordable housing development.

- **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 \$10.5 million budgeted for rental development in FY 2021-2022. 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 and 2021 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. One area of 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. In 2020, City Council allowed the expansion of the Accessory Dwelling Unit (ADU, or second dwelling units on a property with a single primary dwelling) 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.

- **New Workforce Development Training Program**

Staff received a lot of input in the 2020 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 will be continued for FY 2021-2022.

- **Addressing Homelessness through Partnerships**

The City will continue its partnerships with the Continuum of Care, Wake County Housing, Oak City Cares, and local nonprofits in addressing both the on-going needs of the City's homeless population, as well as those created during the COVID-19 pandemic. The City and County both have received additional federal funding to provide assistance to those impacted by the pandemic and struggling to maintain or find affordable housing.

- **NEW Affordable Housing Bond**

An affordable housing bond was approved by the voters in November 2020. The \$80 million bond will fund existing programs such as rental development, homebuyer assistance, and will also be a funding mechanism for developing affordable housing along transit lines and other public-private partnerships.

3. Evaluation of past performance.

The most recent summary of the City's past performance in its housing and community development programs is included in the FY 2019-2020 Consolidated Annual Performance and Evaluation Report (CAPER).

FY 2019-2020: Results At-A-Glance	
Activity	Quantity Served
Infill houses built and sold	36
Substantial housing rehab	44
Limited repair	16
New or preserved affordable rental units	685
Home-buying counseling	266
Homebuyer Assistance	131
Benefit from Community Enhancement Grants	500
Job training	15
Emergency shelter	2,769
Rapid rehousing	21
Homeless Prevention	3

The chart above represents significant impact on the needs identified in the previous ConPlan. With additional federal and local resources available in the upcoming years, the City expects a significant increase in quantifiable impacts on the needs identified in the 2021-2025 ConPlan.

4. Summary of Citizen Participation Process and consultation process

The Planning Process

The number of public hearing attendees and comments gathered during the public input process (including public hearing comment transcripts, and comments submitted to Community Development) is included in the attachments.

Public Hearings

Participation of the general public, public organizations, and private organizations is important to the development of this Annual Action Plan (AAP). Citizen participation events included two virtual public hearings (December 1, 2020 and April 6, 2021). All citizen participation events were advertised in local newspapers at least 12-16 days in advance. As part of the 2021-2025 Consolidated Plan process, the City also gathered input from partner agencies in the community development field. The input from partner agencies helps identify and prioritize community needs, develop strategies to

address the needs, identify available community resources, and promote the coordination of resources. Public Participation events are advertised through flyers posted in low-income neighborhoods at public gathering spaces (i.e. libraries, community centers, and churches). In addition, these events were also advertised to non-profit organizations, on the City of Raleigh website, the Raleigh Affordable Housing website, postings on City of Raleigh Twitter page which has over 99,000 followers, postings on City of Raleigh Facebook page which has over 11,000 followers, and through the City of Raleigh Community Development email distribution list which has over 4,000 recipients.

Lead Agency: The Community Development Division within Raleigh’s Housing and Neighborhoods Department acts as the primary liaison with local public agencies, nonprofit agencies, and for-profit agencies 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, the Continuum of Care, and the Raleigh Housing Authority.

5. Summary of public comments:

All comments will be added to the final AAP as an attachment. The final day to submit written public comments will be April 5, 2021. On April 6, 2021, the City will hold a Public Hearing to receive public comments on the Draft AAP. The Public Hearing will be the final opportunity for citizens to submit public comments on the Draft AAP.

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

TBD.

7. Summary

Due to the COVID-19 pandemic, there were no in-person Annual Action Plan meetings this year. The City held two virtual public Annual Action Plan Hearings on December 1, 2020 and April 6, 2021. Both public hearings were advertised in newspaper announcements. A digital copy of the AAP as well as AAP summaries are available on the City website and paper copies are available upon request.

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

1. Introduction

Several consultation meetings were held with local organizations, as part of the development of the Consolidated Plan, to enhance agency coordination and establish consensus on the needs of special populations, including individuals that are homeless, have special needs, and/or have low incomes. These ongoing conversations occur at Continuum of Care (CoC) meetings which are held virtually twice per week. Due to the COVID-19 pandemic, there were no in-person Annual Action Plan meetings this year. Annual Action Plan Hearings were held virtually on December 1, 2020 and April 6, 2021.

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)).

Staff members in the Community Development Division have had regular communication with affordable housing stakeholder groups in developing the Consolidated Plan to discuss developing new housing programs, maintaining existing programs, and coordinating effectively. For example, Community Development staff has met with the Raleigh Housing Authority to discuss the status and goals of their Public Housing units and Housing Choice Vouchers. In addition, the Community Development Division has hosted meetings with the Raleigh Housing Authority and other housing advocacy groups to develop the city's Affordable Housing Location Policy. At all stakeholder group meetings, the city makes sure to include housing nonprofits who serve individuals with physical and mental disabilities.

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.

The City is a member of the Continuum of Care (CoC), also known as the Raleigh Wake Partnership to End and Prevent Homelessness (Raleigh Wake Partnership). A Community Development staff member sits on the Board of Directors of the CoC. Full membership meetings of the CoC are held every other month with attendance ranging from 40-70 persons, including nonprofit agencies, government agencies, and members of the general public. Agencies funded by the CoC must use the HMIS database and Vi-SPDAT as the intake tool to prioritize need. The CoC is a member of the statewide HMIS Committee. Members of the CoC are working to transform the local homeless service delivery system into a Housing First, low-barrier model that uses Coordinated Entry. The Coordinated Entry system uses information from HMIS to create a "By-Name" list of homeless individuals. The by-name list contains information about the background and urgent service needs of each client. The CoC uses the by-name list to match clients with homeless service providers that can accommodate their needs. The Executive Director of the CoC helps coordinate all homeless service activities. Both the City and the County contribute to the operational expenses of the CoC.

The City helps fund efforts to address the needs of homeless individuals. City-funded efforts include:

- Agencies funded with the City's Emergency Solutions Grant (ESG) entitlement funds. The ESG funds are awarded through the City/County Combined RFP process. ESG recipients include: (a) The CoC, which requests funds to support the HMIS data system; and (b) Families Together and Healing Transitions recommended for City ESG funds for emergency shelter, and Passage Home, recommended for ESG funding for rapid re-housing.
- For five years, the Oak City Outreach Center provided meals to homeless individuals on weekends and helped them with other support services. The City has partnered with the CoC, Wake County Government, and Catholic

Charities to operate the Oak City Outreach Center for the past several years, and the four agencies are partnered to build a new multi-service facility called Oak City Cares. The new Oak City Cares facility is completed (April 8, 2019), the weekend food distribution and assorted services now is transferred from Oak City Outreach Center to Oak City Cares.

- Catholic Charities offers rapid rehousing and homelessness prevention services to homeless families with children. This program uses funding from local government. Catholic Charities also manages the County-owned Oak City Cares facility.
- South Wilmington Street Center for homeless men, which also has a focus on Veterans. The center receives operational funding from the City.
- The CoC will continue to operate the Coordinated Entry system and Oak City Cares will be the premier Access Site. The CoC partners with several organizations that use their facilities as Access Sites. Community members can visit Access Sites to learn about homeless services and determine their eligibility. Adding Oak City Cares as an Access Site will enhance the Coordinated Entry system and help more homeless individuals and households gain access to the services they need.

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

The City of Raleigh works closely with the Continuum of Care (CoC). The City provides the CoC with local funds for administrative costs and seats on the board are reserved for City and County appointees. The City and Wake County release a Combined Request for Proposals (RFP) to fund activities eligible for the Emergency Solutions Grant (ESG). The City contributes Emergency Solutions Grant (ESG) entitlement funds and the County contributes local tax dollars to the RFP. Agencies receiving funds from the Combined RFP, whether ESG or local funds, are required to use the Homeless Management Information System (HMIS) and participate in Coordinated Entry, both of which are managed by the CoC. The CoC serves as the Local System Administrator (LSA) for HMIS. The City provides the CoC with ESG funds to support HMIS. The CoC uses HMIS to facilitate and manage the local Coordinated Entry system. Clients receiving homeless services are registered in the HMIS database. Clients are referred to homeless service providers through Coordinated Entry, based on their assessed vulnerability and need. The City actively participated in the taskforce that developed the Written Standards for the Coordinated Entry system. The City, the County, and the CoC use the information from HMIS to determine if agency outcomes are meeting the standards established by the community to make homelessness rare, brief, and nonrecurring.

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

Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?

RHA: An official from the Raleigh Housing Authority attended several Annual Action plan public meetings and discussed the Housing Authority's Annual Plan and answered questions.

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

None. Raleigh Housing Authority provided a portion of the narrative in this Annual Action Plan (AP-60) addressing the on-going challenges administering vouchers and managing several large public housing communities.

Describe other local/regional/state/federal planning efforts considered when preparing the Plan.

Name of Plan: Continuum of Care

Lead Organization: Raleigh Wake Partnership to End and Prevent Homelessness

AP-12 Participation – 91.105, 91.200(c)

Summary of citizen participation process/Efforts made to broaden citizen participation

The citizen participation process included the following:

- Two public hearings (December 1 and April 6)
- Community Consultations with the Continuum of Care (The Partnership to End and Prevent Homelessness)
- Draft Annual Action Plan being made available to the public for comment (30 days)

The City of Raleigh's multi-faceted citizen participation process aided city staff in determining which populations and neighborhoods to focus on in the Annual Action Plan, ultimately impacting goal-setting. Citizen participation also helps city staff determine which types of programs best serve low-income and homeless populations.

Citizen Participation Outreach

1. Public Hearing: Non-targeted/broad community

- Summary of response/attendance
 - City Council Chambers and Online; December 1, 2020; No Comments.
- Summary of Comments Received
 - No Comments. See attachment for official transcript.
 - <https://www.youtube.com/watch?v=l7amJodMKB8>

2. Public Hearing: Non-targeted/broad community

- Summary of response/attendance
 - City Council Chambers and Online; April 6, 2021; Two Comments.
- Summary of Comments Received
 - See attachment for official transcript.
 - <https://www.youtube.com/watch?v=YdUGc6Cg-Tw>

3. Internet Outreach: Non-targeted/broad community

- Summary of response/attendance
 - Draft was posted on the City website. Three people commented, in the form of e-mails sent to CD.info@raleighnc.gov.
- Summary of Comments Received
 - Email comments are included as attachments.

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

Introduction

The City of Raleigh expects to have over \$39 million in the upcoming year in federal and local funding sources for housing and community development, which is twice as much as in previous years. Most of this increase is due to the \$80 million housing bond approved by voters in the November 2020 election. Programs that will continue to be funded include rental development, 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 workforce training grant. ESG funds will continue to fund rapid rehousing, emergency shelter, homelessness prevention, and HMIS support. CDBG funding will also go toward funding economic development 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 provided annually through the City's General Fund. The General Fund funds are 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". 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 was proposed and approved by voters in November 2020 to fund existing programs such as rental development, homebuyer assistance, and will act as a funding mechanism for developing affordable housing

along transit lines. The City's administration shows continued support for housing and community development by providing increased local funding for programs and establishing strategic plan initiatives focused on affordable housing and addressing homelessness.

Priority Table

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 2				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	\$3,073,196	\$620,000	0	\$3,693,196	\$11,079,588	homeowner rehab assistance; public services (grants to subrecipients, homebuyer training, job training, grant to South Wilmington Street Men's Shelter); site improvements for park; homebuyer assistance.
HOME	public - federal	Admin and Planning, Homeowner rehab, CHDO	\$1,448,216	\$100,000	0	\$1,548,216	\$4,644,648	homeowner rehab assistance; assistance to Community Housing Development Organization (CHDO)
ESG	public - federal	Overnight shelter, Rapid re-housing (rental assistance), HMIS	\$272,266	0	0	\$272,266	\$816,798	Grants to Subrecipients for provision of homeless assistance

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 2				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
Other-Bond	public - local	Rental development, transit-oriented site acquisition, public-private partnerships. Maintenance of city owned units, bond administration	\$26,255,000	0	0	\$26,255,000	\$46,400,000	City issued \$80 million general obligation bond to pay for affordable housing activities.
Other-General Fund for Housing	Public-local	Rental development loans, tenant relocation	\$6,363,000	0	0	0	\$28,452,000	Multifamily rental new construction, Multifamily rental rehab, relocation

TABLE 1 - 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.
- ESG funds leverage funding for programs that assist homeless individuals and families. ESG requires dollar-for-dollar match – either from the City or from local Subrecipients. The City partners with Wake County to issue 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 \$825,000.

- 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 and HOME funds leverage investments from private developers. Local funds will provide a match for HOME funds.
- 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 was approved by voters in the election in November 2020. The bond will help fund existing programs such as rehab, rental development, homebuyer assistance, and could also be a funding mechanism for developing affordable housing along transit lines. This local investment represents a significant local leveraging of the federal grants the City receives.

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 through an RFP process to build townhomes in East College Park. Overall, there will be up to 51 townhomes constructed in East College Park. In collaboration with the Parks, Recreation, and Cultural Resources Department, a new park will be developed within the 2021-2022 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. The City is in the process of selling its final 1.1-acre site in this area through a public land disposition process in 2021.

Downtown East: The Downtown East area has also been a focus area for City redevelopment for years. The City will dispose of several properties in the area through a Request for Proposal (RFP) process. It is projected that these properties will produce affordable multifamily housing in FY 2021-2022.

Martin-Haywood: The City selected a builder to complete construction of affordable (LMI homebuyers) single-family homes on the remaining 10 lots. All houses will be built and sold by June 30, 2022 or the following year.

Strategic acquisition to prioritize affordable housing adjacent to transit: A new \$80 million bond will provide funding, in part, to allow the City to secure ownership interest in parcels near future bus rapid transit stations and routes to guarantee housing opportunities for low- and moderate-income households, providing access to jobs, medical facilities, schools, and public amenities throughout the City.

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

The City has significantly increased the local contribution to increasing or improving affordable housing opportunities within its borders, and land acquired by the City is being made available to support infill affordable housing in neighborhoods near downtown. The new \$80 million affordable housing bond will be applied to the City's affordable housing programs beginning in FY 2021-2022.

