## 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.

**Administration:**  The City of Orem continued to work to strengthen the administration of its CDBG program and its relationship with sub-recipients and entitlements. The Community Services Manager, who administers the City’s CDBG program, attended several in person and virtual trainings and conferences during the year to not only better learn the ins and outs of the HUD program but also to proactively seek improved compliance with HUD regulations. Due to improved knowledge, the Manager was able to implement and develop processes and procedures to help improve the effectiveness and efficiency of the program. The Administrator has also been able to identify some previous issues and rectify them. The City worked with the other entitlements on a collaborative application, site visit, and funding process for regional applicants and jointly funded two beneficial capital projects for two public service organizations. This joint processes allowed the local entitlements to fund public service applicants at greater levels, gave the entitlements less sub recipients to manage, and provided for less paperwork and reporting for the entitlements and the sub recipients. All of these changes have been received well by the sub recipients. The City of Orem also worked closely with the other entitlements to create the 2020-2024 Consolidated Plan. The City hopes to continue to strengthen the administration of the CDBG program and explore other partnership opportunities with the entitlements over the coming year.

**Projects:** The City worked to revitalize and improve two neighborhood parks in eligible neighborhoods using CDBG funding this past year. New covered playgrounds were installed in both the Geneva Park and Westmore Parks. The City also expanded and upgraded the parking lot at Geneva Park providing much needed parking. Additionally, private, county, and general fund money was used to build two first of their kind futsal courts in Geneva Park. A fence replacement at Westmore Park is planned for this year. These park projects have provided the residents free, beneficial opportunities for safe recreational and family friendly activities and have proven to be great crime deterrents, helped to increase park attendance, and to improve the overall area. The City of Orem Community Services Department continued to work closely with the City’s Neighborhood Preservation Unit (code enforcement) to conduct proactive code enforcement and “above and beyond” activities using both CDBG and non CDBG funding in the six CDBG eligible neighborhoods in the area. The Preservation officers spent about 30 percent of their time working in the qualified neighborhoods giving warnings and citations and encouraging residents to come into compliance. The officers also worked with City staff to strengthen their relationships with community leaders, staff, and schools through the Reading with Police Program, Neighborhood Leader meetings, Police Picnics, and school booths and carnivals. The officers also worked with other City staff to update the City’s code enforcement plan, write a monthly article for the City’s senior newsletter, provide a quarterly landlord update, build nine square games for two elementary schools, participate in the annual Point in Time Homeless Count, work with Utah Valley University students to conduct a slum and blight mapping project and create a monthly home maintenance flyer, introduce the new Property All Star Program, hold workshops on sprinkler repair and winterizing your home, and create videos on tree maintenance and curb appeal. Staff also created a neighborhood and residents resources webpages, promoted and held workshops for the United Way’s EveryDay Strong youth resilience program at local schools and churches, created a landlord licensing program, and offered a 15 week Getting Ahead program to help community members bridge out of poverty. The City of Orem also started offering Critical Home Repair and Home Rehabilitation CDBG funded loans and grants to LMI homeowners in need of home repairs. The City helped nine homeowners to repair and rehab their homes through this program with many applicants still in the pipeline.

**Public Services:** The City of Orem funded 11 different non-profit organizations, including two beneficial capital improvement projects, serving over 2,800 community members in need. Each of these non-profits do amazing things in our community, have great impact, and help Orem residents to have their physical, educational, and emotional needs met. Services include meals and food bank resources for homeless and low-income families, preschool education, dental and medical care, child abuse counseling, therapy, and domestic violence services.

**Affordable Housing:** Habitat of Humanity of Utah County completed two of the five homes that they are building at a subdivision that the City of Orem helped purchase with CDBG funding a few years ago. The homes were sold to two LMI families in the need of safe and affordable housing. Habitat also selected the families for the other three homes to be built and will be completing the additional homes over the next year or so. Three down payment loans were also provided to first time homebuyers to purchase homes in Orem through our HOME partnership loan to own program through the City of Provo. The City also partnered with the Mountainland Continuum of Care to host an affordable housing charrette in October 2020. More than 60 residents and stakeholders attended to brainstorm about and offer recommendations to address the growing affordable housing needs in the City of Orem.

