

# ATTACHMENTS

# SF-424 AND CERTIFICATIONS

Application for Federal Assistance SF-424		
<b>* 1. Type of Submission:</b> <input type="checkbox"/> Preapplication <input checked="" type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application	<b>* 2. Type of Application:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Continuation <input type="checkbox"/> Revision	<b>* If Revision, select appropriate letter(s):</b> _____ <b>* Other (Specify):</b> _____
<b>* 3. Date Received:</b> _____	<b>4. Applicant Identifier:</b> 34-6401447	
<b>5a. Federal Entity Identifier:</b> 34-6401447	<b>5b. Federal Award Identifier:</b> _____	
<b>State Use Only:</b>		
<b>6. Date Received by State:</b> _____	<b>7. State Application Identifier:</b> _____	
<b>8. APPLICANT INFORMATION:</b>		
<b>* a. Legal Name:</b> City of Toledo, Department of Neighborhoods		
<b>* b. Employer/Taxpayer Identification Number (EIN/TIN):</b> 34-6401447	<b>* c. Organizational DUNS:</b> 0999620520000	
<b>d. Address:</b>		
<b>* Street1:</b> One Government Center, Suite 1800	_____	
<b>Street2:</b>	_____	
<b>* City:</b> Toledo	_____	
<b>County/Parish:</b> Lucas	_____	
<b>* State:</b> _____	OH: Ohio	
<b>Province:</b>	_____	
<b>* Country:</b>	USA: UNITED STATES	
<b>* Zip / Postal Code:</b> 43604-2209	_____	
<b>e. Organizational Unit:</b>		
<b>Department Name:</b> Department of Neighborhoods	<b>Division Name:</b> _____	
<b>f. Name and contact information of person to be contacted on matters involving this application:</b>		
<b>Prefix:</b> Mr.	<b>* First Name:</b> Thomas	_____
<b>Middle Name:</b> B.	_____	
<b>* Last Name:</b> Kroma	_____	
<b>Suffix:</b>	_____	
<b>Title:</b> Director, Department of Neighborhoods		
<b>Organizational Affiliation:</b> _____		
<b>* Telephone Number:</b> (419) 936-3647	<b>Fax Number:</b> (419) 245-1192	
<b>* Email:</b> tom.kroma@toledo.oh.gov		

**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

**Type of Applicant 2: Select Applicant Type:**

**Type of Applicant 3: Select Applicant Type:**

**\* Other (specify):**

**\* 10. Name of Federal Agency:**

U.S. Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14.218

**CFDA Title:**

41st Year Community Development Block Grant Program

**\* 12. Funding Opportunity Number:**

**\* Title:**

FY15: CDBG-CFDA #14.218

**13. Competition Identification Number:**

**Title:**

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

City of Toledo.docx

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

Programmatic and operational plan for improving the physical, economic & social conditions, & quality of life for citizens through community development, economic development, & housing activities.

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**

\* a. Applicant

\* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment

Delete Attachment

View Attachment

**17. Proposed Project:**

\* a. Start Date:

\* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="6,781,364.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text"/>
* f. Program Income	<input type="text" value="573,844.32"/>
* g. TOTAL	<input type="text" value="7,355,208.32"/>

**\* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

- Yes
- No

If "Yes", provide explanation and attach

Add Attachment

Delete Attachment

View Attachment

21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)

\*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

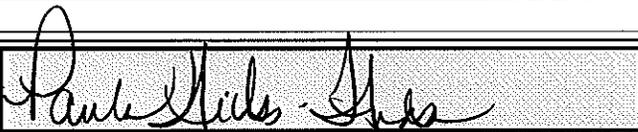
**Authorized Representative:**

Prefix:  \* First Name:   
Middle Name:   
\* Last Name:   
Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative: 

\* Date Signed:

Application for Federal Assistance SF-424								
<b>* 1. Type of Submission:</b> <input type="checkbox"/> Preapplication <input checked="" type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application			<b>* 2. Type of Application:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Continuation <input type="checkbox"/> Revision			<b>* If Revision, select appropriate letter(s):</b> _____ <b>* Other (Specify):</b> _____		
<b>* 3. Date Received:</b> _____			<b>4. Applicant Identifier:</b> 34-6401447					
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**Application for Federal Assistance SF-424**

**\* 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

**Type of Applicant 2: Select Applicant Type:**

**Type of Applicant 3: Select Applicant Type:**

**\* Other (specify):**

**\* 10. Name of Federal Agency:**

U.S. Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14.231

**CFDA Title:**

29th Year Emergency Solutions Grants Program (ESG)

**\* 12. Funding Opportunity Number:**

**\* Title:**

Funding Availability for the Emergency Solutions Grants (ESG) Program

**13. Competition Identification Number:**

**Title:**

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

City of Toledo.docx

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

Provision of homelessness prevention, rapid re-housing, and housing stabilization activities to eliminate homelessness.

