

City of Hickory

Consolidated Annual Performance and Evaluation Report

July 1, 2019 to June 30, 2020



City of Hickory
PO Box 398
Hickory, NC 28603
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CR-05 - Goals and Outcomes

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

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

The City of Hickory's program year 2019-2020 highlights include:

1. Preservation of the City's Housing Stock: \$64,906.99 was provided to low and moderate income homeowners to assist with repairs to their homes. Three rehabs were completed during the program year through the City of Hickory's Housing Rehabilitation Loan Program. Three other rehabs had final payout in 2019 for a grand total of \$46,115.80. Habitat for Humanity used \$18,791.19 to assist four additional homeowners.
2. Administration of Housing Rehabilitation Program: \$6974.43 funded staff costs related to the implementation of the City's Housing Rehabilitation Loan Program.
3. Enhancing Affordable Housing Opportunities: \$6,000 was provided in downpayment assistance to First-Time Homebuyers. The City assisted three first-time homebuyers in obtaining homeownership.
4. Public Services Initiative: \$6,000 was provided to Exodus Homes to fund employment and transportation coordination services for homeless, formerly incarcerated individuals, and those coming from treatment programs. Exodus Homes provides employment assistance and transportation for all residents. 66 residents received assistance.
5. Public Services Initiative: \$10,000 was allocated to AIDS Leadership Foothills Area Alliance (ALFA) to provide case management services to people living with HIV/AIDS. ALFA also offers HIV prevention education programs to the community at large. They have 150 people in care through their program.
6. Public Services Initiative: \$6,000 was provided to the Hickory Soup Kitchen, which enabled the organization to serve approximately 350 meals per day to 215 residents of Hickory needing a hot meal.
7. Public Services Initiative: \$6,000 was provided to Family Care Center to support for a transitional housing program for homeless or potentially homeless families. 92 individuals received assistance.
8. Public Services Initiative: \$6,000 was provided to Patrick Beaver Learning Resource Center's Augustine Literacy Program. This program supports educational reading initiatives for at-risk elementary school age students (K to 3rd grade). 32 children were assisted.
9. Public Services Initiative: \$10,000 was provided to Family Guidance Center to assist their financial and housing counseling program. This organization assists in foreclosure avoidance and establishing homeownership in the city. 47 homeowners were assisted.

10. Increase Entrepreneurship Opportunities: \$7,415.84 in total grants were provided to assist two small businesses owned by low/moderate income individuals. A grant of \$3,415.84 was provided to assist a business that staffs mental health professionals and a grant of \$4,000 was provided to assist a business that sells wigs and extensions. An additional small business loan of \$17,225.26 was provided to assist a business with purchasing needed equipment in order to expand and create jobs.

11. Public Infrastructure Improvements: \$109,484.15 was used to resurface a neighborhood street located within a low and moderate income neighborhood. Approximately 2,100 linear feet of two lane neighborhood street was resurfaced. 2,130 individuals benefited from this project.

12. Improvements to Parks: At Taft Broome Park, \$59,365.41 was used for improvements which included purchase of new play equipment, picnic tables, benches, grills, trash receptacles, water fountain and a new picnic shelter. At Cliff Teague Park \$40,497.58 was used for the final improvements of the tennis court. 3,785 individuals benefited from these two projects.

13. Promote Fair Housing: \$1,745.00 was used to purchase newspaper ads to inform residents of their fair housing rights.