**Urgent Need:** A state of emergency was declared in March of 2020 due to the COVID-19 health crisis. The City received additional funding to prevent, prepare for, and respond to the pandemic in our community and to mitigate the impacts of COVID-19. The City has been working with local public service organizations, Title One schools, and City departments to address coronavirus related needs in the community.

**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.

The City of Orem and sub recipients met most of Annual Plan goals and objectives. Building delays and the unexpected world health crisis have, however, impeded client service numbers, limited code enforcement, and pushed out planned project completion dates.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Goal** | **Category** | **Source / Amount** | **Indicator** | **Unit of Measure** | **Expected – Strategic Plan** | **Actual – Strategic Plan** | **Percent Complete** | **Expected – Program Year** | **Actual – Program Year** | **Percent Complete** |
| Additional Single-Family Homes | Affordable Housing | CDBG: $ | Homeowner Housing Added | Household Housing Unit | 5 | 5 | 100.00% | 5 | 5 | 100.00% |
| Additional Single-Family Homes | Affordable Housing | CDBG: $ | Homeowner Housing Rehabilitated | Household Housing Unit | 0 | 5 | 100.00% | 5 | 5 | 100.00% |
| Additional Single-Family Homes | Affordable Housing | CDBG: $ | Housing for Homeless added | Household Housing Unit | 0 | 0 |  | 0 | 0 |  |
| Additional Single-Family Homes | Affordable Housing | CDBG: $ | Housing for People with HIV/AIDS added | Household Housing Unit | 0 | 0 |  | 0 | 0 |  |
| Economic Development | Non-Housing Community Development | CDBG: $87451.6 | Jobs created/retained | Jobs | 0 | 2 |  | 90 | 0 | 0.00% |
| Economic Development | Non-Housing Community Development | CDBG: $87451.6 | Businesses assisted | Businesses Assisted | 3 | 3 | 100.00% | 3 | 3 | 100.00% |
| Efficient Oversight and Operations of CDBG Program | Affordable Housing Public Housing Homeless Non-Homeless Special Needs Non-Housing Community Development | CDBG: $ | Other | Other | 0 | 0 |  | 6000 | 0 | 0.00% |
| Public Facilities and Improvements |  | CDBG: $ | Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit | Persons Assisted | 0 | 0 |  |  |  |  |
| Public Facilities and Improvements |  | CDBG: $ | Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit | Households Assisted | 0 | 0 |  | 6000 | 0 | 0.00% |
| Public Facilities and Improvements |  | CDBG: $ | Homeowner Housing Rehabilitated | Household Housing Unit | 0 | 17 |  | 12 | 17 | 141.67% |
| Public Services to Low & Moderate Income Families | Non-Housing Community Development | CDBG: $ | Public service activities other than Low/Moderate Income Housing Benefit | Persons Assisted | 5000 | 5707 | 114.14% | 0 | 2841 |  |
| Public Services to Low & Moderate Income Families | Non-Housing Community Development | CDBG: $ | Public service activities for Low/Moderate Income Housing Benefit | Households Assisted | 0 | 0 |  | 7000 | 0 | 0.00% |
| Public Services to Low & Moderate Income Families | Non-Housing Community Development | CDBG: $ | Homeless Person Overnight Shelter | Persons Assisted | 0 | 72 |  | 0 | 44 |  |

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 Orem City Council, under the advisement from our CDBG Citizen’s Advisory Commission, makes funding allocation decisions based on the needs identified in our 2015-2019 Consolidated Plan. This past program year, the City again gave special attention to improving the City’s CDBG eligible neighborhoods through park improvements, effective code enforcement, school partnerships, “above and beyond” activities, and other community focused programs, such as Getting Ahead and EveryDay Strong. The City also continued to improve its Administrative Law process to bring immediate code enforcement compliance and implemented a new landlord licensing program to help better hold landlords accountable. With higher than average rental rates, this new licensing program will help make a greater impact in the City’s lower income neighborhoods. The City also reintroduced its popular Critical Home Repair and Home Rehabilitation program to help LMI homeowners make necessary repairs and renovations to their homes helping to maintain homeownership and revitalize neighborhood blocks.