AP-20 Annual Goals and Objectives

1 Year Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	1-Year Funding	1-Year Goal Outcome Indicator
1	Increase and preserve the supply of affordable housing	2021	2022	Affordable Housing	CITYWIDE COLLEGE PARK DOWNTOWN NEIGHBORHOODS	Supply of Affordable Housing Co-locate Affordable Housing & Transit Affordable housing connected to public amenities	HOME: \$1,548,216 CDBG: \$1,458,863 Local: \$ 355,000 City of Raleigh Affordable Housing Bond: \$24,800,000 City of Raleigh GF Affordable Housing: \$6,363,000	Loans for construction of rental units: 650 Household Housing Units Homeowner Housing Rehabilitated: 42 Household Housing Units City -owned rental repairs Direct Financial Assistance to Homebuyers: 50 Households Assisted Buildings Demolished: 1-2 Buildings Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 1,131 Persons Assisted Acquisition of Existing Units: 1 Unit
2	Enhance the homeless to housing continuum	2021	2022	Homelessness	CITYWIDE	Enhance the Homelessness & Low-Income population to Housing Continuum Increase Services to Vulnerable Populations	ESG: \$ 272,266 CDBG: \$ 100,000 Local: \$68,000	Rapid Rehousing: 11 Households Assisted Homeless Person Overnight Shelter: 1,650 Support Circles Rapid Rehousing: 12 households assisted
3	Increase Services to Build Self-Sufficiency & Sustainability	2021	2022	Non-Housing Community Development Non-Homeless Special Needs	CITYWIDE	Increase Services to Vulnerable Populations	CDBG: \$1,458,133	Public service activities other than Low/Moderate Income Housing Benefit: 1,585 Persons Assisted Park site improvements Business assistance: 1-2 businesses assisted

TABLE 2 – 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 local funds that include an annual \$6 million General Fund contribution and a new \$80 million affordable housing bond. 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, local General Fund dollars, and local 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). Equitable development near transit will be one of several goals prioritized in the next five years.
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. The City provides \$100,000 CDBG each year to support the men's shelter that Wake County owns and operates in the city.
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, a new park in East College Park, 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, 2021, through June 30, 2022 and is the second 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 2021-22, the City anticipates a budget for housing and community development of over \$ 39 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 1)	Use of the Funds
Healing Transitions	\$132,715	Emergency Shelter
Passage Home	\$63,051	Rapid Re-Housing
Raleigh Wake Partnership to End & Prevent Homelessness	\$76,500	HMIS
Total City ESG Funding	\$272,266	

Table 1 - Combined RFP for FY 2021-2022, First 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, new workforce development training, 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 2021-22 [See table 2].

Agency	Recommended Award	Use of the Funds
Loaves and Fishes	\$24,500	Out-of-School Tutoring and Youth Engagement
CORRAL	\$58,500	Riding Academy for At-Risk Girls
SouthLight	\$57,000	Expansion of Opioid Treatment Program
Triangle Family Services	\$47,500	Street Outreach
Habitat Wake	\$12,500	New Beginnings

Table 2 - Community Enhancement Grant, FY 2021-2022: 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- 21/22
2	Homebuyer Assistance- 21/22
3	Rental Dev- 21/22
4	Pub Works/Site Imprv – 21/22

#	Project Name
5	Acquisition – 21/22
6	Relocation – 21/22
7	Demolition – 21/22
8	Admin– 21/22
9	HESG- 21/22
10	Public Service – 21/22
11	Economic Development- 21/22

TABLE 3 – 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-21/22
	Target Area	CITYWIDE
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing
	Funding	HOME: \$1,176,162 (single family rehab loans) CDBG: \$991,307 Local: \$ 355,000 (City rental repairs)
	Description	Rehabilitation of substandard housing. The City has two types of owner-occupied home rehabilitation programs – substantial and limited repair. \$64,703 CDBG will also be spent on rehab-related Activity Delivery Costs. The City will also spend \$937,160 (CDBG and local) funds to make improvements to City-owned rentals.
	Target Date	6/30/2022
	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 27 low-income homeowners will benefit from limited repair.
	Location Description	Citywide
	Planned Activities	Approximately 42 housing units to be rehabilitated.
2	Project Name	Homebuyer Assistance- 21/22
	Target Area	CITYWIDE
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing
	Funding	CDBG: \$500,000

	Description	Down payment assistance and second mortgages to low-and-moderate-income homebuyers.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	25 low-and-moderate-income homebuyers will benefit from homebuyer assistance.
	Location Description	Citywide
	Planned Activities	25 households will receive down payment assistance and second mortgages through homebuyer assistance.
3	Project Name	Rental Dev- 21/22
	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	Local General Fund: \$5,663,000 Housing Bond: \$4,800,000 CDBG: \$1,000
	Description	Funding of the development/production of affordable rental housing.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 650 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, \$219,648 will be provided for Community Housing Development Organization (CHDO) activities.
4	Project Name	Pub Works/Site Improvements – 21/22
	Target Area	COLLEGE PARK NRSA
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing Affordable housing connected to public amenities
	Funding	CDBG: \$1,069,133

	Description	Design/Planning Contracts, Environmental Assessments, Street Infrastructure, Site Improvements. An additional \$69,133 CDBG will be spent on Activity Delivery Costs.
	Target Date	6/30/2022
	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 area: East College Park
	Planned Activities	This year a park at Fisher/Pender Streets in East College Park within the NRSA will be developed.
5	Project Name	Acquisition – 21/22
	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	Bond: \$8,000,000 CDBG: \$1,000
	Description	Acquisition of property to benefit Low/Mod Renters.
	Target Date	6/30/2022
	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 – 21/22
	Target Area	CITYWIDE DOWNTOWN NEIGHBORHOODS
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing
	Funding	Local General Fund: \$700,000 CDBG: \$ 1,000
	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	6/30/2022

	Estimate the number and type of families that will benefit from the proposed activities	Payments to 28 LMI families affected by City-sponsored redevelopment at a site on New Bern Avenue.
	Location Description	Downtown Neighborhoods
	Planned Activities	Relocation from redevelopment.
7	Project Name	Demolition – 21/22
	Target Area	CITYWIDE
	Goals Supported	Increase & Preserve the Supply of Affordable Housing
	Needs Addressed	Supply of Affordable Housing
	Funding	CDBG: \$25,000
	Description	Demolition of blighted properties.
	Target Date	6/30/2022
	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– 21/22
	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	Local: \$1,000,000 CDBG: \$635,756 HOME: \$154,822
	Description	Administration Costs for Program Year 2021-2022, including admin for a new bond. Funding includes \$80,000 in program income.
	Target Date	6/30/2022
	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 and locally-funded housing initiatives.
9	Project Name	HESG- 21/22

	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: \$272,266
	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	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 450 individuals will receive overnight emergency shelter and 11 households will receive rapid re-housing assistance.
	Location Description	Citywide
	Planned Activities	To be updated by March 19, 2021
10	Project Name	Public Service – 21/22
	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: \$440,000
	Description	Public Service Activities - Community Enhancement Grants – Non-Profit Support
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 185 low- and moderate-income individuals will benefit from public services through the Community Enhancement Grant. The Workforce Training Program will provide funding to non-profits to serve approximately 30 people. Homebuyer counseling will assist approximately 250 people. The men's shelter will assist approximately 1,200 people.
	Location Description	Citywide
11	Planned Activities	Federal funding will go toward Homebuyer Counseling (DHIC, \$60,000); Wilmington St. Men's Shelter Operations (\$100,000); the Community Enhancement Grant agency funding recommendations; and the Workforce Development training funding recommendations- Fathers Forever (\$52,000) and Passage Home (\$28,000).
	Project Name	Economic Development- 21/22

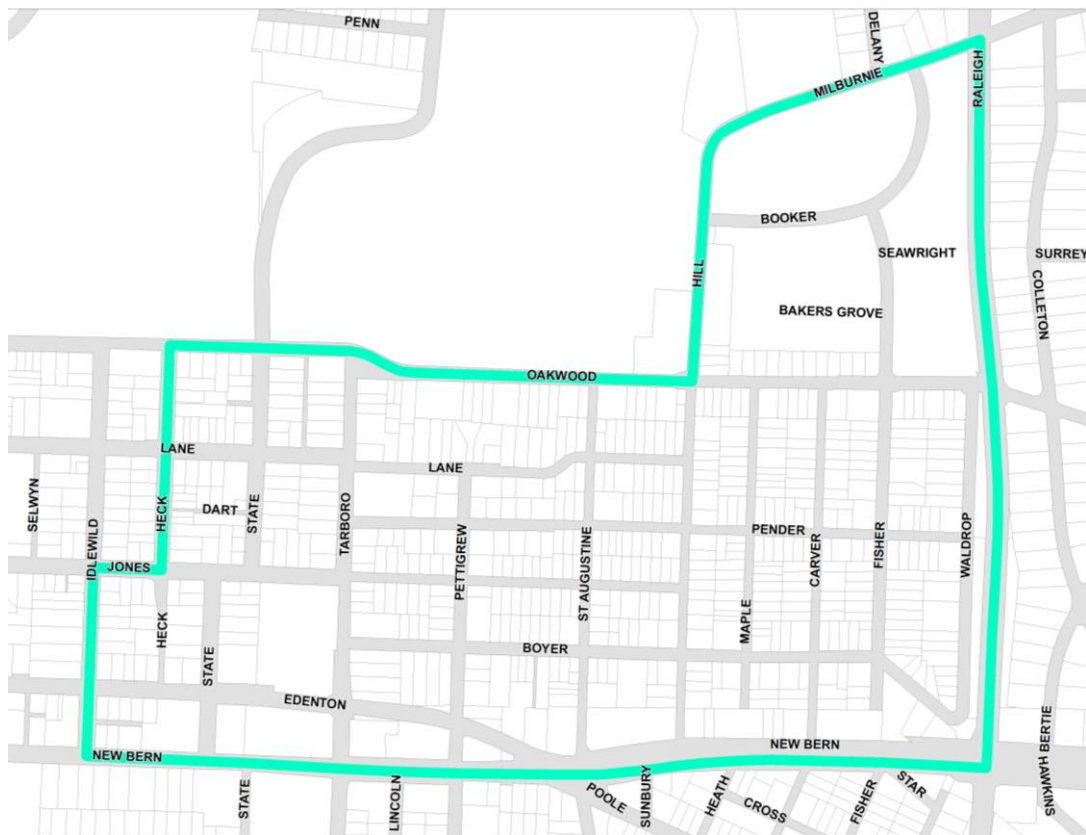
Target Area	College Park NRSA
Goals Supported	Increase Services to Build Self-Sufficiency & Sustainability
Needs Addressed	Increase Services to Vulnerable Populations
Funding	CDBG: \$2,000
Description	Existing City economic development programs to address commercial blight and assist businesses with interior improvements.
Target Date	6/30/2022
Estimate the number and type of families that will benefit from the proposed activities	Business Upfit: Approximately 1 Business rehabilitated.
Location Description	College Park NRSA
Planned Activities	Assistance to business 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.



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 through 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 second-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 Booker Park North is a 72-unit senior housing development were completed. 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

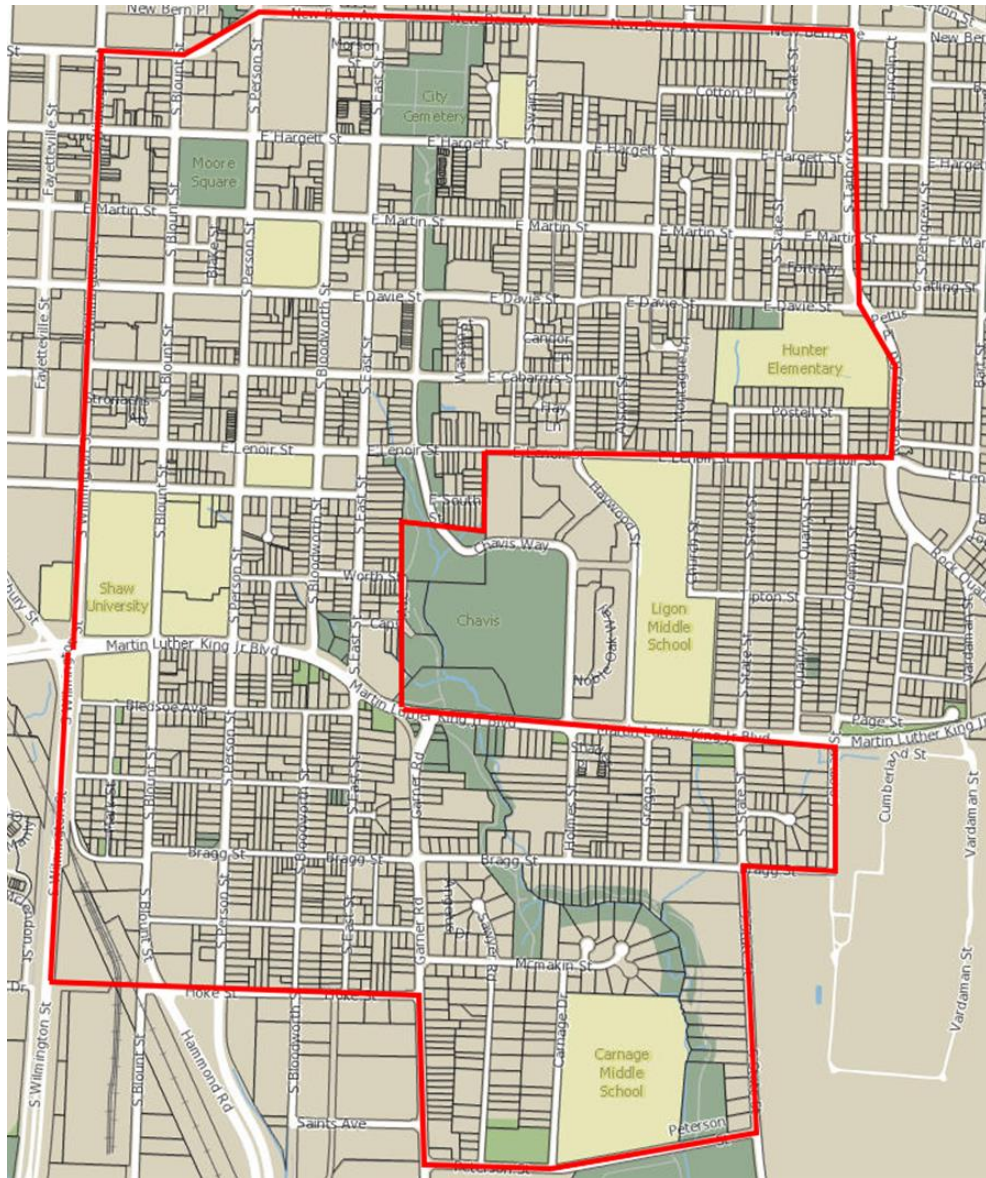
developer is working with Passage Home, a non-profit and a multi-family developer will build additional affordable rental units in the adjacent area as well with LIHTC. The City of Raleigh will assist in the financing of approximately 200 apartments units that are being proposed on the Brown Birch apartment site.

West Idlewild: The West Idlewild area has been a focus area for many years. It is the intent that City will sell its 1.1-acre Lane/Idlewild site in the area through a Request for Proposals process. The recommendation for a developer for affordable infill housing on that site will take place by June/July 2021, with construction beginning in FY 2022-2023.

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 rental housing.

Martin-Haywood (23 City-owned lots): The City selected a builder to complete construction of affordable (LMI homebuyers) single-family homes on the remaining 10 lots. All houses will be built and sold by June 30, 2022 or the following year.





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	0
CITYWIDE	79
COLLEGE PARK NRSA	21

TABLE 4 - 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 area 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 four years the primary City action in Downtown Neighborhoods will be *sale* of lots acquired in the past (i.e., revenue, not expenditure), thus the “0” above reflects only that new federal funds will not be significantly spent in Downtown Neighborhoods in FY 2021-2022.