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

**Application for Federal Assistance SF-424**

**16. Congressional Districts Of:**

\* a. Applicant

\* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

**17. Proposed Project:**

\* a. Start Date:

\* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="614,067.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text"/>
* f. Program Income	<input type="text"/>
* g. TOTAL	<input type="text" value="614,067.00"/>

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- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
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**\* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

- Yes
- No

If "Yes", provide explanation and attach

21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)

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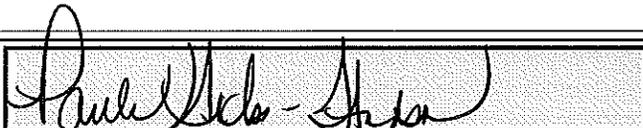
**Authorized Representative:**

Prefix:  \* First Name:   
Middle Name:   
\* Last Name:   
Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative: 

\* Date Signed:

Application for Federal Assistance SF-424		
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<b>* 3. Date Received:</b> [ ]		<b>4. Applicant Identifier:</b> 34-6401447
<b>5a. Federal Entity Identifier:</b> 34-6401447		<b>5b. Federal Award Identifier:</b> [ ]
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<b>* City:</b> Toledo		
<b>County/Parish:</b> Lucas		
<b>* State:</b> OH: Ohio		
<b>Province:</b> [ ]		
<b>* Country:</b> USA: UNITED STATES		
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<b>Suffix:</b> [ ]		
<b>Title:</b> Director, Department of Neighborhoods		
<b>Organizational Affiliation:</b> [ ]		
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Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

**\* 10. Name of Federal Agency:**

U.S. Department of Housing and Urban Development

**11. Catalog of Federal Domestic Assistance Number:**

14.239

CFDA Title:

24th Year HOME Investment Partnerships Program

**\* 12. Funding Opportunity Number:**

\* Title:

FY15: HOME-CFDA #14.239

**13. Competition Identification Number:**

Title:

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

City of Toledo.docx

Add Attachment

Delete Attachment

View Attachment

**\* 15. Descriptive Title of Applicant's Project:**

Housing Rehabilitation Program: Owner-occupied rehabilitation, rental rehabilitation, Down Payment Assistance, housing development, CHDO set-aside, and tenant-based rental assistance.

Attach supporting documents as specified in agency instructions.

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View Attachments

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\* a. Applicant

\* b. Program/Project

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**17. Proposed Project:**

\* a. Start Date:

\* b. End Date:

**18. Estimated Funding (\$):**

* a. Federal	<input type="text" value="1,548,474.00"/>
* b. Applicant	<input type="text"/>
* c. State	<input type="text"/>
* d. Local	<input type="text"/>
* e. Other	<input type="text"/>
* f. Program Income	<input type="text"/>
* g. TOTAL	<input type="text" value="1,548,474.00"/>

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Yes  No

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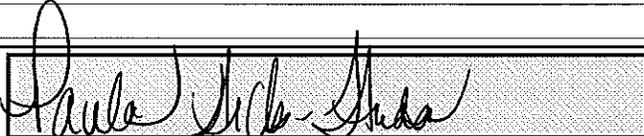
**Authorized Representative:**

Prefix:  \* First Name:   
Middle Name:   
\* Last Name:   
Suffix:

\* Title:

\* Telephone Number:  Fax Number:

\* Email:

\* Signature of Authorized Representative: 

\* Date Signed:

41<sup>st</sup> Year CDBG  
Department of Neighborhoods  
Bonita Bonds (x1401)  
Revised

**ORD. 168-15**

**Authorizing the Mayor to accept and deposit the Community Development Block Grant from the U.S. Department of Housing and Urban Development (HUD) in an amount estimated to be \$6,781,364; authorizing the disappropriation of \$1,522,074.85 from previous years' CDBG Funds; authorizing the estimated appropriation and expenditure of \$8,303,438.85 in total from the unappropriated grant proceeds of the CDBG Fund; authorizing submission to the U.S. Department of Housing and Urban Development of a Five-Year Consolidated Plan along with the One-Year Action Plan; and declaring an emergency.**

**SUMMARY & BACKGROUND:**

This legislation provides funding for a variety of programs both for the administration of the CDBG program and programs operated internally by various City Departments and operations, Community Development Corporations, and Social Service agencies. This legislation authorizes the acceptance and estimated deposit of \$6,781,364 in federal funds, disappropriates \$1,522,074.85 from prior funding, allows for future use by the Department of Neighborhoods of these funds, and appropriates from the unappropriated balance of the Block Grant fund for a total program allocation of \$8,303,438.85. NOW, THEREFORE,

Be it ordained by the Council of the City of Toledo:

SECTION 1. That the Mayor is authorized to submit the 2015-2020 Five-Year Consolidated Plan along with the 2015-2016 One-Year Action Plan; accept the 2015 program Year CDBG allocation from HUD, estimated to be \$6,781,364; deposit the amount received from HUD into Account Code 2015-16100-407400-5G41000STDADM (Community Development Block Grant Fund) for the purpose of funding the CDBG Program.