The City has also continued its focus on providing for the welfare and improvement of its residents. Fifteen percent of the City’s CDBG funding was allocated to eleven local non-profit organizations to help meet the physical, educational, and emotional needs of those in the community. These organizations continue to do amazing things in our area and are making significant difference in the lives of Orem residents and families.

The City continues to make affordable housing a top priority. This year, the City updated its Affordable Housing Study to better reflect its affordable housing efforts, goals, and objectives. The City also partnered with Mountainland Continuum of Care to host an affordable housing charrette to gather community feedback and recommendations. As part of the Consolidated Planning process, the City worked with the other local entitlements and a consultant to gather important housing information to better set future community housing goals. The City also has been taking a more active role in housing discussions and work with housing and community organizations, government leaders, and residents to develop some workable solutions to the growing need for affordable housing in our community.

## 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 | 2,556 |
| Black or African American | 68 |
| Asian | 41 |
| American Indian or American Native | 47 |
| Native Hawaiian or Other Pacific Islander | 81 |

|  |  |  |
| --- | --- | --- |
|  |  | |
| **Total** | **2,793** |

|  |  |  |
| --- | --- | --- |
|  |  | |
| Hispanic | 1,025 |
| Not Hispanic | 1,768 |

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

**Narrative**

The City and its sub recipients continue to provide help to a disproportionate number of white individuals and families. With changing area demographics, however, we are starting to see more and more minorities receiving services from the City and the sub recipient organizations. Several of CDBG funded health care organizations and others do serve primarily Hispanic individuals and families.

The City staff continues to encourage the sub recipients to increase their outreach to minorities and translate their marketing information and applicant forms into other languages. The City has done outreach as well. Most of the neighborhood resource information brochures and flyers, event invites, and income eligibility forms have been translated into Spanish. The City also has Spanish speaking officers in attendance at all Police Picnics and it supports high minority schools in our eligible neighborhoods by participating in school programs, meetings, back to school nights, and parent teacher conferences. The City also targeted much of their Census 2020 efforts in minority areas of the City and has worked closely with local service provider, Centro Hispano, to reach minority residents.

The City also targeted a park in high-minority low-income neighborhood this year and finished two outdoor futsal courts using General Fund and private dollars. The courts were completed during this program year. The City hopes that this will provide minority families and others in the neighborhood with a unique recreational opportunity not found elsewhere in our community. Other park amenities were upgraded to better meet the needs of ALL residents.

## 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 | 911,080 | 532,136.44 |
| Other | public - federal | 411,983 | 8,935.34 |

Table 3 - Resources Made Available

**Narrative**

In the fiscal year, we expended a total of $551,192.30 in regular CDBG funding for local community development activities.  This consisted of $19,055.86 in program income and $532,136.44 in CDBG funds.  Outstanding funding will be used for the delayed fence replacement project at Westmore Park and for future projects and programs over the next program year. The City also received $411,983.00 in additional CDBG funding to prevent, prepare for, and respond to the COVID-19 pandemic in the community and to mitigate its impacts. The City has spent $8,935.34 of this funding and will continue to work with local public service organizations, Title One schools, and City departments to identify COVID related projects during the FY2020 program year.

**Identify the geographic distribution and location of investments**

|  |  |  |  |
| --- | --- | --- | --- |
| **Target Area** | **Planned Percentage of Allocation** | **Actual Percentage of Allocation** | **Narrative Description** |
|  |  |  |  |

Table 4 – Identify the geographic distribution and location of investments

**Narrative**

The majority of the sub-recipient activities are city-wide.  The City targets most of its CDBG activities (outside the Critical Home Repair and Home Rehabilitation Program) to the six eligible neighborhoods within the City limits. The Rehab program is offered citywide to eligible low-income homeowners.

