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 hired a Community Services Manager to administer the City’s CDBG program full-time in August 2018. Having an employee focused on the program full-time has helped the program be more efficient and effective. The City has also been able to strengthen our relationships with sub-recipients and proactively seek better compliance with HUD regulations. The City, with local CDBG Commission approval, also decided not to fund projects under $5,000. This will allow for less administrative and reporting issues in the future.

The City also worked with the other entitlements in our community to streamline application, approval, and funding processes. All three entitlements held applicant meetings together, had similar online applications, and the same application deadlines. The various entitlements also divided up site visits and worked together to encourage public service applicants, who normally apply to all three entitlements for the same project activity, to apply to only one entitlement if it made sense. This not only allowed for less grantees for each entitlement to manage over the next year but gave each entitlement the opportunity to fund some sub-recipients at a greater level than in the past. This type of applicant division also will help lessen administration and reporting for all the entitlements and its grantees. The entities also agreed to jointly fund beneficial capital projects this coming year for two public service organizations. All of these changes were received with great excitement by the various sub-recipients.

The City of Orem was also able to refinance their Section 108 loan due to a rare opportunity from HUD. This helped the City to save money through interest reduction helping to provide more CDBG resources for the community.

Projects: The City of Orem Community Services Department worked closely with the City’s Neighborhood Preservation Unit (code enforcement) to conduct “above-and-beyond” activities using non-CDBG funding in the CDBG eligible neighborhoods. Activities included neighborhood leader meetings, Police Picnics, the creation of a neighborhood resource guide, landscape workshops, Point in Time Homeless Count, and a letter to landlords outlining the neighborhood regulations in the area. The officers also strengthened their relationships with schools in the eligible neighborhoods and started a Reading with Police program at one of the elementary schools reading to 184 children for 80 minutes. The officers also continue to work to better the eligible neighborhoods through proactive code enforcement. The Preservation officers spent about 30 percent of their time working in the qualified areas in the City giving code enforcement warnings and citations and encouraging residents to come into compliance. A code enforcement plan...
was also updated and completed to help the City and the NPU Officers improve the level of service we are providing to qualifying neighborhoods.

**Public Services:** The City of Orem funded 18 different non-profit organizations. 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 included literacy, domestic violence services, child abuse counseling, dental and medical care, physical therapy, housing for adults with disabilities, meals and food bank resources for homeless and low-income individuals and families, job skills training, and preschool education.

**Affordable Housing:** Habitat for Humanity of Utah County broke ground on two of the five homes that are to be built with local low-income families on property that the City of Orem purchased with CDBG funding in the past. The two homes should be completed and others started during the next fiscal year. The Orem City Council approved the City’s Affordable Housing Study and made affordable housing a priority goal for the Council for 2019. The City of Orem also partnered with the Mountainland Continuum of Care to host an affordable housing summit this past spring for government leaders and community residents and plan to host an Affordable Housing Charrette for Orem residents in the fall of 2019. This issue is a top-priority throughout the State of Utah.

**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.**

Due to some construction delays, the City unfortunately was not able to meet our Public Facilities and Improvement goals for this past year and complete the Geneva Park renovation project as planned. This project is currently under construction and will be completed during the upcoming fiscal year and will provide beneficial amenities to residents living in two of our eligible neighborhoods and others in our community. Habitat for Humanity of Utah County also decided to no longer manage the City’s Critical Home Repair and Home Rehabilitation Program and did not complete any home repair or home rehabilitation for low-income homeowners this past year. The City is in the process of rebuilding the program, has received several applications, and has started a couple of projects. The City expects to help several homeowners with repair and rehab over the coming fiscal year through this program.
<table>
<thead>
<tr>
<th>Goal</th>
<th>Category</th>
<th>Source / Amount</th>
<th>Indicator</th>
<th>Unit of Measure</th>
<th>Expected – Strategic Plan</th>
<th>Actual – Strategic Plan</th>
<th>Percent Complete</th>
<th>Expected – Program Year</th>
<th>Actual – Program Year</th>
<th>Percent Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Single-Family Homes</td>
<td>Affordable Housing</td>
<td>CDBG: $</td>
<td>Homeowner Housing Added</td>
<td>Household Housing Unit</td>
<td>5</td>
<td>0</td>
<td>0.00%</td>
<td>90</td>
<td>2</td>
<td>2.22%</td>
</tr>
<tr>
<td>Economic Development</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $108994</td>
<td>Jobs created/retained</td>
<td>Jobs</td>
<td>0</td>
<td>2</td>
<td>90%</td>
<td>2</td>
<td>2</td>
<td>2.22%</td>
</tr>
<tr>
<td>Economic Development</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $108994</td>
<td>Businesses assisted</td>
<td>Businesses Assisted</td>
<td>4</td>
<td>1</td>
<td>25.00%</td>
<td>0</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Public Facilities and Improvements</td>
<td>CDBG: $</td>
<td>Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit</td>
<td>Persons Assisted</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
<td>2000</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