SECTION 2. That the appropriation estimated to be \$6,781,364 is authorized from the unappropriated grant proceeds in the Community Development Block Grant Fund into various accounts; and further authorizing the expenditure of same pursuant to the attached Schedule A.

SECTION 3. That the disappropriation of \$1,522,074.85 from previous years' CDBG Funds and appropriation of said grant proceeds into 35<sup>th</sup> through 41<sup>st</sup> Years CDBG per the attached Schedule B is authorized; and further authorizing the expenditure of same.

SECTION 4. That the Mayor and the Director of Neighborhoods are authorized to enter into any necessary agreements for the purposes listed herein subject to the terms and conditions deemed proper and requisite according to the Director of Law, not to exceed the estimated \$8,303,438.85 authorized above.

SECTION 5. That the Finance Director is authorized to issue his warrant or warrants in an amount not to exceed the estimated \$8,303,438.85 from the Community Development Block Grant Fund in payment of all obligations authorized under the 40<sup>th</sup> and 41<sup>st</sup> year CDBG allocation upon presentation of the proper voucher or vouchers.

SECTION 6. That this Ordinance is declared to be an emergency measure and shall take effect and be in force from and after its passage. The reason for the emergency lies in the fact that same is necessary for the immediate preservation of the public peace, health, safety and property, and for the further reason that same must be immediately effective in order to permit the City to submit a Five-Year Consolidated Plan along with a One-Year Action Plan, qualify under the regulations of the Block Grant Entitlement Program, and to receive the money necessary to carry out its planned community development activities for the 41<sup>st</sup> year beginning July 1, 2015 and ending June 30, 2016.

Vote on emergency clause: yeas 12, nays 0.

Passed: April 28, 2015, as an emergency measure: yeas 12, nays 0.

Attest:

Gerald E. Dendinger  
Clerk of Council

Steven C. Steel  
President of Council

Approved:

May 1, 2015  
Paula Hicks-Hudson  
Mayor

## Schedule A

**CITY OF TOLEDO**  
**DEPARTMENT OF NEIGHBORHOODS**  
**CDBG ALLOCATIONS FOR 41ST PY and**  
**OTHER DEPARTMENTAL ALLOCATIONS**  
**(July 1, 2015 - June 30, 2016)**

**PUBLIC SERVICE ACTIVITIES**

<b>THIRD PARTY PARTNERS</b>	<b>CDBG</b>
Ability Center	\$ 40,000.00
Adelante	\$ 35,640.00
Arts Commission	\$ 20,000.00
Aurora Project	\$ 76,296.00
Bethany House	\$ 37,732.00
Family House	\$ 59,716.00
FOCUS	\$ 65,855.00
Frederick Douglass Community Association	\$ 20,000.00
Grace Community Center	\$ 22,609.00
Harbor House	\$ 14,700.00
Helping Hands of St. Louis	\$ 25,558.00
Legal Aid of Western Ohio	\$ 45,235.00
Martin Luther King Kitchen	\$ 53,594.00
Neighborhood Health Association	\$ 161,091.00
Northwest Ohio Development Agency	\$ 10,000.00
Sofia Quintero Art & Cultural Center	\$ 37,950.00
St. Paul's Community Center	\$ 40,000.00
Toledo Botanical (Toledo GROWS)	\$ 42,467.00
Toledo Lucas County Homelessness Board	\$ 25,000.00
Toledo Lucas County Homelessness Board - Direct Financial Assistance	\$ 30,945.00
Toledo Seagate Food Bank	\$ 29,913.00
Public Service Capacity Dollars	\$ 3,999.60
<b>SUBTOTAL</b>	<b>\$ 898,300.60</b>

**COMMUNITY DEVELOPMENT CORPORATION, HOUSING, and OTHER ACTIVITIES**

Believe Center	\$ 17,950.00
East Toledo Family Center	\$ 23,781.00
Friendly Center	\$ 20,000.00
Maumee Valley Habitat for Humanity	\$ 50,000.00
NeighborWorks Toledo Region	\$ 284,242.00
Toledo Area Ministries	\$ 10,000.00
United North	\$ 239,340.00
Uptown Association	\$ 55,000.00
Youth Commission	\$ 20,000.00
<b>SUBTOTAL</b>	<b>\$ 720,313.00</b>

**COT DEPARTMENTAL ALLOCATIONS**

Plan Commission	\$ 87,024.70
Code Enforcement	\$ 750,324.63
Beautification Action Team	\$ 1,107,397.40
Department of Development	\$ 194,197.34
Law Department - Housing Prosecutor	\$ 54,955.95
Department of Neighborhoods	\$ 2,544,400.38
Pathway, Inc. (formerly EOPA)	\$ 216,600.00
Fair Housing	\$ 150,000.00
Lucas County Regional Health District	\$ 57,850.00
<b>SUBTOTAL</b>	<b>\$ 5,162,750.40</b>
<b>GRAND TOTAL</b>	<b>\$ 6,781,364.00</b>