**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.**

CDBG funding has been a crucial piece of leveraging additional resources for City projects and sub recipient activities. Because of beneficial federal funding, funded public services organizations are able to show capacity increases leading to additional funding from other resources. Most of our sub recipients match City CDBG dollars ten times over if not more with other funding. They also have significant volunteer participation helping them to serve more Orem residents in need.

In addition, federal funding have allowed the City to do more beneficial projects in our community serving low-income residents. Many times without these crucial funds, the City would have to forgo projects, delay projects, or limit the scope of the projects. CDBG funding allows City dollars to go further and farther and increases the possibility of leveraged funding.

Federal funding for code enforcement is also very helpful to our leveraging efforts. Because of the NPU officers’ accomplishments working in the six eligible neighborhoods, the City has been able to successfully seek out additional funding, in-kind donations, and partnerships for both code enforcement and “above-and-beyond” activities in the qualified areas including a $2,000 grant to secure books for the Reading with Police Program, an in-kind donation from a local plumber to help build two nine square games at two eligible elementary schools, and food donations from Weinerschitzel for Police Picnics.

Additionally, the City has strengthened its relationship with and has been working collaboratively with other area entitlements. By working together, all the entitlements are able to better leverage their funding and serve more residents in need.

The City has been able to address plan needs through improvements at publicly-owned parks in eligible neighborhoods. These park projects have helped to improve the area, deter crime, increase safety, and have provided the residents free, beneficial opportunities for safe recreational and family friendly activities. Unfortunately, outside of public buildings and parks, the City owns very little land or property. Because of this, the City has not been able to assist with affordable housing needs through property donation or redevelopment to date but is hopeful to partner on a project in the future.

## 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 |  |  |
| Number of non-homeless households to be provided affordable housing units |  |  |
| Number of special-needs households to be provided affordable housing units |  |  |
| **Total** |  |  |

Table 11 – Number of Households

|  | One-Year Goal | Actual |
| --- | --- | --- |
| Number of households supported through rental assistance |  |  |
| Number of households supported through the production of new units | 2 | 2 |
| Number of households supported through the rehab of existing units | 8 | 9 |
| Number of households supported through the acquisition of existing units |  |  |
| **Total** |  |  |

Table 12 – Number of Households Supported

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

The City of Orem, like other cities in the County, are facing an affordable housing crisis. The present housing market has made it difficult for governments, non-profits, and altruistic for-profit developers to develop affordable housing in our community. High occupancy rates, a growing student population, lack of available land, expensive property, construction labor shortages, and growing material costs have led many developers to pursue market-rate housing. Because of this, the housing market is getting very expensive and many residents are paying high rents and are cost burdened or living with relatives or doubling up with others to have a roof over their head.

Public opinion also plays into the difficulty of creating affordable housing in our area. Many residents in the area are negative about multi-family housing and other more affordable housing types. While they understand there is a need for housing and want their kids to move out of their basements, they do not want to discuss anything but single family homes on larger lots.

**Discuss how these outcomes will impact future annual action plans.**

These troubled outcomes will greatly impact future annual action plans. Until the market changes or some workable solutions can be identified and implemented, it will be a challenge to make and meet large affordable housing goals within the City. The City will continue to work with the Mountainland Continuum of Care, government leaders, other cities, and residents to create better housing outcomes in our City and throughout Utah County in the future. The City will also continue to offer Critical Home Repair and Home Rehabilitation program and will work with non-profit organizations to look at ways the City can help these organizations better meet housing needs in our community.