14. Program Administration: \$68,528.08 was used to provide program administration and planning.

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

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Demolish Dilapidated Structures	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	4	0	0.00%			

Downpayment Assistance	Affordable Housing	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	156	133	85.26%	50	47	94.00%
Downpayment Assistance	Affordable Housing	CDBG: \$	Direct Financial Assistance to Homebuyers	Households Assisted	25	9	36.00%	0	1	
Homeless Services and Prevention	Homeless	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1500	1374	91.60%			
Homeless Services and Prevention	Homeless	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		300	373	124.33%
Increase Entrepreneurship Opportunities	Non-Housing Community Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	0	0		0	0	
Increase Entrepreneurship Opportunities	Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	3	3	100.00%	1	1	100.00%
Increase Entrepreneurship Opportunities	Non-Housing Community Development	CDBG: \$	Businesses assisted	Businesses Assisted	15	9	60.00%	5	3	60.00%

Increase Fair Housing Outreach and Awareness	Affordable Housing	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0				
Increase Fair Housing Outreach and Awareness	Affordable Housing	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		0	0	
Park Improvements	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	14005	280.10%	2085	3785	181.53%
Preserve the City's Housing Stock	Affordable Housing	CDBG: \$	Rental units rehabilitated	Household Housing Unit	10	0	0.00%			
Preserve the City's Housing Stock	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	20	55	275.00%	12	7	58.33%
Provide Services to Persons Living with HIV/AIDS	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	750	646	86.13%	160	150	93.75%

Public Infrastructure Improvements	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5500	22220	404.00%	2100	2130	101.43%
Youth Services	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	150	41	27.33%			
Youth Services	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	40	32	80.00%	50	32	64.00%

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

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

The City of Hickory was able to address significant portions of its goals. Projects helped protect the City's housing stock by providing urgent repairs and housing rehabilitation assistance to eight (8) households during the program year. Significant numbers of citizens benefited from street resurfacing projects and public facility improvements. Improvement projects were completed at Taft Broome Park and Cliff Teague Park in 2019 both in low/mod census tracts with a benefit to 3,785 individuals. In 2019, the City resurfaced one street in a low/mod census tract in the southwest portion of the city and included bike lanes where applicable to benefit 2,130 individuals.

In 2019 Program year, the City of Hickory continued its small business loan program which provides funding money to businesses to create jobs

and purchase equipment necessary to take their business to the next level. We have completed three loans to date.

The City's public services initiative continued to assist the community's most vulnerable populations, which included: the homeless, persons living with HIV and AIDS, and persons with substance abuse issues.

Fair housing activities are undertaken through the City's program administration funds and will not show specific accomplishments in IDIS. This year's fair housing outreach included ads in the Hickory Daily Record and Hola Noticias Spanish language newspaper. Additional ads on Facebook greatly increased the reach of the City's advertising efforts.

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CR-10 - Racial and Ethnic composition of families assisted

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

91.520(a)

	CDBG
White	358
Black or African American	213
Asian	18
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
Total	589
Hispanic	37
Not Hispanic	552

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

Narrative

This table indicates the racial and ethnic breakdown of families assisted through CDBG public service funds. This does not include the racial and ethnic breakdown of area benefit activities that benefit all residents of a census tract or block group. Please note that there are 15 multi-racial individuals that do not appear in the table above due to lack of category listing within the required software.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	605,068	426,143
Other	public - federal	194,604	0

Table 3 - Resources Made Available

Narrative

The funds available include \$199,708.70 in unexpended funds at the beginning of the program year. The City received \$316,023.00 in its annual allocation from the US Department of Housing and Urban Development. The City also received \$89,336.05 in program income during the fiscal year. There is also an additional \$194,604 in CDBG-CV funds that are allocated to 2019 Action Plan that are now being expended in PY 2020.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
CDBG ELIGIBLE AREA	70	70	Low Mod Census Tracts
City-Wide	30	30	Eligibility Area

Table 4 – Identify the geographic distribution and location of investments

Narrative

The majority of funds expended during program year 2019 were spent in low and moderate income census tracts. \$208,347.14 was spent on three infrastructure and facility projects in CDBG eligible areas. This includes improvements to two parks and one residential two lane street. Four of six public services agencies are located in low to moderate income census tracts. Four of six homeowners assisted through the City of Hickory Housing Rehabilitation Program are located in low and moderate income census tracts. The percentages shown above are based on the estimated percentage of non-program administration expenses spent in low and moderate income census tracts.