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 is 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 since 2016 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, a General Fund source 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 91.220(g)

Introduction

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

Homeless Shelter Support

Approximately 1,658 people experiencing homelessness 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 5 families through homeless prevention and/or rapid re-housing and stably re-house 15 homeless families in permanent housing. 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.

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.

One Year Goals for the Number of Households to be Supported by Household Type:

Homeless	14
Non-Homeless	275
Special Needs	256
Total	545

One Year Goals for the Number of Households Supported by Program:

Rental Assistance	22
The Production of New Units	472
Rehab of Existing Units	50
Acquisition of Existing Units	1
Total	545

Discussion:

Raleigh is one of the fastest growing cities due in part to the growth of companies coming 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). Median household income has not kept pace with rising housing costs.

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, and it is a challenge 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.

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 times for public housing is pending the rate of turnover, and varies based on family size and need. Currently, the typical Wake County 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 Capital Fund work items are either underway or recently completed:

- 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.
- Roof removal and replacement at 14-story senior building Glenwood Towers.
- Emergency façade repair at Glenwood Towers and Carriage House.
- Planning new fire alarm system installation at Carriage House.
- Lintel repair and replacement at Glenwood Towers.
- Planning abatement and new flooring of first floor common areas at Carriage House.
- Lead based paint testing at all pre-1978 multifamily developments.
- Radon testing a percentage of first floor units at vacancy turn.

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.

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. 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. This section also discusses activities that the City of Raleigh, Wake County Government, 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 a non-profit and multi-services center that connects individuals and families at risk of, or currently experiencing, homelessness to coordinated services. 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. 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. The Raleigh Wake Partnership to End and Prevent Homelessness (Partnership), the Raleigh Wake CoC's lead agency, administers the Housing Wake! Access Hub, the CoC's Coordinated Entry System, which includes Access Sites and a Call Center. The Partnership also administers HMIS and facilitates twice weekly calls for the CoC, which allows representatives from the City, County, and service providers to give updates and discuss pertinent issues.

3. 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.
4. 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.
5. 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 (aka Housing Wake! Access Hub), 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, 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 has established a protocol for prioritizing higher needs clients presenting for emergency shelter and transitional housing.
- 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, homelessness prevention, 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. The result is more efficiency in working toward a seamless safety net for households who are homeless or at-risk of becoming homeless.
- Emergency Shelter for Singles - In Wake County, there is an insufficient number of emergency overnight shelter beds for unaccompanied single men and 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. The City has also provided ESG funding to Healing Transitions to operate their shelter. South Wilmington Street Center, operated by Wake County, provides emergency shelter for single men. The City has and continues to fund the South Wilmington Street Center with CDBG funds.

The 8 other emergency shelter providers serve single women, families, and/or domestic violence survivors. The CoC has three transitional housing providers: The Caring Place, Family Promise, and South Wilmington Street, who have limited beds reserved. Cornerstone, a day center for those experiencing homelessness, is currently (2021) closed for renovation. Oak City Cares has taken over their day center services.

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. Since 2015, the City of Raleigh and Wake County have partnered on funding ESG-eligible activities by issuing a Combined Request for Proposals (RFP) with a two-year funding cycle. The Combined RFP for Fiscal Years 2021-22 and 2022-23 was issued January 19, 2021 and is funded with the City's ESG entitlement and the County's local Homeless Funds. The funds for this Combined RFP will total approximately \$1,100,000 and will fund the following ESG-eligible activities: Emergency Shelter, Street Outreach, Rapid Re-housing, Homelessness Prevention, 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 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 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, Rapid Re-Housing, and Homelessness Prevention.

For FY 2021-22, the City will fund with ESG dollars the following agencies / activities:

Agency	Approximate Award (year 1)	Use of the Funds
Healing Transitions	\$132,715	Emergency Shelter
Passage Home	\$63,051	Rapid Re-Housing
Raleigh Wake Partnership to End & Prevent Homelessness	\$76,500	HMIS
Total City ESG Funding	\$272,266	

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.
- 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 (through a grant to DHIC, Inc.).

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 as well as ensuring those housed remain housed. 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 Action Plan Barriers to Affordable Housing - 91.220(j)

Introduction:

The U.S. Census Bureau estimates that between 2010-2018 Raleigh experienced a 17.4% population growth, adding 70,177 residents to Raleigh over the 9-year period. With this rapid growth, affordable housing continues to be a primary need for the low- and moderate- income residents, with approximately a third of 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 additional affordable housing units by 2026. The new \$80 million affordable housing bond will aid significantly in the meeting of this goal, as will several local land use policy changes.

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 in recent years has 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, etc.

In the Summer of 2020, the City published the Equitable Development Around Transit (EDAT) Guidebook. The Guidebook represents phase one of the City's EDAT process. That process established a community vision for how much of the city's growth should be accommodated near Bus Rapid Transit (BRT) and set goals for locating affordable housing near BRT. It determined that a substantial share of new housing and jobs should be accommodated near BRT stations and it is critical to ensure that affordable housing at multiple income levels exists along the corridors. The Guidebook will guide station area planning in all BRT corridors in Raleigh.

The second EDAT phase, currently underway, will involve more specific station-area planning work. While the EDAT Guidebook establishes Raleigh's philosophy and vision for EDAT, the Station Area Planning process will provide location- or parcel-specific implementation actions, such as city-initiated rezoning, affordable housing investments, and capital projects for first mile/last mile safety interventions.

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 25 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 low-income housing tax credit (LIHTC) developments in the City has provided another avenue that the City is using to help increase the number of affordable rental units. Through the City's ability to provide gap financing, developers were able to preserve the Sir Walter Apartments located in downtown. This complex is an all affordable complex for senior citizens. The City's use of gap financing is key to allowing the preservation and production of affordable developments to move forward. A \$80 million local bond will significantly increase to City's ability to be a partner in preserving existing affordable rental communities, as well as creating new ones.

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

The actions below describe the City of Raleigh’s planned actions 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

Efforts have continued to create collaborative and efficient processes between funding sources, such as the City/County Combined RFP for homeless and housing services. The Combined RFP has a two-year funding cycle and that will begin this coming year (FY2021-FY2023). The City also works closely with the Raleigh/Wake Partnership to End and Prevent Homelessness (Partnership) and Oak City Cares (OCC). The Partnership is the CoC's lead agency and administers House Wake! Access Hub (Coordinated Entry System), HMIS, as well as facilitates trainings and twice-weekly continuum of Care (CoC) conference calls. OCC serves as an access site for connecting homeless individuals and families to a network of support services offered by local organizations. OCC utilizes community collaborations with government, non-profit and faith-based organizations to strengthen the pathways to these life rebuilding services for its clients by providing the following services on-site: coordinated entry & assessment; urgent care health clinic; behavioral healthcare; Veterans Services; street outreach; homeless prevention & diversion; domestic violence services; Medicaid & SNAP application assistance; and employment readiness. On-site service partners include: Advance Community Health; Haven House Services; InterAct; Monarch Behavioral Health; SNAP; StepUp Ministry; Durham VA Health Care System; Raleigh/Wake Partnership to End Homelessness; Triangle Family Services; WakeMed; Wake County Public Health and Human services; Alliance Behavioral Health; NC FIT; SouthLight; Project CATCH; and Church in the Woods. The purpose of providing COORDINATED SERVICES in one location is to make homelessness RARE, BRIEF AND NON-RECCURING for the people served.

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

The City collaborated with the Partnership to End and Prevent Homelessness and Catholic Charities to build on the success of its Oak City Outreach Center. These three agencies partnered with Wake County to buy and retrofit a building into a multi-purpose center, Oak City Cares, to serve the homeless population with a new coordinated entry facility, which opened in April 2019. The City also works with nonprofit developers to construct and preserve affordable rental housing. Some of the nonprofit developers have public service programs, such as homebuyer training, financial counseling, and job training, included as a component of their housing programs. The City has also issued Requests for Proposals (RFP) to sell and convert city-owned land into affordable housing units feature scoring criteria seeking creative use of City land to include partnerships with nonprofits providing social services within City-sponsored rental housing

development (e.g., Sawyer Road). The City also provides operational grant funding to local nonprofits involved in affordable housing development and provision of public services.

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)

**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
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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(I)(4)

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

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 Raleigh/Wake Partnership to End and Prevent Homelessness is the Local System Administrator (LSA) for NC 507's coordinated assessment system – the House Wake! Access Hub. The House Wake! Access Hub, which includes Access Sites and the Call Center, is the entry point for connecting individuals and families experiencing a housing crisis to appropriate programs. The coordinated assessment system was developed with input from service providers to ensure.

Access Point meetings and trainings are regularly offered and well attended. The Operations Manual has been reviewed by the Quality Improvement Committee (QI), a committee of service providers. 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 and is ongoing.

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

1. The Raleigh/Wake Partnership to End and Prevent Homelessness (CoC lead agency) facilitates the NOFA process with homeless services within NC 507, the official designation for the CoC.
2. Regular biweekly meetings of all agencies providing shelter, street outreach, rapid re-housing, and/or prevention services, as well as City and County staff, 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 new access point for coordinating entry, which also provides a variety of services, housing options, and training opportunities for homeless individuals and families.

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).

Since 2015, the City of Raleigh has conducted a “Combined Request for Proposals (RFP)” with Wake County. This change increased efficiency, reduced administrative burdens on the homeless service providers, and increased standardized practice among homeless service providers communitywide. Contracts have been awarded as 2-year contracts, as noted in the RFP. For the providers that met performance metrics at the end of the first year, as specified in their contract, contracts were extended for the second year using new ESG allocations, which were distributed proportionally among the subgrantees based on their first-year awards.

A new combined RFP is issued every two years. The fourth Combined RFP was issued in mid-January 2021 for the period July 1, 2021—June 30, 2023. For the fiscal year beginning July 1, 2021, the staff is recommending grants to TBD.

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

The Raleigh/Wake Partnership to End and Prevent Homelessness (the Partnership) is the Continuum of Care lead agency in Wake County. The Partnership is a 501(c)3. The Partnership’s Bylaws reserve a few seats on the Board, one of which is for an individual who is currently or has in the past experienced homelessness.

5. Describe performance standards for evaluating ESG.

The following performance standards are used to evaluate ESG. These are applicable to all project types and are tracked by HUD and the CoC to measure the efficacy of the system.

- Length of Time Homeless
- Number of exits to Permanent Housing (rental or ownership)
- Number of Returns into Homelessness

As shown in the answers to Questions 1-5 above, the City of Raleigh works closely with its CoC and Wake County to address homelessness in the City and County in a comprehensive fashion.

Attachments

Annual Action Plan Public Hearing on December 1, 2020

ANNUAL HOUSING ACTION PLAN – FISCAL YEAR 2021-2022 – HEARING – INFORMATION RECEIVED

The U.S. Department of Housing and Urban Development (HUD) 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.

The first hearing occurs at the beginning of the process associated with the preparation of the FY 2021-2022 Action Plan in order to obtain citizen's views on housing and community development needs, including priority non-housing community needs. The second hearing is held for the purpose of obtaining views on the draft FY 2021-2022 Action Plan prior to the May 2021 submission of the final Plan to HUD.

The following information was included with the agenda materials:

At their meeting of November 17, 2020, the City Council authorized a public hearing to be held at their meeting on December 1, 2020 to receive public comment on City housing and community development needs in support of the FY2021-2022 Annual Action Plan.

The U.S. Department of Housing and Urban Development (HUD) requires entitlement communities receiving funding under the Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), and Emergency Solutions Grant (ESG) programs to hold two public hearings annually. The hearings are part of the seven-month Annual Action Plan process. The first hearing occurs at the beginning of the process to obtain citizens' views on housing and community development needs, including priority non-housing community needs. The second hearing is held to obtain views on the draft FY 2021-2022 Annual Action Plan prior to the May 2021 submission of the final plans to HUD.

Other than conducting the public hearing itself, no Council action is required at this time.

Housing and Neighborhoods Director Larry Jarvis used a PowerPoint presentation to summarize the information.

Mayor Baldwin opened the hearing. No one had signed up to speak on the matter; therefore, Mayor Baldwin closed the hearing at 8:16 p.m.

Councilor Cox pointed out this public hearing is a federal requirement and was surprised no one signed up to participate. He expressed concern regarding the lack of community outreach and wants to see a better job contacting organizations and citizens to give them the opportunity to sign up and speak.

Councilor Branch questioned whether citizens have the opportunity to submit questions or comments in between the public hearings with Housing and Neighborhoods Director Jarvis responding staff can accept written questions and concerns and talked about prior efforts in outreach and data gathering.

The Council received the information.

FY 2020-2021 CITY OF RALEIGH ANNUAL ACTION PLAN – DRAFT SUBSTANTIAL AMENDMENT – HEARING – APPROVED

This was a hearing required by the U.S. Department of Housing and Urban Development (HUD) to provide citizens with the opportunity to comment on proposed uses of Community Development Block Grant-CV3 (CDBG-CV3) funds to address the needs of low-income residents impacted by COVID-19.

The funding, in the amount of \$2,672,436, is available to assist Raleigh's low-income residents who are struggling to pay rent or mortgage and utilities, as well as to assist local shelters with renovations or expansions.

A 30-day public comment period on the draft Substantial Amendment took place March 5 – April 5, 2021. The Substantial Amendment is available on the City's website.

Recommended Action: Conduct the public hearing. At the conclusion of the public hearing, City Council may choose to act on the amendment or defer for further review. If Council acts on the amendment, any resolution adopted shall become effective 24 hours following a favorable vote, unless during the twenty-four hour period after the public hearing is closed, additional written comments are received by the City Clerk; in which case, the resolution will receive a second reading and vote at the next City Council meeting, following Council's receipt and consideration of such comments.

Housing and Neighborhoods Department Assistant Director B. Lamont Taylor used a PowerPoint presentation to summarize the information.

Councilor Cox questioned whether the funds that did not require an action plan, such as rental assistance, the payments would go to the individual or straight to the landlord with Assistant Director Taylor responding in the affirmative and indicated the funds would also payments would go to the landlord and pointed out the funds would also go toward utility assistance with payments made directly to the utility.

City Manager Marchell Adams-David indicated Assistant Director Taylor recently joined the Housing and Neighborhoods Department as Assistant Director and would be managing the department's Community Development Division.

Mayor Baldwin opened the hearing. No one had signed up to speak on the matter; therefore, Mayor Baldwin closed the hearing at 8:44p.m.

Mayor Pro Tem Stewart moved to approve the amendment. Her motion was seconded by Councilor Branch and put to a vote that resulted in all Council members voting in the affirmative. Mayor Baldwin ruled the motion adopted on an 8-0 vote.

FY 2021-2022 CITY OF RALEIGH ANNUAL ACTION PLAN – HEARING – RECEIVED

This was a hearing required by the U.S. Department of Housing and Urban Development (HUD) to provide citizens with the opportunity to express their views on the City's draft 2021-2022 Annual Action Plan.