**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 | 4 | 0 |
| Low-income | 12 | 3 |
| Moderate-income | 5 | 0 |
| **Total** | **21** | **3** |

Table 13 – Number of Households Served

**Narrative Information**

Out of control land and construction costs, high occupancy, and over market rental rates in Utah County are making affordable housing unobtainable for many area families. The affordable housing crisis continues to a large discussion amongst our city council and members of our community. The City has begun more in-depth conversations with non-profit and for-profit housing developers, is creating a guide for developers wanting to build affordable housing in the City, and is looking at possible incentives to encourage affordable housing construction and redevelopment in our area. An excerpt from the City’s newly updated Housing Study outlines various recommendations that the City is exploring further to help address the ongoing crisis.

• Explore Public/Private Partnerships for Affordable Housing

• Fast Track Affordable Housing Projects

• Study Lot Size and Housing Unit Size Minimums

• Educate Residents on Housing Affordability Issues

• Explore a Community Land Trust

• Rediscover the Missing Middle

• Re-Invest in Orem’s Older Neighborhoods

The City has also started reaching out to residents and stakeholders to seek input and look at additional options to hopefully begin to alleviate some of the pressure on the housing market. In October of 2019, the held a first of its kind

The City has been seeing more activity in our affordable senior housing (ASH) overlay zone that was created within the City in 2012.  The purpose of the ASH zone is to accommodate and encourage the development of affordable senior housing.  The purpose of the ASH zone is accomplished by:

* Allowing densities higher than typical residential developments
* Establishing minimum standards for landscaping, building and site design, public safety, lighting, and other similar site improvements
* Requiring standards that enable the affordable senior housing to fit into the surrounding neighborhood.

Unfortunately, with the current cost of land and construction, some developers of senior housing in our overlay zone have expressed difficulty in making the development pencil and meeting the Fair Market threshold for rent.

The City is working with local non-profit developer to create a four unit rental for seniors in one of the ASH zones in south Orem. The developer plans to break ground in 2021.

The City Council adopted five districts along the State Street corridor to allow for additional multi-family family housing a couple of years ago. The City hopes this will help to address resident concerns while allowing for thousands of need housing units in the future. There are already some housing development planned for this corridor.

On a brighter note, Habitat for Humanity of Utah County finished two of the five homes on the property that the City of Orem helped them buy a few years ago with CDBG funding the homes will be sold to LMI families at a reduced cost and no interest. Habitat has selected three additional families and have broken ground on one of the three

The City also reintroduced the Critical Home Repair and Home Rehabilitation program to help LMI homeowners make necessary repairs and renovations to their homes helping to maintain homeownership and revitalize neighborhood blocks. Nine LMI homeowners received funding and technical assistance to improve their homes and properties over the program. The program has been very popular because of the aging housing inventory in Orem and there are many applicants still in the pipeline to be served.

## 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:**

To help to reduce and end homelessness in our area, the City partners with two local agencies who specifically work with homeless populations--the Food and Care Coalition and Community Action Services. The Food and Care Coalition works with single homeless individuals and couples without children, and Community Action works with homeless families. The jurisdiction also provide funding to House of Hope. They provide housing and counseling for addicted mothers and their children. Many of them have been homeless due to their addiction. The municipality also helps fund the Center for Women and Children in Crisis. The Center provides domestic violence services for women and children and provides housing, therapy, and case management for these victims of domestic violence. These agencies spearhead the local efforts to address homelessness in the Utah Valley area. Public service funding is provided to these organizations to further their ongoing programs.

The City of Orem is also an active participant in the local Continuum of Care, which was established to address homeless and housing issues in our community. The City’s Community Services Manager chairs the Community Relations Committee where she works to bring awareness to homeless and housing issues with the public and community leaders. She also serves on the Continuum’s Allocation Committee and helps to determine what homeless and housing specific projects will be presented to HUD for Continuum funding. The City staff and police officers participated in the annual Point in Time Count in January 2020. Staff and officers spent three early mornings helping to count homeless in Orem and providing them important resource information. The City also works with the Continuum to promote the Utah County Housing First Fund. The Fund helps to remove barriers to permanent housing for local homeless individuals and families and to prevent people from becoming homeless.

The City of Orem also partnered with the Mountainland Continuum of Care to host an affordable housing charrette this past spring for government leaders and community residents.