Leveraging

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

These federal funds were leveraged through the use of donated roofing shingles from Habitat for Humanity. The organization is able to receive donated shingles to assist low income households including those with City rehabilitation projects. This helps the City provide roof repair services to additional households. For loan recipients, the reduced cost of the roof repairs is passed on the homeowners in the form of lower loan payments. The City also receives funds from the North Carolina Housing Finance Agency for their Urgent Repair Program to assist homeowners with their needs. This funding, in conjunction with CDBG funds, allow the City to assist more individuals in the community. in Program Year 2019-2020 the City of Hickory assisted 7 homeowners with repairs through the Urgent Repair Program.

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CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	0	1
Number of Special-Needs households to be provided affordable housing units	0	0
Total	0	1

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	1
Number of households supported through Rehab of Existing Units	12	7
Number of households supported through Acquisition of Existing Units	0	0
Total	12	8

Table 6 – Number of Households Supported

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

Households continue to be served through the City's Housing Rehabilitation Loan program and the Habitat Repairs! Single Family Rehabilitation program. The City's program assisted two low and moderate income households with home repairs. Habitat funded repairs to four households in the 2019 program year with their allocation. The number of rehabs completed was less in 2019 than in the past but this was likely due to the impact of the Coronavirus.

The City provided assistance to one first time home buyer under its Down-payment Assistance program in this program year.

In 2019, the City of Hickory partnered with the Unifour HOME Consortium to receive funding to construct two affordable houses on city-owned lots. These houses are currently under construction with an expected completion time frame of October 2020. These homes will be sold to households that are at or below 80% of AMI (\$47,600 for a family of four in the Hickory-Lenoir-Morganton metropolitan statistical area). Financing will be layered for down payment assistance through the NC Housing Finance Agency Community Partners Loan Pool and the Western Piedmont Council of Governments. In addition to the City built homes, Habitat for Humanity is continuing their effort to construct affordable housing in several neighborhoods in the City of Hickory.

Discuss how these outcomes will impact future annual action plans.

The City plans to continue funding both its program and the Habitat Repairs! program in future action plans. The City also plans to continue applying for funding from the North Carolina Housing Finance Agency Urgent Repair Program to fund urgently needed home repairs.

The City will continue to work to increase the number of families served through housing rehabilitation. Its deferred loan program has begun to gain popularity, and the expectation is for it to continue to grow. Since it does not require the owner to make monthly payments, it is easier for homeowners to qualify. In recent years, fewer applicants have been able to meet loan criteria, which led to the creation of the program for households earning less than 50% of the area median income. Recently, the City moved all rehab housing loans to a deferred program, doing away with a previous version that allowed for amortized loans for homeowners with household incomes between 50% and 80%. The City has implemented an advertising process to increase awareness of these programs to those that most need the assistance.

The City will work to increase the number of families served by the housing counseling program offered by a local non-profit. The Family Guidance Center program assists in housing counseling, foreclosure avoidance and establishing homeownership investment in our community. The Family Guidance Center is a local HUD Housing Counseling Agency. They will be assisting the city by managing the Community Partners Loan Pool for the NC Housing Finance Agency and will counsel those individuals who are interested in purchasing the affordable homes that the City of Hickory is constructing.

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

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	3	0
Low-income	3	0
Moderate-income	2	0

Total	8	0
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Table 7 – Number of Households Served

Narrative Information

Eight families were assisted with funding during the 2019-2020 program year. Seventy-five percent were low and extremely low income families. The City works to assist those with the greatest financial needs with the funding that is available. The number of families assisted in 2019 is less than in the past due to the impact of the Coronavirus.

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

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

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

Community Development Division staff continues to serve on the Catawba County Continuum of Care. This organization brings together homeless serving agencies from across the county to determine funding options, raise awareness about important issues, and reduce duplication of services. The City funded the Hickory Soup Kitchen in the amount of \$6,000. This organization provides a hot meal and showers to homeless individuals five days per week. The City supported the Family Care Center with a grant of \$6,000 to provide support for a transitional housing program for homeless or potentially homeless families. The City also supported Exodus Homes with a \$6,000 grant. This organization provides a residential treatment program for homeless and previously incarcerated individuals with substance abuse issues.