29<sup>th</sup> Program Year ESG  
Department of Neighborhoods  
Bonita Bonds (x1401)  
Revised

**ORD. 169-15**

**Authorizing the Mayor to accept, deposit, appropriate, and expend the Emergency Solutions Grant estimated to be \$614,067 from the U.S. Department of Housing and Urban Development to fund Emergency Solutions Grant Program activities; and declaring an emergency.**

**SUMMARY & BACKGROUND:**

The City of Toledo (COT) receives from the U.S. Housing & Urban Development Department (HUD) a designated Emergency Solutions Grant (ESG) amount, as an entitlement city and participating jurisdiction, for the purpose of ending homelessness in Toledo. The city's receipt and acceptance of the grant amount compels it to utilize the funds within certain HUD regulations, directives, and guidelines, as well as, pursuant to the HUD approved Five Year Consolidated Plan for the City of Toledo. Specifically, the newly constructed Consolidated Plan which the COT must follow is in effect from 2015 through 2020. Each year, however, the COT submits to HUD its One Year Action Plan, describing how it will continue to implement and execute the Five Year Consolidated Plan. The City must submit the One Year Action Plan each year within the respective five year period in order to continue to receive the annual ESG allocation from HUD. In the Five Year Consolidated Plan, as well as, the 2015-2016 Action Plan, one of eight priorities is "ending homelessness". Likewise, the Consolidated Plan and each year's Action Plan, inclusive of the 2015-2016, specifies that the COT will partner and collaborate with the HUD designated Continuum of Care (CoC) entity for Toledo (and Lucas County), i.e., the Toledo Lucas County Homelessness Board (TLCHB), in addressing the goal of ending homelessness in the community. It is the TLCHB as the HUD designated CoC entity that coordinates the response (e.g., rapid re-housing), the resources (e.g., leveraging of several funding sources), and the responsibility (e.g., community focus/representation) for ending homelessness in the Toledo community.

This Ordinance is to authorize the Mayor to submit to HUD the Five-Year 2015-2020 Consolidated Plan along with the 2015-2016 One Year Action Plan, accept the 2015 Program Year ESG allocation from HUD, deposit the 29<sup>th</sup> Program Year ESG funds received from HUD into the appropriate Account Code, and expend the amount received pursuant to the Five Year Consolidated Plan, and more specifically, the One Year Action Plan for the 2015 Program Year to be submitted to HUD on May 15<sup>th</sup>, 2015. NOW, THEREFORE,

Be it ordained by the Council of the City of Toledo:

SECTION 1. That the Mayor is authorized to submit the newly constructed 2015-2020 Consolidated Plan along with the 2015-2016 One Year Action Plan to HUD, as well as to accept the 29<sup>th</sup> Program Year ESG allocation from HUD, estimated to be \$614,067

and deposit the amount received from HUD into Account Code 2016-16100-407400-5GE2902STSTD (Operations Grants Fund).

SECTION 2. That the appropriation is authorized from the unappropriated grant proceeds in the Operations Grants Fund in an amount estimated to be \$614,067 to Account Code 2016-16100 and the expenditure of same is authorized pursuant to Schedule A attached.

SECTION 3. That the Mayor and the Director of Neighborhoods are authorized to enter into any necessary agreements for the purposes listed herein subject to the terms and conditions deemed proper and requisite according to the Director of Law, not to exceed the estimated amount of \$614,067 for the 29<sup>th</sup> Year ESG provided by HUD for the ESG activities.

SECTION 4. That the Finance Director is authorized to issue his warrant or warrants in an amount not to exceed the estimated \$614,067 from the Account Code authorized above in Section 2 in payment of all obligations authorized under the 29<sup>th</sup> ESG program year allocation upon presentation of the proper voucher or vouchers.

SECTION 5. That this Ordinance is declared to be an emergency measure and shall take effect and be in force from and after its passage. The reason for the emergency is the fact that this Ordinance is necessary for the immediate preservation of the public peace, health, safety and property, and for the further reason that this Ordinance must be immediately effective in order to allow the City of Toledo to implement the 2015-2016 One Year Action Plan submitted to HUD on May 15<sup>th</sup>, 2015 as it relates to the ESG funds to be received from HUD and pursuant to HUD regulations.

Vote on emergency clause: yeas 12, nays 0.

Passed: April 28, 2015, as an emergency measure: yeas 12, nays 0.