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

The City has a mental health unit within the police department. These officers work with local homeless to help them access needed resources, provide supplies and services, and connect them with local public service organizations. During the summer, the officers have a program called, “Operation Hydro”, where they provide bottled water to homeless and panhandlers within the City. The do something similar in the winter as well and provide warm gloves and socks to homeless residents. This breaks the ice and helps the officer better help those in need. Orem Patrol officers also carry homeless service resource cards with them and are able to provide those when they come across a homeless individual or family while on patrol. The unit is also looking to create a homeless service fund where they can provide bus tokens, gasoline, food and motel vouchers, bus or train tickets, sleeping bags, warm clothing, small car repairs, birth certificates, identification, etc. to help give these struggling individuals a small hand up.

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

To date, the City of Orem has not used any additional CDBG resources for emergency shelter and transitional housing needs of homeless persons. The City continues to participate in the local Continuum of Care and supports the local housing authorities with area projects.

Beginning 2018, the City of Orem began contributing $180,000 to the State of Utah to help with the state-wide homeless problem. Funds will be used to construct, maintain, and staff shelters around the State. There are currently no active plans for a homeless shelter in Utah County.

**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 of Orem funds multiple service agencies whose primary purpose is to help improve the lives of low-income individuals and families to prevent future homelessness.  These organizations include House of Hope, Family Support and Treatment Center, Center for Women and Children in Crisis, Food and Care Coalition, Community Action Services and Food Bank, and many others.  Funding these organizations allows for potential problems to be addressed before unemployment, abusive situations, and other hardships cause homelessness.

**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**

The City of Orem participates in the local Continuum of Care and participates in discussions on how to better address these growing issues in our community. The City continues to financially support local homeless service providers that are working hard to combat and prevent homelessness and improve the lives of individuals and families in the community. The City also works to provide resources to those in need through the Police Department, Help Center, and Community Services Department. Recently, private funding and donations have been sought to help provide for some very basic needs for those struggling in our community, including clothing, bus tokens, gasoline, food, etc.

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

**Actions taken to address the needs of public housing**

Public housing for the City of Orem is provided by the Housing Authority of Utah County (HAUC). The HAUC is an outstanding agency and community partner. The City of Orem has participated with the Housing Authority to provide special-needs housing for senior citizens and disabled adults as well as increase the overall housing stock for the agency.

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

No direct actions have been taken at this time.  We continue to work with Habitat for Humanity, NeighborWorks, and other developers to provide public housing residents opportunities for home ownership. The City does participate in a down payment assistance program through the Utah Valley Consortium and provide home rehabilitation funding through CDBG funding to low-income homeowners.

**Actions taken to provide assistance to troubled PHAs**

No action has been needed to date. The City is unaware of any issues of concern with the local housing authorities.

## 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)**

With the growing need for affordable housing in our community and the statewide emphasis on housing, the City Council has made affordable housing a crucial priority in our city. The City continues to look at ways that we can lessen barriers to affordable housing in community including creating a fast tracking process for affordable housing projects and evaluating lot size and housing size requirements. The City is also looking into a possible Community Land Trust, figuring out ways to incentivize developers that want to build affordable housing in the area, considering Affordable Dwelling Units (ADU’s), and exploring the options for more diverse housing choices. The City also continues to allow for greater densities in areas where it makes the most sense, such as near public transportation or along the State Street Corridor. The City already provides for homeowner-occupied accessory apartments under some circumstances.

In 2015, the City Council approved a master plan for State Street Corridor, which plans for the additional development that will need to take place to accommodate the growth happening in Utah County. This master plan could allow for additional 9,000+ units to be built over the next 20-30 years to ensure that the City keeps up with demand, thus easing the multi-family housing and hopefully, affordable housing markets.

The City continues to educate residents on the need for and stigma of affordable housing and seek out input from residents and other stakeholders through neighborhood planning meetings, workshops, and Charrettes.