Additionally, in the summer of 2019, the City hired a Community Navigator to work specifically with our homeless population. This position is responsible for case management and ensuring that homeless persons reach the proper agency in order to receive services. This coordinated effort by multiple agencies has helped to ensure that our community is reaching as many of our homeless neighbors as possible. To date, the Community Navigator has received 79 referrals for assistance to the homeless. He has been able to assist approximately 45 individuals with services needed and has secured housing for 22 individuals to help them transition from homelessness to sheltered.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City continues to fund Exodus Homes, which provides transitional housing to homeless and previously incarcerated individuals with substance abuse issues. The organization was funded with an \$6,000 grant in 2019-2020. These funds were used to assist program participants with transportation and employment services. Approximately 66 individuals received assistance during the 2019-2020 program year. The City also supported the Family Care Center with a grant of \$6,000 to provide support for a transitional housing program for homeless or potentially homeless families. Approximately 92 individuals received assistance through the program during 2019-2020 program year.

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

address housing, health, social services, employment, education, or youth needs

The City's grants to public service agencies assist low income individuals by providing free or low cost services such as healthcare, food assistance and job training. These services can enable families to make their incomes go further and reduce the likelihood of homelessness. The Hickory Soup Kitchen provides meals and food assistance to individuals in need with the City's grant of \$6,000. ALFA, with the City's grant of \$10,000, provides case management services to persons living with HIV and AIDS to help them stay in care, which should reduce healthcare costs and help reduce the risk of becoming homeless. The Family Care Center assists families that are homeless or are in danger of becoming homeless with transitional housing and counseling to help provide a path towards self sufficiency and greater economic opportunity. They were supported with a grant of \$6,000 in program year 2019-2020. The City also supported Exodus Homes with a \$6,000 grant. This organization provides a residential treatment program for homeless and previously incarcerated individuals with substance abuse issues.

The City's Community Navigator works specifically with our homeless population including youth. This position is responsible for case management and ensuring that homeless persons reach the proper agency in order to receive services. This coordinated effort by multiple agencies has helped to ensure that our community is reaching as many of our homeless neighbors as possible. To date, the Community Navigator has received 79 referrals for assistance to the homeless. He has been able to assist approximately 45 individuals with services needed and has secured housing for 22 individuals to help them transition from homelessness to sheltered.

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

Exodus Homes helps homeless individuals with substance abuse issues make the transition from homelessness to employment and permanent housing. The Family Care Center assists families in need by providing transitional housing program and counseling for those that are homeless or in danger of becoming homeless. Also, the City continues to work with the Continuum of Care to coordinate services and work with other service providers to identify gaps in services, and assist agencies in serving as many individuals in need as possible.

Additionally, in the summer of 2019, the City hired a Community Navigator to work specifically with our homeless population. This position is responsible for case management and ensuring that homeless persons reach the proper agency in order to receive services. This coordinated effort by multiple agencies has helped to ensure that our community is reaching as many of our homeless neighbors as possible. The Community Navigator received 79 referrals. Out of those 79 referrals, he was able to assist 45 of them in some fashion and was also able to secure housing/shelter for 22 of them and or reunite them with their families.

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

Actions taken to address the needs of public housing

Staff continues to work with Hickory Housing Authority staff on planning issues related to housing authority properties. The City met with the Hickory Housing Authority last year to get insight into their challenges and to gain insight into the fair housing issues that could arise in Public Housing as well as to ensure their needs were considered in the development of the most recent Consolidated Plan. The City is also in the process of constructing a multi-modal path for bikes and pedestrians called the Book Walk. This path will be located in the Ridgeview Community, in close proximity to the majority of Hickory Public Housing Authority units. This will give community members easier and safer access to the downtown area, as well necessary amenities such as a grocery store.

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

Community outreach to the housing authority during the consolidated planning process ensured that resident needs were considered in plan development.