OMB Control No: 2506-0117 (exp. 06/30/2018)
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, with the advisement from our CDBG Citizens Advisory Commission, make funding allocation decisions based on needs identified in our 2015-2019 Consolidated Plan. This past year, particular attention was given to improving our CDBG eligible neighborhoods through increased and more effective code enforcement, “above-and-beyond” activities, school partnerships, and

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

<table>
<thead>
<tr>
<th>Public Services to Low &amp; Moderate Income Families</th>
<th>Non-Housing Community Development</th>
<th>CDBG: $</th>
<th>Public service activities other than Low/Moderate Income Housing Benefit</th>
<th>Persons Assisted</th>
<th>5000</th>
<th>2866</th>
<th>57.32%</th>
<th>0</th>
<th>2866</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Services to Low &amp; Moderate Income Families</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Public service activities for Low/Moderate Income Housing Benefit</td>
<td>Households Assisted</td>
<td>0</td>
<td>0</td>
<td>6500</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Public Services to Low &amp; Moderate Income Families</td>
<td>Non-Housing Community Development</td>
<td>CDBG: $</td>
<td>Homeless Person Overnight Shelter</td>
<td>Persons Assisted</td>
<td>0</td>
<td>28</td>
<td>0</td>
<td>28</td>
<td></td>
</tr>
</tbody>
</table>
developing plans for significant park improvement projects, using CDBG, General Fund, and private funding dollars. With CDBG funding, the City was able to hire a civilian code enforcement officer that primarily works in the qualified neighborhoods providing citations and positively encouraging compliance. The City also adopted an Administrative Law Program, which has allowed more immediate compliance with those in violation. The City is considering a rental licensing program to hold landlords more accountable citywide. Since our eligible neighborhoods have a higher percentage of rental properties when compared to the rest of the City, we believe this will make a positive impact in our low-income neighborhoods.

The City has also remained focused on public services and providing for the welfare and improvement of our residents. Funding was allocated to 18 non-profit organizations to help meet the physical, educational, and emotional needs of those in our community. These organizations are doing wonderful things in our community and making a significant difference in the lives of Orem residents and families.

The City continues to make affordable housing a top priority. The newly approved Affordable Housing Study addresses needs such as rising rents, high occupancy rates, lack of available property, and other issues influencing the cost and accessibility of housing. The City is taking a more active role in housing discussions and continues to 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)

<table>
<thead>
<tr>
<th></th>
<th>CDBG</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>2,702</td>
</tr>
<tr>
<td>Black or African American</td>
<td>92</td>
</tr>
<tr>
<td>Asian</td>
<td>38</td>
</tr>
<tr>
<td>American Indian or Native</td>
<td>75</td>
</tr>
</tbody>
</table>
### Table 2 – Table of assistance to racial and ethnic populations by source of funds

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>54</td>
</tr>
<tr>
<td>Total</td>
<td>2,961</td>
</tr>
<tr>
<td>Hispanic</td>
<td>672</td>
</tr>
<tr>
<td>Not Hispanic</td>
<td>2,289</td>
</tr>
</tbody>
</table>

### 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. At this time, many of CDBG funded health care organizations and others serve primarily Hispanic individuals and families.