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

The City continues to partner, support, and fund many public service organizations serving the underserved in community and look for additional ways to serve individuals and families in need. The City is being more proactive in reaching out to those in need with our code enforcement activities, communication, and citywide activities. We have also begun focusing on the CDBG-eligible neighborhoods in the area providing resource guides, informational events, elementary school support, and crime prevention activities. The City offers a critical home repair and home rehabilitation program for low-income homeowners throughout the city and hopes to create a Preservation Team Program and Mobile Tool Library and support clean-up and painting activities to help improve residents living situations and the neighborhoods as a whole. The City is the only EveryDay Strong City in Utah and is working to reduce depression and suicide rates among children and youth through providing resilience training with special emphasis targeting Title One schools in eligible neighborhoods. This past year, the City also implemented a Getting Ahead Program to help residents bridge out of poverty and created a resident resources page on the website to provide resource information to residents in need.

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

We require that a lead-based paint test is performed on any housing rehab, critical home repair, or public facility improvement. Positive tests resulted in appropriate mitigation by competent contractors.

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

The City hopes to reduce the number of poverty-level individuals and families by directing CDBG, HOME, and local funds to projects that will provide affordable housing units and related services to foster self-sufficiency.

The City started offering Getting Ahead course for residents living in poverty. The course provides information and resources to help participants learn how to “get ahead” and bridge out of poverty. The City plans to offer the program yearly and target residents living in the eligible neighborhoods.

The City also works hard to improve employment opportunities available to our residents through the Section 108 Loan and our Economic Development Division. The Economic Development Division works to bring companies into the City and administers the Business Revolving Loan Fund to fund companies that will add jobs in our community.

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

The City of Orem continued to work to strengthen the administration of its CDBG program through education, training, and partner shipping with other area entitlements. Staff attended several in person and virtual trainings and conferences during the year and was able to implement and develop processes and procedures to help improve the effectiveness and efficiency of the program. Staff has also been working to update the City’s CDBG policies and procedures. The City worked with the other entitlements on a collaborative application, site visit, and funding process for regional applicants and jointly funded two beneficial capital projects for two public service organizations. The City of Orem also worked closely with the other entitlements to create the 2020-2024 Consolidated Plan and to collaboratively fund COVID-related projects.

The City also reestablished its Critical Home Repair and Home Rehabilitation Program. Policies and procedures were updated, a loan committee was established, and a consultant was secured to manage the program.

The Deputy City Manager and the Community Services Manager continues to meet every other week to discuss needs and opportunities.

Staff also updated the City’s Code Enforcement Plan and established slum and blight areas with help from Utah Valley University Students.

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

The City’s Community Services Manager has been working with non-profits throughout Utah County for the last 20+ years. Her relationship with these organizations has helped the City better coordinate with these agencies and share resources and ideas.

Active membership in the Continuum of Care, Utah Valley Interfaith Association, and Utah Housing Coalition and participation in other local committees and groups also has helped the City with better coordination with organizations, service providers, churches, and faith-based groups.

The City also worked to coordinate more effectively with other entitlements in our community. Because of improved coordination, the City and others were able to streamline application, approval, and funding processes. The entities also agreed to jointly fund two public service capital projects.

Establishing strong relationships with these organizations has allowed for us to open up an additional dialogue about the needs of our community and explore additional ways for us to collaborate and partner on meeting the needs of low and moderate-income individuals and families in our 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)**

In preparation for the 2020-2024 Consolidated Plan, the area entitlements worked with a consultant to identify impediments to fair housing choice. The consultant concluded that following barriers to fair housing choice in our community.