Staff is in the process of building affordable homes on City owned property that is adjacent to Hickory Public Housing. In 2019, the City of Hickory partnered with the Unifour HOME Consortia to receive funding to construct two affordable houses on city-owned lots. These houses are currently under construction with an expected completion time frame of October, 2020. These homes will be sold to households that are at or below 80% of AMI (\$47,600 for a family of four in our metropolitan statistical area). Financing will be layered for down payment assistance through the NC Housing Finance Agency Community Partners Loan Pool and the Western Piedmont Council of Governments. In addition to the City built homes, Habitat for Humanity is continuing their effort in constructing affordable housing in several neighborhoods in the City of Hickory. These homes will be promoted to residents of the Housing Authority through the Section 8 homeownership program.

Actions taken to provide assistance to troubled PHAs

The Hickory Housing Authority does not have a troubled housing authority designation.

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

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

City of Hickory staff continues to review its ordinances annually to ensure there are not unnecessary barriers to affordable housing. Recent actions taken to address affordable housing needs include rezoning of an area in NE Hickory to high-density residential (R-4). The area had been zoned as Medium-Density Residential (R-2) and Community Center Commercial (CC-1) for the last few decades, but the City has rezoned it to High-Density Residential. It is the hope of staff and City Council that this helps spur residential multi-family development in the area with the help of the Low Income Housing Tax Credit (LIHTC) Elk Ridge Multi-Family project. The rezoning was completed in the spring of 2019. Since 2015, the City of Hickory has partnered with the NCHFA to create approximately 230 Low Income Housing Tax Credit (LIHTC) apartments, with another 70 to 80 units with planned for 2021.

In order to reduce barriers to multi-family and affordable housing, City ordinances allow multi-family homes or duplexes to be permitted by right within all commercial zoning districts and within all but one residential zoning district.

Additionally, City Staff is in the final phase of building two affordable homes on City owned property that is adjacent to Hickory Public Housing. These homes will be promoted to residents of the Housing Authority through the Section 8 homeownership program.

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

The City continues to use CDBG funding to provide public infrastructure and facility improvements in low and moderate income areas. Infrastructure projects this year included resurfacing approximately ½ mile of a city street including bike lanes where applicable in the southwestern portion of the City. CDBG funding enables the City to provide additional resurfacing beyond its normal resurfacing schedule. Facility and infrastructure improvements were completed for Taft Broome Park. These improvements included the reconstruction of a picnic shelter, new picnic tables, new benches, new grills, new trash receptacles and a new water fountain. The final improvements were also completed at Cliff Teague Park with the resurfacing of the tennis court. CDBG funds are used to provide additional facility improvements that would not be possible without federal funding. Also, the City of Hickory has partnered with the NCHFA to create approximately 230 Low Income Housing Tax Credit (LIHTC) apartments in recent years, with another 70 to 80 units planned for 2021.

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

The City has also taken actions to reduce lead paint hazards. The City follows the lead safe housing rule

when conducting housing rehabilitation activities. All of the City's rehabilitation projects are under \$25,000 in hard costs, which means that the City must identify and address lead hazards when paint is disturbed by renovation activities. This includes conducting a lead hazard risk assessment on the home and addressing all of the hazards identified in the report. All lead hazards are addressed at no cost to the homeowner.

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

Numerous public service activities are funded each year with the aim of reducing poverty in the City of Hickory. \$6,000 was provided to the Hickory Soup Kitchen to provide meals and food assistance to very low income families. These families that received assistance were able to stretch their income further to fund additional needs. ALFA received \$10,000 to assist its case management program, which provides medications, food, and housing assistance to persons with HIV and AIDS to ensure that they stay in treatment. Exodus Homes received \$6,000 to provide job and transportation coordination services for residents in its substance abuse treatment programs. The goal of the program is to assist residents in finding employment and move towards self sufficiency. The Family Care Center received \$6,000 for its transitional housing program that assists families living that are homeless or are in danger of becoming homeless. This program also offer counseling and aimed at providing them a pathway to economic self-sufficiency.