The 2021-2022 Action Plan addresses housing and community development needs and priority non-housing community needs in Raleigh and guides City expenditures of federal Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), and Emergency Solutions Grant (ESG) funds, as well as related local funds

A 30-day comment period on the Plan was held from March 5 – April 5, 2021. The draft 2021-2022 Annual Action Plan is available on the City of Raleigh's website.

Comments or concerns received from citizens during the hearing and written comments received within 24 hours following the close of the hearing will be included with the agenda materials for the May 4, 2021, Council meeting, at which time staff will request authorization to submit the 2021-2022 Annual Action Plan to HUD and authorize the City Manager to sign the transmittal letter and certifications.

Recommended Action: Conduct the public hearing.

Housing and Neighborhoods Department Assistant Director B. Lamont Taylor used a PowerPoint presentation to summarize the information. He noted staff received 2 written comments in support of the Plan.

Councilor Cox questioned the methods used for soliciting public comment with Assistant Director Taylor responding notices were posted in the newspaper, the City's website, as well as outreach to various agencies with discussion taking place regarding whether there was direct outreach to the agencies and the type of outreach made to regular citizens with Assistant Director Taylor reiterating notices were posted in the newspaper and the City's website with options for citizens to submit input.

Mayor Baldwin opened the hearing.

Proponents

No one had signed up to speak in support on the matter.

Opponents

Helen Tart, 611 Monroe Avenue, Raleigh, NC, talked about the type of replacement housing being constructed in the College Park and Idlewild neighborhoods that do not fit the neighborhoods' character. She expressed concern regarding the tearing down of smaller,

affordable homes and rental units and replacing them with homes the locals cannot afford to buy and hoped the City's Housing and Neighborhoods staff would take that into account.

Hwa Huang, 7401 Ebenezer Church Road, Raleigh, NC, indicated he is a member of the Wake County Housing Justice Coalition and expressed his opposition to the Action Plan asserting there was a lack of public participation in the process maintaining there were only 2 opportunities given for citizens to provide input. He asserted he did not see any postings in the newspaper or on social media as far back as March, and asserted that most of the City's Facebook followers are not from the affected communities and so citizen engagement was limited at best.

No one else had signed up to speak on the matter; therefore, Mayor Baldwin closed the hearing at 8:56 p.m.

Mayor Baldwin indicated no action would be taken at this time and that the comments received would be included and considered for staff's report at the Council's May budget presentation.

Written Public Comments on FY2021-22 Annual Action Plan

Comment #1:

From: Daniel Washburn <djwashburn@gmail.com>
Sent: Monday, March 8, 2021 1:35 PM
To: info, CD <CD.info@raleighnc.gov>
Subject: Direct more funding to permanently affordable housing

More housing funding - as much as possible - should be directed to the permanent provision of affordable housing, though means such as the construction of public housing, funding or establishing Community Land Trusts, and funding or establishing limited-equity housing cooperatives. These approaches provide permanently affordable housing by removing the provision of housing from normal market forces and providing it as either a public service or a democratically owned or managed good.

Response #1:

From: McNamara, Shawn <shawn.mcnamara@raleighnc.gov>
Sent: Monday, March 22, 2021 7:31 PM
To: Daniel Washburn <djwashburn@gmail.com>
Subject: Direct more funding to permanently affordable housing

Mr. Washburn:

Thanks for your comments. Over the last five years the City of Raleigh has committed over \$6 million per year in local General Funds to supplement the amounts delivered each year by the federal government. In November 2020 the voters approved an \$80 million affordable housing bond, primarily directed at producing or preserving long-term affordable rental housing. Currently, the City is working with (and funding) the Raleigh Area Land Trust as it begins providing permanently affordable homeownership opportunities in Raleigh. The city itself owns 200 rentals that is maintains for renters at 50% of area median income or below. These units will stay affordable as long as the City owns them. Of course, public housing in Raleigh is provided by the Raleigh Housing Authority, who also provide Housing Choice Vouchers to low-income renters who select their own units among landlords willing to participate.

There is no barrier to any group of homebuyers to create a limited equity cooperative, as that is a voluntary arrangement secured by legal documents. The City uses a shared-equity model when it sells the infill housing it sponsors on City lots. This was created around 2005 to prevent a new buyer "flipping" the affordable City-sponsored house and capturing the full windfall that can be created by the public investment. So the City's shared-equity arrangement has one of the features used in Community Land Trusts (CLTs) and limited equity cooperatives.

Thanks again for your comments. Long-term affordability is a goal the City shares as is permanent affordability. We have recently begun to introduce that principle into our affordable homeownership program.

Shawn McNamara, AICP
Program Manager, Strategic Planning
Community Development Division
Housing and Neighborhoods Department
421 Fayetteville Street, 12th Floor
P.O. Box 590
Raleigh, NC 27602

(919) 996-6957

Shawn.mcnamara@raleighnc.gov

Visit us on the web at: <http://www.raleighnc.gov/>

Comment #2:

From: Holly Gallagher

Sent: Monday, April 5, 2021 4:02 PM

To: CD.info@raleighnc.gov <CD.info@raleighnc.gov>

Subject: Annual Action Plan Comments - Habitat Wake

Hello,

I hope this message finds you well. I am writing to submit comments on the Annual Action Plan and Substantial Amendments on behalf of Habitat for Humanity of Wake County.

Please see the attached document for our full written comments.

If you have any questions or comments, do not hesitate to contact me.

Best,

Holly Gallagher

Advocacy Coordinator

Habitat for Humanity of Wake County

Office: **919.744.2432**

2420 N. Raleigh Blvd., Raleigh, NC 27604, USA

habitatwake.org



March 30th, 2021

Nicholas Dula, Program Development Administrator
Department of Housing and Neighborhoods
P.O. Box 590
Raleigh, NC 27602

Dear Mr. Dula,

Thank you for the opportunity to submit comments on the City of Raleigh Annual Action Plan and CDBG-CV3 substantial amendments.

At Habitat Wake, we partner with families to build safe, affordable homes. Since 1985, homeowners, volunteers, and corporate sponsors have worked together to build over 800 homes in Wake and Johnston counties. Of those homes, nearly 600 are in the City of Raleigh.

Habitat Wake believes it's critical that affordable homeownership be prioritized in the Annual Action Plan. Homeownership is one of the greatest tools to build wealth and promote upward mobility. According to [recent data from the Federal Reserve](#), homeowners' net worth is 40 times greater than the net worth of renters. An investment in homeownership opportunities for low- to moderate-income families is an investment in the future of the City of Raleigh.

We commend the City's efforts to create homeownership units, especially amid the COVID-19 pandemic. The economic fallout from COVID-19 has drastically impacted family's ability to afford their mortgage, as [there was a sharp increase in mortgage delinquencies in the months when the pandemic began](#). More recently, in North Carolina, mortgage delinquencies saw a [44 percent increase this past December in comparison to the year before](#).

Habitat Wake supports the City's decision to allocate CDBG CARES Act funds towards mortgage assistance. This assistance will undoubtedly help homeowners get back on track with their mortgage payments and general economic stability.

We are encouraged by the City's decision to promote affordable homeownership beyond the pandemic through partnerships to construct new units for homeowners, assist homebuyers, and perform owner-occupied rehabilitation. Habitat Wake is also supportive of the City's priority to increase

the supply of affordable rental units and support to people experiencing homelessness, as it is critical that all types of affordable housing are available to increase the economic stability and well-being for Raleigh residents.

As the Annual Action Plan states on page 4, racial and ethnic minorities, and notably Black households, are disproportionately burdened by the cost of housing. The racial homeownership gap is one of the greatest proponents of the gap in wealth between Black and white households, and has only [increased in recent years](#). Habitat Wake believes that we, as a community, have an obligation to reverse the impacts of historic housing policies that perpetuate racism and promote equity in housing. Funding homeownership opportunities through the Annual Action Plan and providing affordable housing opportunities on City-owned land that is predominately Black, like the South Park neighborhood/Garner Road area, is an important step forward.

We also want to bring attention to the impacts of COVID-19 on Southeast Raleigh. The 27610 zip code has been [disproportionately affected by the virus and is leading in COVID-19 cases across North Carolina](#). Habitat Wake feels that this is important to keep in mind when considering which geographic areas will receive CDBG-CV3 funds and other assistance.

We applaud the City of Raleigh's work to meet the needs of families during this difficult time. Given the priorities outlined in the Annual Action Plan and the successful passage of the recent affordable housing bond, Habitat Wake feels that Raleigh has a bright future for affordable housing.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bill Ahern", with a stylized, flowing script.

Bill Ahern, President & CEO
Habitat for Humanity of Wake County

Response #2:

From: Dula, Nicholas
Sent: Tuesday, April 13, 2021 10:41 AM
To: holly.gallagher@habitatwake.org
Cc: Ramos, Sophia <Sophia.Ramos@raleighnc.gov>; Taylor, Lamont <Lamont.Taylor@raleighnc.gov>
Subject: Response to Annual Action Plan Comment - Habitat Wake

Ms. Gallagher,

Thank you for submitting a comment on the City of Raleigh FY2021-22 Annual Action Plan. Your comment will be included in the Annual Action Plan document. Thanks again.

Best regards,

Nick

Nicholas Dula
Program Development Administrator
City of Raleigh
Housing and Neighborhoods Department
Community Development Division
Office: 919-996-6935
Email: Nicholas.Dula@raleighnc.gov
Website: <https://www.raleighnc.gov/>

Comment #3:

From: Mike Kapp <mike.kapp.architect@gmail.com>
Sent: Monday, April 5, 2021 5:04 PM
To: info, CD <CD.info@raleighnc.gov>
Subject: Re: 2021-2022 Draft Annual Action Plan - Comments

Dear City of Raleigh,

I am an architect and a Certified Passive House Consultant. I want to bring to your attention how Pennsylvania was able to jumpstart an Energy Efficiency movement by a no-cost addition to the [PENNSYLVANIA HOUSING FINANCE AGENCYALLOCATION PLAN](#).

In 2014, a Design/Build company called Onion Flats met with a group of stakeholders who were interested in increasing the Affordable Housing in Pennsylvania. The simple addition of 10 QAP points awarded to developers who were willing to achieve [Passive House](#) certification on their projects. This ignited a movement of developers seeking this very simple technology and instigated the training of several architects and builders to become Certified Passive House Consultants and Certified Passive House Builders, respectively. This protocol of design/build produces living environments for low-

income people that are comfortable, durable, have superior indoor air quality with utility bills that are 10% of or less than typical utility bills of those residents living in comparable code-compliant buildings.

If the City of Raleigh makes this one simple addition to their QAP, we will see a transformation of affordable housing much like Pennsylvania is experiencing. Please reference page 28 of the [Pennsylvania Housing Finance Agency Allocation Plan](#) and emulate what they did.

With additional stimulus funding, please allocate a subsidy to interested architects and builders to seek this training. With a little solar voltaic addition to Passive House buildings, you will see a proliferation of net-zero energy buildings across North Carolina.

Mike Kapp

CDT, CSBA, LEED AP, CPHC, NCARB

Passive House Alliance U.S. Mid-Atlantic Regional Rep

Response #3:

From: Dula, Nicholas

Sent: Tuesday, April 13, 2021 4:59 PM

To: mike.kapp.architect@gmail.com

Cc: Ramos, Sophia <Sophia.Ramos@raleighnc.gov>; info, CD <CD.info@raleighnc.gov>

Subject: Response to 2021-2022 Draft Annual Action Plan Comment

Mr. Kapp,

Thank you for submitting a comment on the City of Raleigh FY2021-22 Annual Action Plan. Your comment will be included in the Annual Action Plan document.

Unfortunately, the City of Raleigh does not have a program related to the Passive House certification.

The North Carolina Housing Finance Agency (NCHFA) develops the Qualified Allocation Plan (QAP), and you can find additional information about the 2021 QAP by clicking the link below.

Thanks again for your comment.

NCHFA QAP Information:

<https://www.nchfa.com/rental-housing-partners/rental-developers/qualified-allocation-plan>

Best regards,

Nick

Nicholas Dula

Program Development Administrator

City of Raleigh

Housing and Neighborhoods Department

Community Development Division

Office: 919-996-6935

Email: Nicholas.Dula@raleighnc.gov

Website: <https://www.raleighnc.gov/>

Comment #4:

From: Frank Baldiga <Frank.Baldiga@uss.salvationarmy.org>

Sent: Monday, April 12, 2021 1:25 PM

To: info, CD <CD.info@raleighnc.gov>

Cc: Stephen Gruver <Stephen.Gruver@uss.salvationarmy.org>

Subject: Public Hearings, April 6: Draft FY21-22 Annual Action Plan, CARES Act Funding

Hi,

I am sorry this is late. I am a shelter case manager at the Salvation Army, the county's largest family shelter. This email is in request to the 30 day comment period on the draft Fiscal Year 2021-2022 Annual Action Plan (AAP), the draft Substantial Amendment to the FY 2020-2021 AAP, and the 2021-2025 Consolidated Plan for the proposed uses of the CDBG-CV3 funding (CARES Act) to address impacts of COVID-19 on low-income residents.

My comments address the needs of the homeless population and very low and extremely low income residents (< 30% AMI). In particular I focus on the Draft AAP priority to enhance the homeless to housing continuum. First, your plan will do a lot to increase the amount of affordable housing. Thank you. This will help my low income clients even if they can't afford or qualify for them by increasing the number of vacancies.

1. Utilize the city owned rental units to house very low and extremely low income families. Currently these apartments are out of reach for our families due to their qualifications. For example, few of my working clients have a monthly income of 3 times the rent. Many homeless individuals have a prior eviction, conviction and poor rental history. The city should master lease a portion of the units to homeless service providers so they can then lease them to their clients. I also request the city's property manager to communicate with homeless service providers and provide preferences for homeless individuals. All calls and emails with Barker Realty have gone unanswered.
2. Amend the city's fair housing ordinance to include source of income protections so landlords and property managers are prohibited from refusing to accept a voucher.
3. Fund additional longer term rental assistance vouchers. The plan funds rapid rehousing which is good. However for very low and extremely low income residents, longer term rental subsidies are needed. See [Solving Urgent Housing Problems Requires Pairing Investments in Housing Stock With Expansion of Housing Vouchers](#) Today 3 out 4 people in this country who qualify for housing choice vouchers do not receive one. We need to address this at the national, county and city level. I would like to see a program similar to the Wake County Rental Assistance Housing Program (RAHP). Another option is for the city to partner with Wake County to increase RAHP funding and serve more families.
4. All new affordable housing must accept housing choice vouchers.
5. Request the Raleigh Housing Authority to make the following improvements:
 - a. Recruit landlords and property managers to accept HCV through advertising, media articles, outreach, etc... According to the RHA only 30% of vouchers are utilized meaning that 70% of voucher holders cannot locate a unit. A national study in 2000 found that an average of 70% of households that received a voucher rented a unit in the timeframe allowed by the program. This means that RHA is much worse than the national average. The study also found that the frequency of landlord outreach was associated with higher success rates. Improvements to the inspection process will also help. The RHA should come up with a plan to address the poor rental rate.
 - b. Provide public data on the HCV and PH programs so that we can better understand performance of the RHA. In particular we need a county map showing where vouchers are being used. This will help us determine if voucher holders are being shut out of high opportunity areas of the city and county. RHA

- should also provide data on voucher utilization and the number of landlords and property managers who accept vouchers. It should provide data on the number of units that fail inspections.
- c. RHA should provide a portal so that applicants can check their status on the waiting list and make it easier to update their address or contact information. Low income clients move frequently and often forget to update their contact information resulting in being dropped off the waiting list.
 - d. More coordination with the Raleigh Wake Partnership to End and Prevent Homelessness (the Partnership) to look for additional ways to move people out of homelessness.