The City staff encouraged the sub recipients to increase their outreach to minorities and translate their marketing information and applicant forms into other languages. The City continues this type of outreach as well. This past year, the City translated its neighborhood resource guide, being a good neighbor brochure, income eligibility forms, and Police Picnic invites into Spanish. Additionally, the City’s Community Services Department worked with the NPU Unit and the local Catholic Church to host a Spanish only Neighborhood Leader Meeting and Resource Fair. The City also supports high minority schools in our eligible neighborhoods and participates in school programs, meetings, back to school nights, and parent teacher conferences.

The City also targeted a park in high-minority low-income neighborhood this year and started construction on two outdoor futsal courts using General Fund and private dollars. The courts will be completed in October 2019. 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. The City plans to put in a new playground, improve the parking, and upgrade other amenities in the same park using CDBG and leveraged funding this coming year.
CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

<table>
<thead>
<tr>
<th>Source of Funds</th>
<th>Source</th>
<th>Resources Made Available</th>
<th>Amount Expended During Program Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDBG</td>
<td>public - federal</td>
<td></td>
<td>926,586</td>
</tr>
</tbody>
</table>

Table 3 - Resources Made Available

Narrative

In the fiscal year, we expended a total of $563,815. This consists of $81,912.91 in program income and $481,902 in CDBG funds.

Identify the geographic distribution and location of investments

<table>
<thead>
<tr>
<th>Target Area</th>
<th>Planned Percentage of Allocation</th>
<th>Actual Percentage of Allocation</th>
<th>Narrative Description</th>
</tr>
</thead>
</table>

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.

As an example - this past year, the City of Orem was able to raise $108,000 in private funding in addition to approximately $255,000 in City General Fund and CARE funding to help bring the Geneva Park futsal court project to fruition. The futsal project is one of the major projects planned for the city-owned park located in one of the City’s CDBG eligible neighborhoods. Because of federal funding, the City was able to use private and General Fund dollars on the courts and will use $343,000 CDBG funding and $67,000 in leveraged funding from Head Start (who share the park parking lot) for the playground replacement, amenity upgrades, and parking lot expansion. Without CDBG funding, upgrades to the park would have been very limited or may not have happened at all.

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.

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.

<table>
<thead>
<tr>
<th></th>
<th>One-Year Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of homeless households to be provided affordable housing units</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of non-homeless households to be provided affordable housing units</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of special-needs households to be provided affordable housing units</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 5 – Number of Households

<table>
<thead>
<tr>
<th></th>
<th>One-Year Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of households supported through The Production of New Units</td>
<td>47</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>47</td>
<td>0</td>
</tr>
</tbody>
</table>

Table 6 – 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.

Habitat for Humanity of Utah County has been slow to start their project in Orem. They have broken ground and have begun to build two of the five homes on the property that the City of Orem helped them buy last year with CDBG funding. The homes will be sold to LMI families at a reduced cost and no interest. The City is hopeful that Habitat will build out the other three homes in the next year or so.

To better address this issue the City created and approved an affordable housing study to better identify the needs and solutions for our area. The City also held an Affordable Housing Summit for government leaders and residents to outline the housing problem and will be exploring possible solutions at an Affordable Housing Charrette this fall.

**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.

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.

<table>
<thead>
<tr>
<th>Number of Households Served</th>
<th>CDBG Actual</th>
<th>HOME Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Low-income</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Low-income</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Moderate-income</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Narrative Information

As stated above, land and construction costs in Utah County are rising and making affordable housing unobtainable for many families. The affordable housing crisis continues to be 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 new Housing Study outlines various recommendations that the City plans to explore 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

These, combined with other ideas that will come forward in the future will hopefully begin to alleviate some of the pressure on the housing market.
There are some good things happening within the City around affordable housing. Habitat for Humanity of Utah County is building five homes for LMI families in a subdivision that the City helped to purchase using CDBG funding.

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.