Attest:

Gerald E. Dendinger  
Clerk of Council

Steven C. Steel  
President of Council

Approved:

May 1, 2015  
Paula Hicks-Hudson  
Mayor

**CITY OF TOLEDO**  
**DEPARTMENT OF NEIGHBORHOODS**  
**ESG ALLOCATIONS FOR 29TH PY**  
**(July 1, 2015 - June 30, 2016)**

**PUBLIC SERVICE ACTIVITIES FOR HOMELESS SERVICE PROVIDERS**

<b>ESSENTIAL SERVICES</b>	<b>ESG</b>
Beach House Shelter	\$ 50,512.00
Catholic Charities - La Posada	\$ 24,062.00
Family House	\$ 98,986.00
St. Paul's Community Center	\$ 22,470.00
YWCA - BWS	\$ 22,413.00
<b>TOTALS</b>	<b>\$ 218,443.00</b>

<b>STABILIZATION SERVICES</b>	<b>ESG</b>
Diversion and Central Intake	\$ 79,750.00
Beach House Rapid Re-Housing	\$ 50,000.00
FOCUS Rapid Re-Housing	\$ 33,915.00
<b>DIRECT FINANCIAL ASSISTANCE</b>	<b>\$ 100,904.00</b>
<b>RFP - Project Home RRH Case Manager</b>	<b>\$ 40,000.00</b>
<b>TLCHB HMIS</b>	<b>\$ 45,000.00</b>
<b>TLCHB ESG ADMINISTRATION</b>	<b>\$ 46,055.00</b>
<b>TOTALS</b>	<b>\$ 395,624.00</b>
<b>GRAND TOTAL - ESG</b>	<b>\$ 614,067.00</b>

24<sup>th</sup> Program Year HOME  
Department of Neighborhoods  
Bonita Bonds (x1401)  
Revised

**ORD. 170-15**

**Authorizing the Mayor to accept, deposit, appropriate and expend the HOME Investment Partnership Program Grant estimated to be \$1,548,474 from the U.S. Department of Housing and Urban Development (HUD) for the purpose of funding the 2015 HOME Investment Partnership Program; and declaring an emergency.**

**SUMMARY & BACKGROUND:**

The City of Toledo (COT) receives from the U.S. Housing & Urban Development Department (HUD) a designated amount of HOME Investment Partnership Program (HOME) Grant dollars, as an entitlement city and participating jurisdiction, for the purpose of meeting HUD national objectives, as well as, providing affordable housing to low and moderate income individuals or families. The city's receipt and acceptance of the grant amount compels it to utilize the funds within certain HUD regulations, directives, and guidelines, as well as, pursuant to the HUD approved Five Year Consolidated Plan for the City of Toledo. Specifically, the newly constructed Consolidated Plan which the COT must follow is in effect from 2015 through 2020. Each year, however, the COT submits to HUD its One Year Action Plan, describing how it will continue to implement and execute the current Five Year Consolidated Plan but within the subject Program Year. The City must submit the One Year Action Plan each year within the respective five year period in order to continue to receive the annual HOME allocation from HUD.

This Ordinance is to authorize the Mayor to submit to HUD the Five- Year 2015-2020 Consolidated Plan along with the One Year Action Plan, accept the 2015 Program Year HOME allocation from HUD, deposit the HOME funds received from HUD into the appropriate Account Codes, and expend the amount received pursuant to the Five-Year Consolidated Plan, and more specifically, the One Year Action Plan for the 2015 Program Year to be submitted to HUD on May 15<sup>th</sup>, 2015. NOW, THEREFORE,

Be it ordained by Toledo City Council:

SECTION 1. That the Mayor is authorized to submit the Five-Year Consolidated Plan along with the 2015-2016 One Year Action Plan to HUD, as well as, to accept the 24<sup>th</sup> Program Year HOME allocation from HUD, estimated to be \$1,548,474 and deposit the amount received from HUD into Account Code 2025-16200-407400-5GH2402STDREH (Toledo HOME Program Fund) pursuant to HUD regulations.

SECTION 2. That the appropriation in the amount estimated to be \$1,548,474 is authorized from the unappropriated grant proceeds in the Toledo HOME Program Fund into various accounts within 2025-16200; and the expenditure of the same is authorized.

SECTION 3. That the Mayor and the Director of Neighborhoods are authorized to enter into the necessary contracts or agreements to implement the activities and programs described in the 2015-2016 One Year Action Plan in furtherance of HUD objectives and pursuant to HUD regulations, directives and guidelines, as applicable and pertinent to the HOME grant.

SECTION 4. That the Finance Director is authorized to issue his warrant or warrants against Account Code 2025-16200 in an estimated amount not to exceed \$1,548,474 in payment of all obligations authorized under the HOME allocation upon presentation of the proper voucher or vouchers.

SECTION 5. That this Ordinance is declared to be an emergency measure and shall take effect and be in force from and after its passage. The reason for the emergency is the fact that this Ordinance is necessary for the immediate preservation of the public peace, health, safety and property, and for the further reason that this Ordinance must be immediately effective in order to allow the City of Toledo to implement the 2015-2016 One Year Action Plan submitted to HUD on May 15<sup>th</sup>, 2015 as it relates to the HOME grant to be received from HUD.

Vote on emergency clause: yeas 12, nays 0.

Passed: April 28, 2015, as an emergency measure: yeas 12, nays 0.