Thank you for all you are doing to serve the homeless in Raleigh.

Sincerely,

Frank Baldiga,
Shelter Case Manager
The Salvation Army of Wake County
1863 Capital Blvd.
Raleigh, NC 27604
(919) 834-6733 ext.121
Fax: (919) 828-0911
www.wakearmy.org

Response #4:

From: Dula, Nicholas
Sent: Thursday, April 22, 2021 3:08 PM
To: Frank.Baldiga@uss.salvationarmy.org
Cc: Ramos, Sophia <Sophia.Ramos@raleighnc.gov>; Taylor, Lamont <Lamont.Taylor@raleighnc.gov>; Stephen.Gruver@uss.salvationarmy.org
Subject: Response to FY2021-22 Annual Action Plan Comment

Mr. Baldiga,

Thank you for submitting a comment on the City of Raleigh FY2021-22 Annual Action Plan. Your comment will be included in the Annual Action Plan document. Thanks again.

Best regards,

Nick

Nicholas Dula
Program Development Administrator
City of Raleigh
Housing and Neighborhoods Department
Community Development Division
Office: 919-996-6935
Email: Nicholas.Dula@raleighnc.gov
Website: <https://www.raleighnc.gov/>

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, **except as described in E. below.**

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, **except as described in E. below.**

C. Public Notice: Notices of all hearings will be advertised **not less than 12 days and not more than 30 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.

E. When circumstances prevent an in-person event for public meetings or one or both public hearings held in support of a Consolidated Plan or Annual Action Plan, or amendment(s) to one or both, a "virtual" public meeting or public hearing will substitute for in-person gatherings, as allowed by the U.S. Department of Housing and Urban Development (HUD).

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, **except in emergency situations such as that created by COVID-19, in which case the public comment period can be shortened to 5 days, as suggested by HUD.** 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 hearing notices and basic information summaries are produced and made available in the appropriate language(s). The Community Services Division of the Housing and Neighborhoods Department has resources to help with this requirement but a qualified interpreter inventory is maintained by the City of Raleigh's Communications Department, which also has a responsibility to promote public awareness of this service. 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 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 or Action 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 public hearing using the public notice process described in section 5c above and a thirty (30) -day 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 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 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 written 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 receive(s) 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. The Relocation Staff provides information and assistance one-on-one to prospective displaced persons.

City of Raleigh, NC Recapture Policy

The City of Raleigh (City) offers a Homebuyer Assistance Program through which funds are made available to Low and Moderate Income (LMI) homebuyers. Funds may be used for down-payment assistance, closing costs and/or to cover any senior loan financing gap for the purchase of single family housing that is modest housing as set forth in 24 CFR §92.254(a). Funding sources for these activities include City affordable housing bond program income and/or federal HOME Investment Partnership Program (HOME) as well as Community Development Block Grant (CDBG) funds. If CDBG funds are used, 24 CFR 570.201(n) applies and CDBG assistance is limited to 50% of costs.

The City, in compliance with 24 CFR Part 254(a)(5), uses the recapture provision for its HOME assisted activities, and applies the HOME regulations regardless of funding source used (i.e., where “HOME” is used below, it means “HOME or other funds provided for these uses by the City of Raleigh”). The recapture policy will be in effect for a timeframe equal to the period of affordability as described by the HOME program regulations under 24 CFR 92.254(a)(5)(i). The following table outlines the required minimum affordability periods.

HOME Amount Per Unit	Minimum Period of Affordability
Under \$15,000	5 years
\$15,000 - \$40,000	10 years
Over \$40,000	15 years

The City will use the following provisions when providing direct HOME subsidies to LMI homebuyers:

- The City will not use subrecipients, urban counties, CHDOs, or consortium members to make these direct HOME subsidies.
- Only the City’s Housing and Neighborhood Department will make direct HOME subsidies available to LMI homebuyers.
- The City requires full or partial repayment of the direct HOME subsidy when resale occurs during the affordability period. Direct subsidies are provided in the form of deferred payment, subordinate loans at 0% interest rate. During the term of the Note, the balance due under the Note shall be reduced by twenty-five percent (25%) of the loan amount at the five, ten, fifteen, and twenty-year anniversaries of the date of the Note.
- If there are no net proceeds or insufficient proceeds to recapture the HOME investment due, the amount subject to recapture is limited to what is available from net proceeds.
- The City will use a Note, Deed of Trust, Loan Agreement and Deed Restrictions to enforce the recapture provisions of the HOME program found at 24 CFR 92.253(a)(5)(ii).
- The City will permit the homeowner to refinance the first mortgage without repayment of the subordinate mortgage (direct subsidy) for the purpose of lowering the interest rate. The homeowner is not permitted to consolidate debts or take cash out.
- If Borrower sells the property within ten (10) years of the Note date, and such sale results in excess proceeds, the City may recapture the outstanding loan balance of the direct subsidy AND any excess proceeds resulting from any sale of the property within ten (10) years of the Note date shall be distributed to City and Borrower as set forth in Exhibit A attached hereto and incorporated herein.
- In the event of foreclosure or short sale, in addition to the collection of the remaining balance of City’s subordinate mortgage, if any, the City will receive from said sale a percentage of the increase, if any, as computed by subtracting the greater of (1) Homeowners’ purchase price mentioned above or (2) in the case of a foreclosure or

short sale, the total debt secured by the mortgagee's lien, from the purchase price of the sale to the third-party purchaser.

DEFINITIONS

DIRECT HOME SUBSIDY is the amount of federal HOME assistance, including any program income that enables the homebuyer to buy their house. The direct subsidy includes HOME funds used for down payment, closing costs and/or to cover any senior loan financing gap.

EXCESS PROCEEDS are defined as proceeds from a sale of the property exceeding the sum of (i) the amount required to pay the loan in full of any senior lender (ii) the outstanding loan balance, (iii) any amounts expended by Borrower on any capital improvements to the property, and (iv) principal payment portions made by Borrower on the first mortgage; closing costs related to the sale of the Property; and (v) down payment made using Borrower's own funds. The excess proceeds shall be distributed to Borrower and City as set forth in Exhibit A attached hereto and incorporated herein, and shall be a lien on the property until paid to City.

NET PROCEEDS are defined as the proceeds from the sale, transfer or alienation of the Property minus non-HOME Loan repayments and any closing costs that does not result in Excess Proceeds available for distribution as described in Exhibit A.

EXHIBIT A **EXCESS PROCEEDS**

If Borrower sells the property to a third party within ten (10) years of the Effective Date which results in any Excess Proceeds, the City may recapture the Outstanding Loan Balance. In addition, any Excess Proceeds may be distributed as set forth below.

<u>Period of Homeownership from Effective Date</u>	<u>Percentage of Excess Proceeds Due to City</u>
Within One (1) Year	100%
Within Two (2) Years	90%
Within Three (3) Years	80%
Within Four (4) Years	70%
Within Five (5) Years	60%
Within Six (6) Years	50%
Within Seven (7) Years	40%
Within Eight (8) Years	30%
Within Nine (9) Years	20%
Within Ten (10) Years	10%

The City shall determine the amounts attributable to Borrower's own funds, the amount of the Excess Proceeds, and the amount of the Capital Improvements in its sole discretion. In the event of a dispute, the City's determination of the amount of Excess Proceeds shall control.

Until the percentage of the Excess Proceeds due to City is paid to and received by the City, the amount of such funds, computed as stated above, shall constitute a lien upon the subject property.

NC-507 - Raleigh/Wake, North Carolina Coordinated Entry System Policies and Procedures Manual

Adopted 1/19/18

Revised 11/16/18

Revised 10/17/19

Revised May 2020

Coordinated Entry Overview

In 2017, the City of Raleigh-Wake County, North Carolina initiated a process to improve the delivery of housing, crisis response services and assistance to 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 of Care.

This process, the **Coordinated Entry System (CES)**, 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 mandated by HUD and many other funders. It is recognized nationally as a best practice to improve efficiency within systems, provide clarity for people experiencing homelessness, and can help serve more people more quickly and efficiently with assistance targeted to address their housing needs.

This CES Policies and Procedures document is an operational manual, providing guidance and direction for the day to day operation, management, oversight, and evaluation of Raleigh-Wake's coordinated entry approach. This manual will be updated and revised on a bi-annual basis as the actual application and practical experience of CES design principles are refined and improved. The review process will include a two-week public comment period where all suggested edits to the policies and procedures will be sent electronically to the HOUSE WAKE! Access Hub. The CoC Quality Improvement Committee will review the comments and makes necessary edits within two weeks of closing the public comment period. The revised version of the policies and procedures will be posted on the CoC Lead Agency website, www.partnerhsipwake.org

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Introduction and Purpose

In July 2012, HUD published the new Continuum of Care (CoC) Program interim rule (24 CFR 578). The CoC Program interim rule requires that the CoC establish and consistently follow Policies and Procedures for providing CoC assistance, in consultation with recipients of the Emergency Solutions Grant (ESG) program.

At a minimum, these Policies and Procedures must include:

- Standards for evaluating eligibility for assistance in the CoC Program
- Standards for determining and prioritizing who will receive assistance for permanent supportive housing assistance, transitional housing assistance, rapid re-housing assistance, and homelessness prevention

The goals of the Policies and Procedures are to:

- Establish community-wide expectations on the operations of projects within the community
- Ensure that the system is transparent to users and operators
- Establish a minimum set of standards and expectations in terms of the quality expected of projects
- Make the local priorities transparent to recipients and sub-recipients of funds
- Create consistency and coordination between recipients' and sub-recipients' projects within the CoC
- CoC Program standards must remain in compliance with Violence Against Women Act (VAWA) regulations

The CES is Raleigh-Wake, North Carolina's approach to organizing and providing services and assistance to people experiencing a housing crisis throughout the Continuum of Care. Individuals or families experiencing a housing crisis are directed to defined Access Sites, assessed in a uniform and consistent manner, prioritized for housing and services, and then linked to available interventions in accordance with the intentional service strategy defined by CoC leadership. Each participant's acuity level and housing needs are aligned with a set of service and program strategies that represent the appropriate intensity and scope of services needed to resolve the housing crisis.

Guiding Principles

The following Access Sites have been identified to ensure equal access for all persons seeking support for a housing crisis to help both centralize and standardize connection to the most critical resources in our community, expediting permanent housing for people experiencing homelessness.

Website: <http://wake.nc.networkofcare.org>

Haven House Services
600 W. Cabarrus St.
Raleigh, NC 27603
(919)-833-3312

InterAct
1012 Oberlin Road
Raleigh, NC 27605
(919) 828-7501 (office)
(919) 828-7740 (24 Hour Crisis Line)

Durham Veteran Affairs Medical Center
508 Fulton Street
Durham, NC 27705
(877) 424-3838

Wake County Southern Regional Center
130 N. Judd Parkway NE
Fuquay-Varina, NC 27526
(919) 557-2501

Wake County Eastern Regional Center
1002 Dogwood Drive
Zebulon, NC 27597
(919) 404-3900

Wake County Northern Regional Center
350 E. Holding Ave.
Wake Forest, NC 27587
(919) 562-6300

Dorcas Ministries
187 High House Road
Cary, NC 27511
(919) 469-9861 Ext. 203

Oak City Cares
1430 S. Wilmington St.
Raleigh, NC 27603
(984) 344-9599 Option 4

Process for Determining Access Sites:

Each Access Site was selected based on the following criteria:

- **Geographic Location:** Each of the Access Sites are centrally located in separate regions of the county with public transportation access. This ensures full geographic coverage of the county and equal access for all Wake County residents.
- **Organizational Capacity:** Each Access Site has the staff and organizational capacity to accommodate potential increases in client interaction, services, assessments and referrals
- **Access for Priority Subpopulations: In order to increase access to Coordinated Entry for priority subpopulations, the following agencies were selected as Access Sites:**

- Haven House Services: Serving youth and young adults under the age of 24 experiencing or at risk of experiencing homelessness.
- Durham VA Medical Center: Serving Veterans experiencing homelessness.
- InterAct: Serving survivors of Domestic Violence and Sexual Assault.

All other access sites are available to all individuals and families experiencing or at risk of experiencing homelessness.

The guiding principles for these Access Sites include:

- **Housing First:** When an individual or family is experiencing homeless, the service priority shall be to reconnect them with housing and then to other services in the community which will help them maintain their housing. Other services may need to commence concurrently but should not take precedence over housing.
- **Client-centered:** Based on the identified needs of the household we will focus on connecting them with community resources designed to achieve housing stability.
- **System-wide prioritization of limited supportive housing resources:** Our community has a limited number of moderate to intensive housing supports including Rapid Re-housing slots, public housing units and vouchers, specialized housing vouchers for individuals and families experiencing homelessness and case management services.

Fair Housing, Tenant Selection and Other Statutory and Regulatory Requirements

All CoC projects in The NC-507 – Raleigh/Wake CES must include a strategy to ensure CoC resources and CES options (referral options) are eligible to all people regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identify, or marital status. Special outreach to people who might identify with one or more of these attributes ensures the CES is accessible to all people.

All CoC projects in the NC-507 – Raleigh/Wake CES must ensure that all people in different populations and subpopulations throughout the geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, have fair and equal access to the coordinated entry process, regardless of the location or method by which they access the crisis response system.

All CoC projects in the NC-507 – Raleigh/Wake CES must document steps taken to ensure effective communication with people with disabilities. Access Sites must be accessible to people with disabilities, including physical locations for people who use wheelchairs, as well as people in Raleigh-Wake who are least likely to access homeless assistance.

Recipients and subrecipients of CoC Program and ESG Program-funded projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws, including the following:

- A. Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status.
- B. Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance.
- C. Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin under any program or activity receiving Federal financial assistance.
- D. Title II of the Americans with Disabilities Act prohibits public entities, which include State and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing related services such as housing search and referral assistance.
- E. Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.
- F. "Equal Access in Accordance with an Individual's Gender Identity in Community Planning and Development Programs." Through this final rule, HUD ensures equal access to individuals in accordance with their gender identity in programs and shelter funded under programs administered by HUD's Office of Community Planning and Development (CPD).

When the Access Sites identify gaps in services to any subpopulation of people, they will notify the CoC Quality Improvement Committee of these gaps in the system of care within the community. The Committee and CoC will be responsible for working with the local agencies and departments to address the gap in services and ensure that all residents of Wake County have access to appropriate services to address their housing crisis.