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

Staff continues to review policies and procedures to ensure that programs are run according to appropriate federal guidelines. Improvements in the previous program year included a continuation of streamling the environmental review process. In addition, staff has worked to streamline the continual review of nonprofit subrecipients. This includes regular updates on required documentation and regular meetings with nonprofit subrecipients to ensure that they are aware of federal requirements. As Habitat for Humanity has expanded its housing rehabilitation program efforts, staff continues to meet regularly to discuss procurement, lead based paint, and other requirements related to the program.

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

City of Hickory staff continues to attend Catawba County Continuum of Care meetings. These meetings provide a forum for local public and private housing providers along with public and private social service agencies to address issues confronting the homeless and poverty level families in the community.

The City has recently hired a Community Navigator to work specifically with our homeless population. This position is responsible for case management and ensuring that homeless persons reach the proper agency in order to receive services. This coordinated effort by multiple agencies has helped to ensure that our community is reaching as many of our homeless neighbors as possible. The Community

Navigator received 79 referrals. Out of those 79 referrals, he was able to assist 45 of them in some fashion and was also able to secure housing/shelter for 22 of them and or reunite them with their families.

The City of Hickory and Habitat for Humanity have also enhanced their partnership to provide housing rehabilitation assistance within the City of Hickory. The City has provided additional assistance to Habitat for Humanity as they increase the amount of housing rehabilitation services they provide in the community.

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

City of Hickory Staff continues to advertise and educate citizens regarding their rights to fair housing. Advertisements informing residents of their fair housing rights ran in the Hickory Daily Record, and the Spanish newspaper Hola Noticias. This year's advertising included a Facebook marketing campaign that increased the reach of the City's advertising efforts. Staff continues to serve on the Catawba Valley Association of Realtors Equal Housing Opportunity Committee. This committee provides education and outreach to local realtors regarding fair housing laws. In April 2020, City staff was to make a presentation on fair housing at the bi-monthly luncheon that for the association. Unfortunately, the bi-monthly luncheon was cancelled due to the coronavirus.

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CR-40 - Monitoring 91.220 and 91.230

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

The City of Hickory Community Development Division conducts file audits of all city-initiated CDBG activities to ensure compliance with relevant federal requirements. Staff maintains file checklists for each of the types of activities normally undertaken each year. In addition, all nonprofit subrecipients are monitored by City staff at least once per year to ensure compliance with applicable requirements. Also, the City hires an independent auditor to review its finances each year. This audit includes an in-depth review of CDBG program activities.

In May, 2020 the Greensboro Field Office of Housing and Urban Development conducted a remote monitoring of the City of Hickory. They gave us some suggestions that we immediately implemented and had no significant findings for the City of Hickory.

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

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

All reports are made available for review on the City's website and in the Planning and Development Services department at City Hall. The City also holds a public hearing to receive comments on the report prior to its consideration by the Hickory City Council.

CR-45 - CDBG 91.520(c)

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

This is the fifth and last year of the City's 2015-2019 Consolidated Plan. The overall aspects of our Consolidated Plan for 2020-2024 did not change drastically as the programs seem to be assisting those most in need. The City allocates a good portion of its funding to housing rehabilitation as well as public infrastructure and park projects for low and moderate income areas. In 2018, City allocated funds to

increase entrepreneurial activities by creating a small business loan program in addition to the existing Micro-Enterprise Grant Program. This has allowed the City to support entrepreneurial activities and economic development by assisting businesses in job creation. The City will continue to support economic and entrepreneurial activities through the course of the next five years.

In 2019, the City made the decision to move all rehab housing loans to a deferred program, doing away with a previous version that allowed for amortized loans for homeowners with household incomes between 50% and 80% of area median income. City loans no longer require homeowners to make monthly payments. This makes it easier for homeowners to qualify while reducing the cost burden to households already in need. This has increased the use of the program by low and moderate income homeowners.

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

No

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

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