Attest:

Gerald E. Dendinger  
Clerk of Council

Steven C. Steel  
President of Council

Approved:

May 1, 2015  
Paula Hicks-Hudson  
Mayor

## CERTIFICATIONS

In accordance with the applicable statutes and the regulations governing the consolidated plan regulations, the jurisdiction certifies that:

**Affirmatively Further Fair Housing** -- The jurisdiction will affirmatively further fair housing, which means it will conduct an analysis of impediments to fair housing choice within the jurisdiction, take appropriate actions to overcome the effects of any impediments identified through that analysis, and maintain records reflecting that analysis and actions in this regard.

**Anti-displacement and Relocation Plan** -- It will comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, and implementing regulations at 49 CFR 24; and it has in effect and is following a residential antidisplacement and relocation assistance plan required under section 104(d) of the Housing and Community Development Act of 1974, as amended, in connection with any activity assisted with funding under the CDBG or HOME programs.

**Drug Free Workplace** -- It will or will continue to provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
2. Establishing an ongoing drug-free awareness program to inform employees about -
  - (a) The dangers of drug abuse in the workplace;
  - (b) The grantee's policy of maintaining a drug-free workplace;
  - (c) Any available drug counseling, rehabilitation, and employee assistance programs; and
  - (d) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph 1;
4. Notifying the employee in the statement required by paragraph 1 that, as a condition of employment under the grant, the employee will -
  - (a) Abide by the terms of the statement; and
  - (b) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 4(b) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 4(b), with respect to any employee who is so convicted -
  - (a) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - (b) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1, 2, 3, 4, 5 and 6.

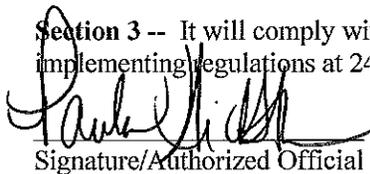
**Anti-Lobbying** -- To the best of the jurisdiction's knowledge and belief:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of it, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; and
3. It will require that the language of paragraph 1 and 2 of this anti-lobbying certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

**Authority of Jurisdiction** -- The consolidated plan is authorized under State and local law (as applicable) and the jurisdiction possesses the legal authority to carry out the programs for which it is seeking funding, in accordance with applicable HUD regulations.

**Consistency with plan** -- The housing activities to be undertaken with CDBG, HOME, ESG, and HOPWA funds are consistent with the strategic plan.

**Section 3** -- It will comply with section 3 of the Housing and Urban Development Act of 1968, and implementing regulations at 24 CFR Part 135.

  
 Signature/Authorized Official

5/11/15  
 Date

\_\_\_\_\_  
 Mayor  
 Title

## Specific CDBG Certifications

The Entitlement Community certifies that:

**Citizen Participation** -- It is in full compliance and following a detailed citizen participation plan that satisfies the requirements of 24 CFR 91.105.

**Community Development Plan** -- Its consolidated housing and community development plan identifies community development and housing needs and specifies both short-term and long-term community development objectives that provide decent housing, expand economic opportunities primarily for persons of low and moderate income. (See CFR 24 570.2 and CFR 24 part 570)

**Following a Plan** -- It is following a current consolidated plan (or Comprehensive Housing Affordability Strategy) that has been approved by HUD.

**Use of Funds** -- It has complied with the following criteria:

1. **Maximum Feasible Priority.** With respect to activities expected to be assisted with CDBG funds, it certifies that it has developed its Action Plan so as to give maximum feasible priority to activities which benefit low and moderate income families or aid in the prevention or elimination of slums or blight. The Action Plan may also include activities which the grantee certifies are designed to meet other community development needs having a particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community, and other financial resources are not available);
2. **Overall Benefit.** The aggregate use of CDBG funds including section 108 guaranteed loans during program year(s) 2015 , 2016 (a period specified by the grantee consisting of one, two, or three specific consecutive program years), shall principally benefit persons of low and moderate income in a manner that ensures that at least 70 percent of the amount is expended for activities that benefit such persons during the designated period;
3. **Special Assessments.** It will not attempt to recover any capital costs of public improvements assisted with CDBG funds including Section 108 loan guaranteed funds by assessing any amount against properties owned and occupied by persons of low and moderate income, including any fee charged or assessment made as a condition of obtaining access to such public improvements.

However, if CDBG funds are used to pay the proportion of a fee or assessment that relates to the capital costs of public improvements (assisted in part with CDBG funds) financed from other revenue sources, an assessment or charge may be made against the property with respect to the public improvements financed by a source other than CDBG funds.

The jurisdiction will not attempt to recover any capital costs of public improvements assisted with CDBG funds, including Section 108, unless CDBG funds are used to pay the proportion of fee or assessment attributable to the capital costs of public improvements financed from other revenue sources. In this case, an assessment or charge may be made against the property with respect to the public improvements financed by a source other than CDBG funds. Also, in the case of properties owned and occupied by moderate-income (not low-income) families, an assessment or charge may be made against the property for public improvements financed by a source other than CDBG funds if the jurisdiction certifies that it lacks CDBG funds to cover the assessment.