Right to Appeal

Consumer Appeals

Individuals or families experiencing homelessness seeking to appeal decisions of the CES and/or if a consumer is filing a non-discrimination complaint must contact the Raleigh-Wake Partnership to End and Prevent Homelessness Coordinated Entry Manager at cemanager@endhomelessnesswake.org or 919-824-7898 and submit an official appeal, either verbally or in writing. The Coordinated Entry Manager will communicate directly with the head of household or designee regarding the appeal. Appeals will be initially directed to the Coordinated Entry Manager and will have five (5) business days to consult with the head of household or designee, review all applicable evidence, consult with professional parties involved (if applicable), and issue a formal decision in writing to the household. If the head of household or designee feels the issue remains unresolved, they may further appeal to the next level of oversight beginning with the Raleigh-Wake Partnership to End and Prevent Homelessness Executive Director, and ending with an independent review committee of the CoC. Each level of appeal will comply with the timelines listed above and will issue a formal response in writing to the head of household or designee.

If appealed to the Coordinated Entry Manager, that decision will be considered final and binding (pending any extra legal and/or Federal appeal proper). A consumer not presently affiliated with a local project sponsor/agency but still appealing a Coordinated Entry decision (such as consumers served via street outreach) may file an appeal directly with Raleigh-Wake Partnership to End and Prevent Homelessness staff. The Raleigh-Wake Partnership to End and Prevent Homelessness will maintain and review records of all CES appeals for at least five (5) years, in compliance with HUD recordkeeping requirements. In its role as federal funding entity, HUD shall assume and maintain regulatory oversight regarding Coordinated Entry in matters of compliance.

Project-Level Appeals

All projects participating in the CES, whether as part of funding requirements or through voluntary participation, are required to have a project-level appeals policy and procedures in place, inclusive of the procedures for appeals and in accordance with HUD requirements of due process. All households being screened for project admission must be provided information on their right to file an appeal and/or a non-discrimination complaint and the process in which to do so. Households contacting The Raleigh-Wake Partnership to End and Prevent Homelessness regarding project-level decisions will be directed to the specific program to address concerns and pursue appeals. Projects must fully comply with their project-level appeals process and notify The Raleigh-Wake Partnership to End and Prevent Homelessness, as CES lead, of any appeals related to the processing and acceptance of CES referrals. The Raleigh-Wake Partnership to End and Prevent Homelessness notification requirement only applies to the timeframe from referral receipt through processing and acceptance/denial of referrals, up to and including formal project entrance or referral closure. Projects must provide all appeal responses in writing to the head of household or designee and copy The Raleigh-Wake Partnership to End and Prevent Homelessness via email.

Coordinated Entry System Terms

Chronically Homeless (HUD Definition)

HUD defines a chronically homeless person as follows:

An individual or family who:

1. Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
 - a. Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last three years, where the cumulative total of the four occasions is at least one year. Stays in institutions of 90 days or less will not constitute a break in homelessness, but rather such stays are included in the cumulative total; and
 - b. Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability;
2. Has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all the criteria in paragraph (1) of this definition, before entering that facility; or
3. Who meets all of the criteria in paragraph (1) of this definition.

Disability (HUD Definition)

HUD defines a person with disabilities as a person who:

1. has a disability as defined in Section 223 of the Social Security Act (42 U.S.C.423), or
2. is determined by HUD regulations to have a physical, mental, or emotional impairment that:
 - a. is expected to be of long, continued, and indefinite duration;
 - b. substantially impedes his or her ability to live independently; and
 - c. is of such a nature that more suitable housing conditions could improve such ability,or
3. has a developmental disability as defined in the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 15002(8)), or
4. has the disease acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome (HIV).

For qualifying for low income housing under HUD public housing and Section 8 programs, the definition does not include a person whose disability is based solely on any drug or alcohol dependence.

Literally Homeless (HUD Homeless Definition Category 1)

Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- a. Has a primary nighttime residence that is a public or private place not meant for human habitation;
- b. An individual 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); or
- c. An individual who is exiting an institution where he or 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.

At Imminent Risk of Homelessness (HUD Homeless Definition Category 2)

A person who will imminently lose their housing (within 14 days) and become literally homeless

Homeless under other Federal statutes (HUD Homeless Definition Category 3)

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- a. Are defined as homeless under the other listed federal statutes;
- b. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;
- c. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
- d. Can be expected to continue in such status for an extended period of time due to special needs or barriers

Fleeing domestic abuse or violence (HUD Homeless Definition Category 4)

Any individual or family who:

- a. Is fleeing, or is attempting to flee, domestic violence;
- b. Has no other residence; and
- c. Lacks the resources or support networks to obtain other permanent housing

At Risk of Homelessness

Category 1: Individual and Families

- a. Has an annual income below 30% of median family income for the area; AND
- b. Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “homeless” definition; AND
- c. Meets one of the following conditions:
 - i. Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance; OR
 - ii. Is living in the home of another because of economic hardship; OR
 - iii. Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; OR

- iv. Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals; OR
- v. Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; OR
- vi. Is exiting a publicly funded institution or system of care; OR
- vii. Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved Con Plan

Category 2: Unaccompanied Children and Youth

- a. A child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statute

Category 3: Families with Children and Youth

- a. An unaccompanied youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) or that child or youth if living with him or her.

Homeless Management Information System (HMIS)

A Homeless Management Information System is an electronic web-based data collection and reporting tool designed to record and store person-level information on the characteristics and service needs of people experiencing homelessness throughout a CoC jurisdiction. Usage of the HMIS is mandated by the U.S. Department of Housing and Urban Development (HUD) for any person experiencing homelessness.

Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)

The Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) developed and owned by OrgCode and Community Solutions is a triage tool that assists in informing an appropriate 'match' to a particular housing intervention to people based on their acuity in several core areas. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability across five components: (A) history of housing and homelessness (B) risks (C) socialization and daily functioning, (D) wellness - including chronic health conditions, substance usage, mental illness, and trauma, and (E) family unit. Version 2 of the VI-SPDAT for both people and families, released May 2015 and is the current version being used. The NC-507 – Raleigh/Wake CES has agreed to use the VI-SPDAT as the universal triage tool across the CoC for screening and matching people experiencing homelessness in Raleigh/Wake. Staff administering any of the VI-SPDAT tools will be trained by an authorized trainer.

Planning, Staffing Roles, and Participation Responsibilities

Coordinated Entry System Continuum of Care Leadership

Leadership from the CoC Governance Board of Directors along with the CoC Quality Improvement Work Group (CoC QI) will conduct oversight and monitoring of Coordinated Entry functions to ensure consistent application of CES Policies and Procedures and high-quality service delivery for those experiencing a housing crisis.

Continuum of Care Providers Serving People Experiencing Homelessness will:

1. **Adopt and follow Coordinated Entry System policies and procedures.** Participating providers shall maintain and adhere to these policies and procedures for CES operations. As established by the CoC Leadership for Access Sites, assessment procedures, prioritization, and referral to available services and housing must also remain consistent with CES Policies and Procedures.
2. **Maintain low barrier to enrollment.** Providers serving individuals or families experiencing homelessness shall limit barriers to enrollment in services and housing. Persons may not be turned away from crisis response services or homeless designated housing due to lack of income, lack of employment, disability status, or substance use unless the project's primary funder requires the exclusion, or a previously existing and documented neighborhood covenant/good neighbor agreement has explicitly limited enrollment to people with a specific set of attributes or characteristics. Providers maintaining restrictive enrollment practices must maintain documentation from project funders, providing justification for the enrollment policy.

CoC providers offering Prevention and/or Short-Term Rapid Re-housing assistance (i.e. 0 – 24 months of financial assistance) may choose to apply some income standards for their enrollment determinations.

3. **Maintain Fair and Equal Access.** CES participating providers shall ensure fair and equal access to CES programs and services for all people regardless of actual or perceived race or ethnicity, color, religion, national origin, age, gender identity, pregnancy, citizenship, familial status, household composition, disability, veteran status, or sexual orientation.

If a program participant's self-identified gender creates safety or health issues within a facility, accommodations based on concern for the health and safety of the individual seeking accommodations should be based on the individual's own request to be otherwise accommodated.

CES participating providers shall offer universal program access to all subpopulations as appropriate, including chronically homeless people, veterans, youth, transgender people and people fleeing domestic violence.

Population-specific projects and those projects maintaining affinity focus (e.g. women only, veterans only, etc.) are permitted to maintain eligibility restrictions as currently defined will continue to operate and receive prioritized referrals. Any new project wishing to institute exclusionary eligibility criteria will be considered on a case-by-case basis and receive authorization to operate as such on a limited basis from the CoC Leadership and their funders.

4. **Provide appropriate safety planning.** CES participating providers shall provide necessary safety and security protections for people fleeing or attempting to flee family violence, stalking, dating violence, or other domestic violence situations. Minimum safety planning must include a threshold assessment for presence of participant safety needs and referral to appropriate trauma-informed services if safety needs are identified.
5. **Create and share written eligibility standards.** CES participating providers shall provide detailed written guidance for eligibility and enrollment determinations. Eligibility criteria should be limited to that required by the funder; any requirements beyond those required by the funder will be reviewed and a plan to reduce or eliminate them will be discussed. Eligibility and enrollment standards shall include funder specific requirements for eligibility and program-defined requirements such as characteristics, attributes, behaviors, or histories used to determine who is eligible to be enrolled in the program. These standards will be shared with the CES Continuum of Care Leadership as well as funders.
6. **Communicate vacancies.** Homeless providers must communicate project vacancies, either bed, unit, or voucher, to the Coordinated Entry Manager in a manner determined by and outlined in these policies and procedures.
7. **Limit enrollment to participants referred through the defined Coordinated Entry System Access Sites.** Each bed, unit, or voucher that is required to serve someone who is homeless must receive their referrals through the prioritization criteria outlined below. Any agency filling homeless mandated units from alternative sources will be reviewed with funders for compliance. CES Access Sites will need to be informed of every opening and how and when they were filled.
8. **Participate in Coordinated Entry System planning.** CoC projects shall participate in CES planning and management activities as defined and established by CES Continuum of Care Leadership.
9. **Contribute data to HMIS if mandated per federal, state, county, or other funder requirements.** Each provider with homeless dedicated units will be required to participate in HMIS. Providers should work with the Raleigh-Wake HMIS Lead Agency and Local System Administrator with funding sources to determine specific forms and assessments required for HUD compliance within HMIS. Agencies must enter client data

into HMIS within 24 hours of collection.

10. **Ensure staff who interact with the Coordinated Entry System process receive regular training and supervision.** Each provider must notify CoC Leadership to changes in staffing, to ensure employees have access to ongoing training and information related to the CES. The CoC provides training opportunities at least once annually to organizations and or staff persons at organizations that serve as Access Sites or administer the VI-SPDAT in addition to updating and distributing training protocols at least annually to provide all staff administering assessments with access to materials that clearly describe the methods by which assessments are to be conducted with fidelity to the NC-507 – Raleigh/Wake Coordinated Entry Policies and Procedures. (see appendix)
11. **Ensure individual and families' rights are protected and that they are informed of their rights and responsibilities.** People shall have rights explained to them verbally and in writing when completing an initial intake. At a minimum, rights will include:
 - The right to be treated with dignity and respect;
 - The right to appeal CES decisions;
 - The right to be treated with cultural sensitivity;
 - The right to have an advocate present during the appeals process;
 - The right to request a reasonable accommodation in accordance with the project's tenant/person selection process;
 - The right to accept/reject housing and/or services
 - The right to confidentiality and receive information about when confidential information will be disclosed, to whom, and for what purposes, as well as the right to deny disclosure.
12. **Support transparency through marketing.** The Raleigh-Wake Partnership to End and Prevent Homelessness will be responsible for advertising and marketing Coordinated Entry policies, procedures and services. This includes the development and distribution of marketing materials. Providers shall post on their premises in a location clearly visible to program participants a notice stating participation in the CoC's CES in both English and Spanish. In lieu of resources for street outreach, Coordinated Entry flyers will be posted in GoRaleigh and GoTriangle bus terminals, at least one public libraries per Wake County municipality, community centers, and meal distribution centers. The script for administration of the coordinated assessment tool, the VI-SPDAT, shall state that the reason that participants are surveyed using the VI-SPDAT is to provide entry to the system of services in a coordinated manner.
13. **Ensure universal program access.** All programs serving people who are experiencing homelessness within the geographic bounds of the CoC are encouraged to offer universal program access to all subpopulations as appropriate, including chronically homeless people, veterans, youth, transgender people and people fleeing domestic violence.

Coordinated Entry System Workflow and Policies

I. Coordinated Entry Workflow Overview

Street outreach, shelter, transitional housing staff will ensure client are triaged appropriately with the VI-SPDAT, as well as day centers, Rapid Re-housing, and Permanent Supportive Housing staff will work to ensure as many of the people they engage with will be assessed with VI-SPDAT, clients are connected to the right resource to administer the VI-SPDAT and are readily able to be located, motivated to pursue housing, in possession of the documentation required for potential housing options, and successfully engaged by CoC providers seeking to resolve their crisis of homelessness.

II. Access Models and Accessibility –Comprehensive, Accessible, and Understood

Raleigh-Wake, North Carolina utilizes a de-centralized access model with previously noted Access Sites for adults without children, adults accompanied by children, unaccompanied youth and persons at risk of homelessness. Households who are included in more than one of these populations (for example, a parenting unaccompanied youth or an adult who presents both as unaccompanied and with children to different providers) will receive service at each of the Access Sites for which they qualify as a target population. Regardless of initial access point(s), people experiencing homelessness or at risk of homelessness are given the same assessment approach, including standardized decision-making and assessment tool specific to each population (adults without children, adults accompanied by children, unaccompanied youth, and persons at risk of homelessness).

III. Safety Planning and Domestic Violence

Upon a household entering the CES, providers conduct safety assessments to determine whether the household is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the household. The household should be processed in accordance with the following protocol:

- a. If during the initial engagement, concerns are identified about the household's immediate safety, the client should be referred to local law enforcement (911) and to a domestic violence shelter, through virtual access to the 24-Hour Crisis Line at (919) 828-7740 or email at info@interactofwake.org
- b. Victims of domestic violence who need an order of protection can file electronically at the InterAct office or they go to the Office of the Clerk of Court Monday – Friday 9-5. More information can be obtained by calling the InterAct 24-Hour Crisis Line.
- c. If during the assessment, it is determined that the client presents an immediate safety risk to themselves or others, the individual performing the assessment should

immediately contact 911 to assist in determining the appropriate course of action to ensure the safety of the clients and those around the client.

Wake County's domestic violence shelter uses a separate database that will run a By-Name List that mirrors data fields in the HMIS By-Name List, but does not include primary identifying information such as first name, last name, date of birth, or social security number. Instead, the By-Name List generates a unique client ID. This list is then sent to the Raleigh-Wake Partnership to End and Prevent Homelessness Coordinated Entry Manager and is integrated into the HMIS By-Name List.

IV. Non-Discrimination

All CoC providers must operate with as few barriers to entry as possible. People may access emergency services, such as emergency shelter, independent of the operating hours of the system's intake and assessment processes, or <http://wake.nc.networkofcare.org/>

Physical locations must be accessible to people with disabilities, including accessible locations for people who use wheelchairs, with a particular focus on people experiencing homelessness who are least likely to access homeless assistance.