This past year, the City Council adopted five districts along the State Street corridor to allow for additional multi-family family housing. The City hopes this will help to address resident concerns while allowing for thousands of need housing units.
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

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. We also provide some 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. 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 also has a mental health unit within the police department. These officers work with local homeless to help them get the resources needed to improve their situations. During the summer, the officers have a program called, “Operation Hydro”, where they provide bottled water to homeless and panhandlers within the City. 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 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. This year for the first time, the City staff and police officers participated in the annual Point in Time Count. Staff and officers spent three early mornings helping to count homeless in Orem and providing them important resource information.

The City of Orem also partnered with the Mountainland Continuum of Care to host an affordable housing summit this past spring for government leaders and community residents. Homelessness issues were addressed at the summit and homeless resources were provided to those in attendance.
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 People Helping People (employment training), House of Hope, Project Read, Family Support and Treatment Center, Center for Women and Children in Crisis, 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 has 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.

One of the developments in our new senior overlay zoned has been partnered with the Housing Authority of Utah County to provide hard-to-find housing options for seniors on subsidized housing.

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 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 our 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, 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.

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.

**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 Mobile Tool Library and support clean-up and painting activities to help improve residents living situations and the neighborhoods as a whole. The City also recently became an EveryDay Strong City 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.

**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 recently started to offer a 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 twice a year 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 hired a Community Services Manager to administer the City’s CDBG program and assist with neighborhood outreach activities and code enforcement fulltime in August 2018. The new Manager has 20+ years’ experience working with CDBG as a sub-recipient. She also has also worked several years in affordable housing and neighborhood revitalization and preservation.

The Community Services Manager attended the NCDA CDBG Basics training last September and the NCDA CDBG Sub Recipient training in August. She will be attending HUD All Grantee meeting at the end of September. She also met with HUD representatives and has completed several HUD webinars. Each training has resulted in the City finding opportunities to improve processes and collaborate with other agencies to identify best practices. Because of these trainings, the City has made some significant changes to program administration and processes.

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

**Actions taken to enhance coordination between public and private housing and social service**
Our 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 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)**

Orem City has developed and approved an affordable housing study to directly address the impediment to housing. This includes recommendations such as:

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

The City created an affordable senior housing (ASH) overlay zone 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:

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

One of the impediments identified in the analysis of impediments is any type of incentive for affordable housing. 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.

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, we hope to change NIMBY to YIMBY (yes in my backyard). This past year, the City was able to partner with the Continuum of Care to share the housing story with residents and government leaders during an Affordable Housing Summit. By increasing homeownership in and improving eligible and other neighborhoods, the City hopes to change public perception, as well.

The City is also working to change the way people talk about affordable housing. The term “affordable housing” is often correlated with term “low-income housing.” The City wants to talk about “affordable housing” in terms of “housing for all” connecting it to a person’s ability to live with no more than 30% of their income being spent on housing. The term “housing for all” also includes looking at housing for all stages of life and help people realize the impact housing has on their children, grandchildren, grandparents, etc.

**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 reports to be submitted so that we have an idea of the help being given throughout the year. Each report provides demographics and statistics about the program participants and a narrative on the activities undertaken during the reporting period. Each sub-recipien 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 2018 CAPER will run from September 16, 2019, to September 29, 2019. Notification of the availability of the draft 2018 CAPER will be published on the City's web page and in the newspaper, per our citizen participation plan.

The draft 2018 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.

Not applicable.
Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

The City received a BEDI area two year planning grant in 2017, which was closed at the end of the past fiscal year. The City was recently awarded a BEDI three year assessment grant starting this next fiscal year.

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

The City’s Development Services Department worked with community stakeholders to create the Geneva Road Area-Wide Plan this past year. The Area-Wide Plan responds to Orem’s unique brownfield challenges along the Geneva Road corridor and provides a basis for facilitating multiple benefits throughout the community, including cultivation of community involvement, creation of jobs, and increased property values. The plan goals are protective of public health and the environment, economically viable, reflective of the community vision for the area, and provide measurable steps for redeveloping this corridor into a vibrant commercial and manufacturing hub.