**Excessive Force** -- It has adopted and is enforcing:

1. A policy prohibiting the use of excessive force by law enforcement agencies within its

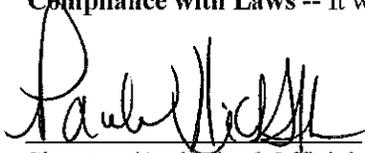
jurisdiction against any individuals engaged in non-violent civil rights demonstrations; and

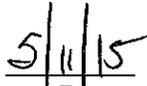
2. A policy of enforcing applicable State and local laws against physically barring entrance to or exit from a facility or location which is the subject of such non-violent civil rights demonstrations within its jurisdiction;

**Compliance With Anti-discrimination laws** -- The grant will be conducted and administered in conformity with title VI of the Civil Rights Act of 1964 (42 USC 2000d), the Fair Housing Act (42 USC 3601-3619), and implementing regulations.

**Lead-Based Paint** -- Its activities concerning lead-based paint will comply with the requirements of 24 CFR Part 35, subparts A, B, J, K and R;

**Compliance with Laws** -- It will comply with applicable laws.

  
Signature/Authorized Official

  
Date

Mayor  
Title

## Specific HOME Certifications

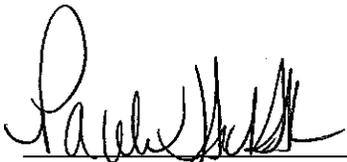
The HOME participating jurisdiction certifies that:

**Tenant Based Rental Assistance** -- If the participating jurisdiction intends to provide tenant-based rental assistance:

The use of HOME funds for tenant-based rental assistance is an essential element of the participating jurisdiction's consolidated plan for expanding the supply, affordability, and availability of decent, safe, sanitary, and affordable housing.

**Eligible Activities and Costs** -- it is using and will use HOME funds for eligible activities and costs, as described in 24 CFR § 92.205 through 92.209 and that it is not using and will not use HOME funds for prohibited activities, as described in § 92.214.

**Appropriate Financial Assistance** -- before committing any funds to a project, it will evaluate the project in accordance with the guidelines that it adopts for this purpose and will not invest any more HOME funds in combination with other Federal assistance than is necessary to provide affordable housing;



Signature/Authorized Official

5/11/15  
Date

Mayor

Title

## ESG Certifications

The Emergency Solutions Grants Program Recipient certifies that:

**Major rehabilitation/conversion** – If an emergency shelter’s rehabilitation costs exceed 75 percent of the value of the building before rehabilitation, the jurisdiction will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed rehabilitation. If the cost to convert a building into an emergency shelter exceeds 75 percent of the value of the building after conversion, the jurisdiction will maintain the building as a shelter for homeless individuals and families for a minimum of 10 years after the date the building is first occupied by a homeless individual or family after the completed conversion. In all other cases where ESG funds are used for renovation, the jurisdiction will maintain the building as a shelter for homeless individuals and families for a minimum of 3 years after the date the building is first occupied by a homeless individual or family after the completed renovation.

**Essential Services and Operating Costs** – In the case of assistance involving shelter operations or essential services related to street outreach or emergency shelter, the jurisdiction will provide services or shelter to homeless individuals and families for the period during which the ESG assistance is provided, without regard to a particular site or structure, so long the jurisdiction serves the same type of persons (e.g., families with children, unaccompanied youth, disabled individuals, or victims of domestic violence) or persons in the same geographic area.

**Renovation** – Any renovation carried out with ESG assistance shall be sufficient to ensure that the building involved is safe and sanitary.

**Supportive Services** – The jurisdiction will assist homeless individuals in obtaining permanent housing, appropriate supportive services ( including medical and mental health treatment, victim services, counseling, supervision, and other services essential for achieving independent living), and other Federal State, local, and private assistance available for such individuals.

**Matching Funds** – The jurisdiction will obtain matching amounts required under 24 CFR 576.201.

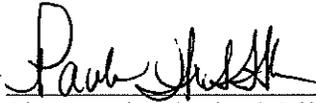
**Confidentiality** – The jurisdiction has established and is implementing procedures to ensure the confidentiality of records pertaining to any individual provided family violence prevention or treatment services under any project assisted under the ESG program, including protection against the release of the address or location of any family violence shelter project, except with the written authorization of the person responsible for the operation of that shelter.

**Homeless Persons Involvement** – To the maximum extent practicable, the jurisdiction will involve, through employment, volunteer services, or otherwise, homeless individuals and families in constructing, renovating, maintaining, and operating facilities assisted under the ESG program, in providing services assisted under the ESG program, and in providing services for occupants of facilities assisted under the program.

**Consolidated Plan** – All activities the jurisdiction undertakes with assistance under ESG are consistent with the jurisdiction’s consolidated plan.