CoC providers must ensure effective communication with people with disabilities, including provision of appropriate auxiliary aids and services necessary to ensure effective communication (e.g. Braille, audio, large type, assistive listening devices, and sign language interpreters) at the person's request.

Providers must also take reasonable steps to offer Coordinated Entry process materials and instruction in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency (LEP).

V. Initial System Access

During the shelter stay or street outreach engagement, when concerns are raised about the household's immediate safety, the client should be referred to local law enforcement and domestic violence shelters through section III. Safety Planning and Domestic Violence.

When an emergency shelter or street outreach staff engages a person experiencing homelessness, they should update an existing HMIS record or create a new HMIS record according to complete the fields accompanying intake forms

Prior to HMIS data input, the person performing initial intake of the household must obtain a signed written consent to having the household's personally identifiable information entered into HMIS. For families experiencing homelessness, the consent form should be signed by all adults in the household. The head of household or authorized representative should also sign the consent forms on behalf of children in the household who are below the age of eighteen (18).

VI. Survey – Explaining What You’re Doing and Why

The Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) developed and owned by OrgCode and Community Solutions is a triage tool that assists in informing an appropriate ‘match’ to a particular housing intervention to people based on their acuity in several core areas. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability across five components: (A) history of housing and homelessness (B) risks (C) socialization and daily functioning, (D) wellness - including chronic health conditions, substance usage, mental illness, and trauma, and (E) family unit. Version 2 of the VI-SPDAT for both people and families, released May 2015 and is the current version being used. The NC-507 – Raleigh/Wake CES has agreed to use the VI-SPDAT as the universal triage tool across the CoC for screening and matching people experiencing homelessness in Raleigh/Wake. Staff administering any of the VI-SPDAT tools will be trained by an authorized trainer.

People engaged by providers representing the CES should receive the same information regarding what that process involves. Assessors should communicate the survey process and its results clearly and consistently across the community. This ensures both that the benefits to participating in a survey are described clearly to encourage people to participate but is equally important to make sure that people understand that participating does not guarantee (and may not result in) housing. It is also important that people receive a clear understanding of where their information will be shared. An example of what to standardize follows below, and is further described in Appendix B – Example Messaging:

- The name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point-in-Time Count, etc.)
- The purpose of the VI-SPDAT being completed
- That it usually takes less than 10 minutes to complete
- That only “Yes,” “No,” or one-word answers are being sought
- That any question can be skipped or refused
- That the information is going to be stored in the Homeless Management Information System
- That other providers conducting assessments and the housing providers connected to the CES will have access to the information so that the person does not need to complete the assessment multiple times
- That housing providers can identify people to target for housing resources as they come available, and for planning purposes.
- That if the participant does not understand a question, clarification can be provided
- The importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

VII. Additional Population Specific Considerations

Veterans:

Providers serving veterans may require a Health Insurance Portability Accommodations Act (HIPAA)-compliant Release of Information to enable representatives from the Department of Veterans Affairs, the State, and other relevant stakeholders to ensure veterans are able to access the full spectrum of housing resources designated for this subpopulation.

Survivors of Domestic Violence:

People experiencing homelessness or at-risk of homelessness may not be denied access to the coordinated entry process on the basis that the person is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. While people currently experiencing homelessness have often previously survived domestic violence, the Violence Against Women Act (VAWA) prevents providers dedicated to serving this subpopulation from inputting their personally identifiable information within HMIS because of the additional safety precautions specific for this population. While the VI-SPDAT is not primarily a domestic violence-specific triage tool, providers dedicated to serving survivors of domestic violence can assess people that desire access to the broader range of housing options dedicated to people experiencing homelessness. Those results will need to be stored within a VAWA-compliant electronic system or in paper files secured according the full requirements of the law.

VIII. Survey Refusals

For limited instances when people refuse specific questions throughout the assessment process, the assessor may request permission to ask additional questions to utilize their conversation with the person, surveyor observation, documentation, and information from other professionals in order to provide responses. When staff encounter individuals or families who do not provide a response to any of the first questions, they should stop and acknowledge that the assessment will not provide useful information to support their housing crisis if the person receiving assessment does not want to participate. Staff should utilize continued progressive engagement and rapport building with these people until they are willing to be assessed. The VI-SPDAT should be completed in one engagement (although not necessarily first contact).

People who respond better to a conversational approach may benefit from the more comprehensive full SPDAT, further described in Appendix C – Full SPDAT Process.

IX. Survey – Concluding the Engagement

Upon completion of the VI-SPDAT, the Assessor may ask if the person is currently working with a provider towards one of those forms of housing assistance. If so, the person receiving the survey should be encouraged to continue to engage with their existing case management supports. If not, staff can provide a brief description of the resources currently available within the community and ask if the person is interested in specific forms of housing assistance.

Assessors should emphasize the importance of having reliable and comprehensive information regarding the best time and place to contact the person for quick access once a housing match is made. Staff should collect information on a consumer's whereabouts across a 24-hour period, beginning with where they wake up until they bed down at night, with notations for days when location patterns changed, and record that information within the VI-SPDAT. This includes where meals are obtained, transportation methods and times to and from meal and shelter providers, cross streets of locations where they receive services, outside agency names and staff with whom they engage, etc.

Assessors may emphasize that while completion of the assessment does not make them now the person's case manager, it remains critically important that the assessor possesses the most reliable methods possible for locating the person being assessed, especially if that includes an outside agency or staff attempting to contact the person later.

X. Next Steps – Collecting Documentation for Housing

Once the VI-SPDAT is completed, or as part of the initial engagements for people already assessed, staff should quantify which essential documents the person currently possesses and begin working with them to begin collecting missing documents, as staff time and resources allow.

Assessors should emphasize that specific documentation is required for many programs, including but not limited to government issued photo identification, social security card, birth certificate, proof of income or zero income, verification of homelessness, and DD-214 for people who have served in the United States Armed Forces (regardless of discharge status or length of service).

XI. Functions of Case Conferencing and Consultation:

Providers participating in HMIS and Coordinated Entry will convene twice per month to conduct Coordinated Entry case consultation and review successful, pending, and unsuccessful referrals, as well as successful, pending, and unsuccessful matches. Additionally, providers will set priorities in engaging higher need clients and be prepared to update the Case Conferencing team at each meeting.

Data Management

HMIS is used by the CoC's coordinated entry process for collecting, using, storing, sharing, and reporting participant data associated with the coordinated entry process. For the complete description of CoC Written Standards pertaining to HMIS, data management, and privacy protections, see the HMIS Written Standards and NC HMIS Policies and Procedures. Participants must be informed that they are freely allowed to decide what information they provide at every step of the assessment process, including refusing to answer questions entirely. Participants may also refuse specific services, housing options, and personal information sharing options without any retribution or limiting their access to any form of

assistance that does not explicitly require that specific information to establish or document program eligibility. This right to refusal fully covers any specific medical diagnosis or disability information.

By-Name List Case Staffing

The CoC utilizes closed, individualized case staffing sessions to coordinate housing and support services across multiple potential community service providers. In accordance with the Privacy Rights and HMIS Written Standards, CES participants may opt out of participation in the Coordinated Entry case conferencing process through the CoC Release of Information (ROI).

Staff from programs covered by the CoC ROI are allowed to attend these meetings for the sole purpose of identifying and coordinating housing and support services. Staff must sign in and identify their agency and service role before these meetings begin, and any agency or role not covered by the ROI is asked to leave before the closed staffing session starts. Any client who has not provided consent through the CoC ROI to have personal or service information shared at these meetings cannot be discussed during the meeting.

Referrals

For the program components, rapid-rehousing, permanent supportive housing, and homelessness prevention, referrals are only accepted through the CoC's CES. The other sources of referrals outside the CES would be to emergency services only (street outreach and emergency shelter). These other sources of referrals outside the CES include, but are not limited to, a variety of community agencies and partners, such as police officers, NCCARE360, Wake Network of Care, United Way's 211, Wake County Public School System, and hospitals. Programs must comply with all applicable Federal civil rights laws, including equal access, nondiscrimination, and fair housing. Federal, State, and local Fair Housing laws and regulations require that participants not be "steered" toward any particular housing facility or neighborhood because of race, color, national origin, religion, sex, disability, or familial status. The CoC maintains an active, updated list of all programs currently receiving referrals through the CES, as well as their stated program-specific eligibility criteria.

If a CES participating program wishes to reject, decline, inactivate, exit, or otherwise cease services to a program participant for any other reason, that case should be staffed at the Coordinated Entry Case Conferencing Team. Rejection criteria should be clearly documented in HMIS. If client is denied based on eligibility requirements, the client must receive a written notice and be given the opportunity to appeal the denial. Projects should have this process clearly stated in Agency Written Standards.

Prioritization of Referrals

The CoC must use the coordinated entry process to prioritize homeless persons within the CoC's geographic area for referral to housing and services. The prioritization policies must be documented in Coordinated Entry policies and procedures and must be consistent with CoC and

ESG written standards established under 24 CFR 576.400(e) and 24 CFR 578(a)(9). These policies and procedures must be made publicly available and must be applied consistently throughout the CoC areas for all populations.¹

All referrals for Prevention, Street Outreach, Transitional Housing, Rapid Re-Housing and Permanent Supportive Housing will be made through the CES.

Notice of upcoming vacancy within a program is made electronically. The NC-507 – Raleigh/Wake CoC has established a community-wide list within HMIS of all known homeless persons who are seeking or may need CoC housing and services to resolve their housing crisis. The community-wide list generated during the prioritization process, variously referred to as a “By-Name List,” uses the prioritization outlined below for generating referrals and provides an effective way to manage an accountable and transparent prioritization process. Referrals are made based on eligibility² and other community priorities.

Upon referral to a program, a collaborative effort will be made to locate the matched household to support with document readiness, and verifying eligibility. All efforts must be exhausted (i.e. Outreach, Case Consultation, utilizing HMIS, etc.) before a household is considered inactive or unavailable for a housing match.

The Housing Provider will document any unsuccessful matches and provide both the (A) reason(s) why they were not housed, (B) date of unsuccessful match/“unenrollment” and (C) name of the project being unassigned within HMIS so that the person can be reassigned to additional providers (further outlined below). The housing provider will also document when each match does lead to successful program entry and providing the date the person moves into housing within HMIS.

A. Homelessness Prevention Prioritization:

People at imminent risk of homelessness will be referred to ***Homelessness Prevention*** according to the following prioritization criteria (each of the criteria for each category must be met before proceeding to people who do not meet the priority category 1):

Priority Category 1:

Imminent risk of eviction with documentation

¹ <https://www.hudexchange.info/resources/documents/Notice-CPD-17-01-Establishing-Additional-Requirements-or-a-Continuum-of-Care-Centralized-or-Coordinated-Assessment-System.pdf>

² <http://ctagroup.org/wp-content/uploads/2015/10/Homeless-Definition-and-documentation.pdf>

B. Transitional Housing Prioritization

People experiencing homelessness will be referred to ***Transitional Housing*** per the following prioritization criteria (only proceeding to the next category when no one remains in the initial/previous category):

Priority Category 1:

Chronic Homelessness

Priority Category 2:

Literally Homeless; not experiencing chronic homelessness

Priority Category 3:

Highest VI-SPDAT score

C. Rapid Re-Housing Prioritization

People will be referred to ***Rapid Re-Housing*** per the following prioritization criteria (only proceeding to the next category when two or more people remain in the initial/previous category):

Priority Category 1:

- Chronic Homelessness
- 1+ HUD Disabling Condition(s)
- Length of Time Homeless
VI-SPDAT Score Range 4 – 11

Priority Category 2:

- Not Chronically Homeless
- 1+ HUD Disabling Condition(s)
- Length of Time Homeless
VI-SPDAT Score Range 4-11

Priority Category 3:

- Not Chronically Homeless
- Length of Time Homeless
VI-SPDAT Score Range 4-11

D. Permanent Supportive Housing Prioritization

People experiencing homelessness will be referred to ***Permanent Supportive Housing*** per the following prioritization criteria (only proceeding to the next category when no people remain in the initial/previous category):

Priority Category 1:

- Chronic Homelessness³
- 1+ HUD Disabling Condition(s)
- Length of Time Homeless
VI-SPDAT Score Range 8-Max

Priority Category 2:

- Chronic Homelessness
- 1+ HUD Disabling Condition(s)
- Length of Time Homeless
VI-SPDAT Score Range 8-Max

Priority Category 3:

- Not Chronically Homeless
- 1+ HUD Disabling Condition(s)
- Length of Time Homeless
VI-SPDAT Score Range 8-Max

Connection to Mainstream Resources:

People who may benefit from a connection to a mainstream service provider, such as the Department of Social Services, Legal Aid, income based housing or other services may be provided a referral to connect to these mainstream providers. All mainstream service referrals shall be documented in the HMIS and shall not prohibit the prioritization or matching into a supportive housing program for which the individual or household is eligible at the time a match is identified. CoC staff shall engage key mainstream service providers to enhance and streamline the connection between their resources and CoC providers.

Unsuccessful Matches Process

By Person Experiencing Homelessness

People may reject a housing referral due to the health, safety or wellbeing of the person being compromised by the potential referral. Respecting choice and preference, people may also reject a housing referral due to not being willing to work with the housing provider to which they are referred. Rejections of housing referrals by people should be infrequent and must be documented in HMIS. Repeated rejections on behalf of staff, programs, and/or agencies may require case conferencing and additional discussion with CoC leadership. A client's rejection of housing/services will not affect their location on the By-Name List and may require additional case conferencing to identify the barriers to accepting housing/services and potential solutions.

³ <https://www.hudexchange.info/resources/documents/Flowchart-of-HUDs-Definition-of-Chronic-Homelessness.pdf>

By Housing Provider

NC-507 – Raleigh/Wake CoC providers and program participants may deny or reject referrals from the CES, although service denials should be infrequent and must be documented in HMIS. The specific allowable criteria for denying a referral shall be published by each project and be reviewed and updated annually or as they change, whichever happens first. All participating projects shall provide the reason for service denial and may be subject to a limit on the number of service denials.

Agencies who would like to deny a referral that is incompatible with their programming must include details about the reason for denial. Documentation should include communication attempts with the person, specific criminal or housing history that prevents acceptance of referral, or other similar details. Some examples of denials that will need additional details or documentation include the following:

- Confirmed as doubled up/unhappily housed but not residing on streets/shelter
- Confirmed as relocating out of area
- Person unable to be located after multiple, documented attempts
- Ineligible for assigned provider
- Declined services from assigned provider
- Person confirmed as incarcerated
- Person confirmed as deceased

If the denial is the result of a third-party property management/landlord (private or partner of service provider) rejecting the person's application, the rejection will trigger a case conferencing meeting. If the household choose to appeal this decision, a new referral will not be provided to the housing program until the appeal process has reached its conclusion.

The Housing Provider will document any unsuccessful matches and provide both the (A) reason(s) why they were not housed and the (B) date of unsuccessful match/"unenrollment" within HMIS so that the person can be reassigned to additional providers. The housing provider will also document when each match does lead to successful program entry and providing the date the person moves into housing within HMIS.