* Supply of rental units for large families
* Limited land for development
* Construction costs
* Zoning
* Hispanic and other minority mortgage application denial rates
* Continued high rents and sales prices

To directly address these impediments the City updated its Affordable Housing Study and are focusing planning efforts on the following:

1. Explore Public/Private Partnerships for Affordable Housing
2. Fast Track Affordable Housing Projects
3. Study Lot Size and Housing Size Minimums
4. Educate Residents on Housing Affordability Issues
5. Explore a Community Land Trust
6. Rediscover the Missing Middle
7. Re-Invest in Orem’s Older Neighborhoods

While the City does have some opportunities for density bonuses and an allowance of accessory apartments, they have not allowed historically for any type of tax increment financing for affordable housing. The City are looking innovative ways to incentivize and encourage developers to consider affordable housing and looking at the possibility of allowing for Accessible Dwelling Units. The City also continues to re-invest in Orem’s older neighborhoods through park improvement, code enforcement, schools partnerships, and other neighborhood revitalization and community organizing activities.

Another impediment identified is nimbyism. The City has not done enough to help tell the story of affordable housing and multi-family units in our community. With our increased participation in the Continuum of Care and other housing advocacy groups, the City hopes to change NIMBY to YIMBY (yes in my backyard). This past year, the City was able to partner with the Continuum of Care to seek the opinions and ideas of residents and stakeholders in regards to housing during an Affordable Housing Charrette. Affordable housing is also important piece in neighborhood plan development and residents are educated about and discuss affordable housing as part of these planning meetings. By increasing homeownership in and improving eligible and other neighborhoods, the City hopes to change public perception, as well.

## 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**

Projects and programs that are funded with CDBG monies are subject to monitoring. All sub recipients receiving CDBG public services funding are monitored on a regular basis. The City requires quarterly and yearly reporting.  Each quarterly report provides demographics and statistics about the program participants and a narrative on the activities undertaken during the reporting period.  Each sub-recipient also submits an annual report at the end of the contract term summarizing their accomplishments for the year. The information that is provided to the City is input into HUD’s Integrated Disbursement and Information System (IDIS). On either a monthly, quarterly, or one-time basis, dependent upon the Funding Agreement, the sub recipients submit reimbursement requests including proof of payment for all expenses. City staff conducts annual site visits to review the sub recipients’ financial and program and compliance with HUD regulations. Public service and other organizations and City Departments who receive CDBG funding for capital projects are also monitored for Davis Bacon, Section 3, and other requirements when applicable.

**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**.

To ensure maximum participation in the Consolidated Plan process among all populations and special needs groups and that their issues and concerns are adequately addressed, the City developed a Citizen Participation Plan in conjunction with the Consolidated Plan. The Citizen Participation Plan describes the actions to be taken to encourage citizen participation in the development of the Consolidated Plan, any Substantial Amendments to the Consolidated Plan, the Annual Action Plan, and Consolidated Annual Performance Evaluation Report (CAPER). A full copy of the Citizen Participation Plan is available upon request from the City or from its website:

https://orem.org/community-development-block-grants/

The City's public comment period for the draft 2019 CAPER will run from December 16, 2020, to December 30, 2020. Notification of the availability of the draft 2019 CAPER will be published on the City's web page and in the newspaper, per our citizen participation plan.

The draft 2019 CAPER will be made available for review at the City Recorder's Office at City Hall and on the City’s website

**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.**

There were no changes in the jurisdiction’s program objectives during this year. That said, however, the onset of the COVID-19 pandemic is the last quarter of the program year limited or postponed some program objectives, events, and activities. Additionally, the partnership between the area entitlements changed the way applications were processed and approved helping to streamline the application and approval process in a more effective and efficient manner.

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

A three-year BEDI assessment grant has been awarded and the associated work is in process.

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

The City’s Development Services Department has administered the BEDI assessment grant that was awarded in 2018. A project consultant has been selected to administer the program to Federal EPA standards and requirements. Two stakeholder steering committee meetings have been held that have helped guide the identification of priority evaluation sites. A public workshop has also been held to inform and encourage property owners that may own a potential brownfield site to participate in the Program. City staff and the project consultants are currently working with property owners of potential brownfield sites to directly encourage their participation in the program.  The assessment goals are to identify sites that may have contaminants that may be preventing them from helping achieve the goals of the City’s Geneva Corridor Master Plan as an economically viable corridor and a vibrant commercial and manufacturing hub.