Re-Screening

While people generally do not need to be surveyed multiple times with the VI-SPDAT, there are circumstance under which people who have been screened using the VI-SPDAT would qualify to be re-screened, including the following:

- a. Someone has not had contact with the homeless services system for one year or more since the initial VI-SPDAT screening.
- b. Someone has encountered a significant life change defined as one of the following items: an adult member added or removed to their household, re-

unification with child, or Severe and Persistent Mental Illness (SPMI) identified by a credentialed professional.

- c. In rare occurrences, someone who is screened and referred to a housing program may be eligible for re-screening if the program identifies after extensive efforts the person needs a higher level of support than can be offered in that level of intervention.
- d. Someone who has known extensive history within the shelter and other emergency systems but whose acuity is not accurately depicted on their first screening.

Note: People who qualify under items C and D, listed above may benefit from the more comprehensive Full SPDAT (or SPDAT) further described in Appendix C – Full SPDAT Process.

Coordinated Entry System Monitoring and Evaluation

Monitoring, Evaluation and Reporting of the CES

When using an HMIS or any other data system to manage coordinated entry data, all participant information requires privacy protections according to the HMIS Data and Technical Standards at (CoC Program interim rule) 24 CFR 578.7(a)(8).

Providers may not deny services to people if they refuse to allow their data to be shared unless Federal statute requires collection, use, storage, and reporting of a participant's personally identifiable information (PII) as a condition of program participation.

HMIS users must understand and follow the privacy rules associated with collection, management, and reporting of client data according to the State and CoC HMIS Policies and Procedures. The State-defined monitoring process will report on performance objectives related to CES utilization, efficiency, and effectiveness.

HUD has developed the following seven system-level performance measures to help communities gauge their progress in preventing and ending homelessness:

- Length of time persons remain homeless;
- The extent to which persons who exit homelessness to permanent housing destinations return to homelessness;
- Number of homeless persons;
- Jobs and income growth for homeless persons in CoC Program-funded projects;
- Number of persons who become homeless for the first time;
- Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program-funded projects;

- Successful housing placement;

Beyond HUD's required System-wide Performance Measures, NC-507 – Raleigh/Wake CoC will include additional metrics to measure effectiveness of the CES over time:

- Percent of referrals that are accepted by receiving programs (RRH, TH and PSH) and lead to program enrollments
- Qualitative analysis of understanding why/when referrals are rejected by providers
- Returns to homelessness following project exits (assessing returns following all project exits)
- Average wait time for an assessment
- Length of time that passes from initial assessment to a client's first referral for those of highest priority
- Average time between referral and agency response (acceptance or denial)
- HMIS timeliness and data quality
- Adherence to Housing First principles
 - Reduced barriers to project entry
 - Enrollment of highest-need households
 - Minimal termination of households

The purpose of these measures is to provide a more complete picture of how well a community is preventing and ending homelessness. The number of homeless persons measure (#3) directly assesses a CoC's progress toward eliminating homelessness by counting the number of people experiencing homelessness both at a point in time and over the course of a year. The six other measures help communities understand how well they are reducing the number of people who become homeless and helping people become quickly and stably housed.

Reductions in the number of people becoming homeless are assessed by measuring the number of persons who experience homelessness for the first time (#5), the number who experience subsequent episodes of homelessness (#2), and homelessness prevention and housing placement for people who are unstably housed (Category 3 of HUD's homelessness definition) (#6). Achievement of quick and stable housing is assessed by measuring length of time homeless (#1), employment and income growth (#4), and placement when people exit the homelessness system (#7).

The performance measures are interrelated and when compared to each other, provide a more complete picture of system performance. For example, the length of time homeless measure (#1) encourages communities to quickly re-house people, while measures on returns to homelessness (#2) and successful housing placements (#7) encourage communities to ensure that those placements are also stable. Taken together, these measures allow communities to evaluate the factors more comprehensively that contribute to ending homelessness.

Ongoing Training and Amendment of CES Policies and Procedures

The NC-507 – Raleigh/Wake CoC will consult with each participating project and project participants at least annually to evaluate the intake, assessment, and referral processes associated with the CES. Feedback requests must address the quality and effectiveness of the entire Coordinated Entry experience for both participating projects and households.

Participants will be identified through their Continuum-wide feedback requests made directly to participating agencies, through case managers, and through self-identification. Requests for modification, update, additions, or removals from current Coordinated Entry processes will be provided to the CoC Governance Board for approval.

CoC ensures adequate privacy protections of all participant information collected in the course of the annual coordinated entry evaluation, and no personally identifiable information will be included.

Appendices

Appendix A

Coordinated Entry System Program Component Definitions

Component definitions provide detailed descriptions of each CoC program type available through the CES.

Street Outreach

Component Type	Essential Elements	Target Population
Emergency services and engagement intended to link unsheltered households who are homeless and in need of shelter, housing, and support services.	<p>Low-demand, street and community-based services that address basic needs (e.g., food, clothing, blankets) and seek to build relationships with the goal of moving people into housing and engaging them in services over time.</p> <p>In addition, outreach staff should provide or link single people with: case manager, assistance to develop a person-centered case management plan, housing placement and housing location support, on-site psychiatric and addictions assessment, medication, other immediate and short-term treatment, and assessment to other programs and services.</p>	<p>Individuals and families experiencing unsheltered homelessness, frequently targeting those living with mental illness(es), severe addiction(s), or dual-diagnoses</p> <p>As providers funded to end homelessness match single people to their available housing resources, street outreach will target people connected to a housing resource through these providers in order to demonstrate Coordinated Entry participation</p>

Prevention

Component Type	Essential Elements	Target Population
Prevention from homelessness includes financial assistance and services to prevent people and families from becoming homeless and help those who are experiencing homelessness. The funds under this program are intended to target people and families who would be homeless but for this assistance.	Programs can provide a variety of assistance, including: short-term or medium-term rental assistance and housing relocation and stabilization services, including such activities as mediation, credit counseling, security or utility deposits, utility payments, moving cost assistance, and case management.	Individuals and families who are "at risk of homelessness."

Emergency Shelter

Component Type	Essential Elements	Target Population
Emergency Shelter programs providing stabilization and assessment regardless of disability or background. Short-term shelter that provides a safe, temporary place to stay (for those who cannot be diverted from shelter) with focus on initial housing assessment, rapid housing placement and linkage to other services.	<p>Entry point shelter with:</p> <ul style="list-style-type: none"> • showers, • laundry, • meals, • other basic services, • and linkage to case manager and housing counselor (co-located on-site), <p>with the goal of helping households move into stable housing as quickly as possible. Shelters include an array of stabilization options that allow for varying degrees of participation and levels of support based on needs and engagement at the time they enter the system (i.e., for those with chronic addictions,</p>	<p>Individuals and families experiencing homelessness</p> <p>Priority is given to individuals and families experiencing literal homelessness based on an acuity score that indicates the type of housing intervention best suited to their ongoing needs. For example, someone who is unsheltered or fleeing domestic violence would be prioritized over someone in a motel or doubled up.</p>

	<p>mental illness, and co-occurring disorders). On-site supportive service staff should conduct the VI-SPDAT of repeat people requesting such assessment following 7+ shelter nights to determine housing needs (e.g., unit size, rent levels, location), subsidy needs, and identify housing barriers, provide ongoing case management, and manage ongoing housing support and services that the person will need to remain stably housed</p>	
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Rapid Re-Housing

Component Type	Essential Elements	Target Population
<p>Rapid re-housing is an intervention designed to help people and families exit homelessness quickly and return to permanent housing. Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the unique needs of the household. While a rapid re-housing program must have all three core components available, it is not required</p>	<p>Housing Identification</p> <ul style="list-style-type: none"> Recruit landlords to provide housing opportunities for people and families experiencing homelessness. Address potential barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications. <p>Rent and Move-In Assistance (Financial)</p> <ul style="list-style-type: none"> Provide assistance to cover move-in costs, deposits, and the rental 	<p>The Rapid Re-Housing model targets homeless individuals and families who could quickly and successfully transition out of homelessness with the provision of immediate and limited assistance</p>

<p>that a single entity provide all three services nor that someone will utilize them all.</p>	<p>and/or utility assistance (typically six months or less) necessary to allow people and families to move immediately out of homelessness and to stabilize in permanent housing.</p> <p>Rapid Re-Housing Case Management and Services</p> <ul style="list-style-type: none"> • Help people and families experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources. • Help people and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues). • Help people and families negotiate manageable and appropriate lease agreements with landlords. • Make appropriate and time-limited services and supports available to families and people to allow them to stabilize quickly in permanent housing. 	
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	<ul style="list-style-type: none"> • Monitor participants' housing stability and be available to resolve crises, at a minimum during the time rapid re-housing financial assistance is provided. • Provide or assist households with connections to resources that help them improve their safety and well-being and achieve their long-term goals. This includes providing or ensuring that the person has access to resources related to benefits, employment and community-based services (if needed/appropriate) so that they can sustain rent payments independently when rental assistance ends. • Ensure that services provided are person-directed, respectful of people' right to self-determination, and voluntary. Unless basic, program-related case management is required by statute or regulation, participation in services should not be required to receive rapid re-housing assistance. • Assist households to find and secure 	
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	appropriate rental housing.	
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Transitional Housing

Component Type	Essential Elements	Target Population
Safe, temporary apartments located in project-based or scattered-site housing that focuses on housing planning, addictions treatment, stabilization, and recovery for people and families with temporary barriers to self-sufficiency.	<p>Safe units located in site-based or scattered site housing that focuses on housing planning, addictions treatment, stabilization, and recovery for people and families with temporary barriers to self-sufficiency. Recognizing that a zero tolerance approach does not work for all people, transitional housing programs employ a harm reduction, or tolerant, approach to engage people and help them maintain housing stability. Housing assistance may be provided for up to two years, including rental assistance, housing stabilization services, landlord mediation, case management, budgeting, life skills, parenting support, and child welfare preventive services.</p> <p>Housing plan within two weeks.</p> <p>Average stay is six months. Could stay up to two years.</p> <p>All programs provide follow up</p>	<ul style="list-style-type: none"> • People experiencing homelessness contemplating recovery or newly in recovery, • youth, • ex-offenders, • veterans (choosing GPD) • People who are actively fleeing domestic violence • Individuals and families requiring additional support to transition from homelessness into stable, independent housing. The US Interagency Council on Homelessness and National Alliance to End Homelessness recommend reserving TH programs for special need populations like domestic violence survivors, those in recovery from substance abuse and unaccompanied youth.

	<p>case management post exit.</p> <p>Expectation of six months of post placement tracking to assess success</p>	
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Permanent

Supportive Housing

Component Type	Essential Elements	Target Population
Project-based, clustered and scattered site permanent housing linked with supportive services that help residents maintain housing.	Permanent housing with supports that help people maintain housing and address barriers to self-sufficiency. PSH programs should provide subsidized housing or rental assistance; tenant support services Recognizing that relapse is part of the recovery process, PSH programs should hold units open for 30 days while people are in treatment or in other institutions. If a person returns to a program after 30 days and their unit was given to someone else, staff should work with that person to keep them engaged and place them in a unit when one is available. Some PSH programs should have a tolerant, or harm reduction, approach to engage people with serious substance abuse issues. While in PSH, people should receive supportive services appropriate to their	Individuals and families experiencing chronic homelessness, living with disabilities, and significant barriers to self-sufficiency.

	needs from their case manager and/or the ACT multidisciplinary team.	
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Permanent

Housing – Market

Component Type	Essential Elements	Target Population
Housing where people may stay indefinitely with temporary or long-term rental assistance and/or supportive services.	<p>Broad range of clustered or scattered-site permanent housing options for people with temporary barriers to self-sufficiency, including group living arrangements, shared apartments, or scattered-site apartments. People can receive rental subsidies (transitional or permanent, deep, or shallow) and supportive services. Both length and intensity of housing subsidy and services are defined on a case-by-case basis depending on their needs.</p> <p>Once people are housed, a multi-disciplinary case management team (lead by the primary case manager of an assigned PH provider) should conduct a comprehensive assessment and develop a long-term case management plan based on their needs. People should maintain the same primary case manager for as long as</p>	People who were formerly homeless

	they are in the homeless system, but members of the multi-disciplinary team may change as the person's needs change.	
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Appendix B

Example Messaging When Conducting VI-SPDATs

"My name is [] and I am with []. Our community completes a questionnaire that helps us understand how we can support your search for housing. It should take about 10 minutes, and most questions only require a "yes" or "no" answer. Some of the questions are personal and you can always choose to skip a question. If you need me to explain a question better, please feel free to ask. All that I need from you is to be honest in responding. We can come back to or skip any question you don't feel comfortable answering, and I can explain what I mean for any question that's unclear.

The information collected will be saved goes in a secure database called the Homeless Management Information System, and will only be share with those housing agencies that you give us permission to share it with. If you have a case manager who is helping you apply for housing, you should still work with them once you have finished this survey.

There are no "right or wrong" answers, and our goal is to make sure you are able to access the services that are most appropriate, so the more honest you are, the better we can be at finding you resources that meet your needs.

Is it ok for us to begin the questionnaire?

Appendix C

SPDAT Process

While the VI-SPDAT is a pre-screen or triage tool that looks to confirm or deny the presence of more acute issues or vulnerabilities, the SPDAT (or "full SPDAT" or "full SPDAT for single people") is an assessment tool looking at the depth or nuances of an issue and the degree to which housing may be impacted.

To provide a safety net for people that are presumed to be highly vulnerable but score too low on the VI-SPDAT to qualify for permanent supportive housing (i.e., 7 or below), those people may be recommended for full SPDAT assessment. The primary reason for recommending a SPDAT are when the person being assessed under or over-reports what the Assessor observes or knows through outside observation.

By allowing for assessors to spend the time to complete this more in-depth analysis, the small set of people whose full depth of vulnerability may not be reflected within their VI-SPDAT assessment may still be considered for street outreach or housing assignments. In a subset of these very limited instances, it is possible for a full SPDAT to produce different results than the VI-SPDAT because it is a multi-method assessment that incorporates more comprehensive outside information than the primarily self-reported information collected through the VI-SPDAT. Those who have received a full SPDAT assessment will periodically be reviewed through case conferencing and housing match processes.

In instances where people have both a full SPDAT and VI-SPDAT assessment, whenever possible, referral for housing placement will prioritize the full SPDAT and not solely the VI-SPDAT score.

Appendix D

2018/2019 Coordinated Entry Training Curriculum
Dates and Time to be determined

HMIS Referral Process

- Provided by CoC Lead Agency LSA

HMIS Entry/Exit Training:

- Provided by CoC Lead Agency LSA

Prevention and Diversion

- Provided by OrgCode

Trauma Informed Care

- Provided by The Salvation Army

Harm Reduction

- Provided by CSH

Critical Time Intervention

- Provided by TBD

Working with Survivors of Domestic Violence

- Provided by InterAct

Fair Housing

- Provided by the City of Raleigh