**Discharge Policy** – The jurisdiction will establish and implement, to the maximum extent practicable and where appropriate policies and protocols for the discharge of persons from

publicly funded institutions or systems of care (such as health care facilities, mental health facilities, foster care or other youth facilities, or correction programs and institutions) in order to prevent this discharge from immediately resulting in homelessness for these persons.



\_\_\_\_\_  
Signature/Authorized Official

5/11/15  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Mayor

Title

## APPENDIX TO CERTIFICATIONS

### INSTRUCTIONS CONCERNING LOBBYING AND DRUG-FREE WORKPLACE REQUIREMENTS:

#### A. Lobbying Certification

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

#### B. Drug-Free Workplace Certification

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification.
2. The certification is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, HUD, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.
4. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio stations).
5. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph three).
6. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

City of Toledo, Department of Neighborhoods

One Government Center, Suite 1800

Toledo, OH 43604

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Check  if there are workplaces on file that are not identified here.

This information with regard to the drug-free workplace is required by 24 CFR part 21.

7. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

"Controlled substance" means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

"Conviction" means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

"Criminal drug statute" means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

"Employee" means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All "direct charge" employees; (ii) all "indirect charge" employees unless their impact or involvement is insignificant to the performance of the grant; and (iii) temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

# CITIZEN PARTICIPATION & CONSULTATION PROCESS

- Public Hearings Summary and Comments
- Citizen Participation Plan
- Planning Steering Committee Members
- Forums and Survey Flyer
- Survey Results Summaries
- Third-Party Partners' Responses
- Central City Schools Survey
- Priority Needs & Goals
- Public Notices

**PUBLIC HEARING COMMENTS**  
**JANUARY 26, 2015**

At this hearing, the Department of Neighborhoods presented an overview of the Draft Five-Year Consolidated Plan process. The CDBG, HOME, and ESG funding programs were reviewed, along with the requirements for receiving these funds thru the submission and approval of the Consolidated Plan and Annual Action Plan to HUD.

The Department discussed the Citizen Participation process, which engages the community in the development of the plan. As part of this process, citizens were invited to complete a survey developed to assist in determining the community needs. The survey was available online and in paper copy and administered at several locations throughout the city.

During the hearing, the Department responded to questions regarding the City's priorities and the upcoming application process. The Fair Housing Center also provided a summary of the Draft Analysis of Impediments.

Public comments at this hearing were in reference to blighted and dilapidated properties and community safety concerns.

**PUBLIC HEARING COMMENTS**  
**MARCH 24, 2015**  
**APRIL 6, 2015**

At these two hearings, the Department of Neighborhoods presented an overview on the contents of the Draft Five-Year Consolidated Plan, which includes the 2015-2016 One-Year Action Plan and the Draft Analysis of Impediments. The Department discussed the citizen participation process in detail, including the involvement of the community in establishing needs and priorities. A summary of the Draft Analysis of Impediments was also presented.

During the March 24<sup>th</sup> hearing, the Department responded to comments regarding the inability to reach congressional representatives and guidance on how to access a copy of the Consolidated Plan.

There were no comments from the April 6<sup>th</sup> hearing.

# Citizen Participation Plan



**City of Toledo**  
**Department of Neighborhoods**  
For the Department of Housing  
and  
Urban Development Programs

**Carleton S. Finkbeiner, Mayor**  
**Kattie M. Bond, Director**  
**One Government Center**  
**Suite 1800**  
**Toledo, Ohio 43604**  
**419-245-1400 Fax 419-245-1413**



**Amended June 2009**

**CITY OF TOLEDO  
CITIZEN PARTICIPATION PLAN**

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# **CITY OF TOLEDO CITIZEN PARTICIPATION PLAN**

## **INTRODUCTION**

The City of Toledo, as a U.S. Department of Housing and Urban Development (HUD) entitlement recipient, is required to have and implement a Citizen Participation Plan (CPP) for HUD-funded programs.

The plan sets forth the policies and procedures for citizen involvement in the development of the Consolidated Plan (CONPLAN), Annual Action Plan, any substantial amendment and the Consolidated Annual Performance and Evaluation Report (CAPER) as required by HUD, 24 CFR Part 91, Subpart B.

The Department of Neighborhoods (DON) will act as the agent for the City of Toledo to implement all aspects of the Citizen Participation Plan. Implementation will be accomplished through consultation and direct citizen participation.

The DON will consult with public and private agencies; organizations; state and other local government jurisdictions; and with the public housing authority.

## **PURPOSE AND INTENT**

Citizen participation is an integral part of the overall planning, evaluation, assessment and implementation process of the City of Toledo's CDBG, HOME Investment Partnerships (HOME), Emergency Shelter Grant (ESG) and any other applicable HUD grants. In order for the City to access these resources, it must prepare and submit a CONPLAN and CAPER. These reports are developed using input from citizens, community agencies and beneficiaries.

The purpose of the plan is to provide citizens and beneficiaries with the information and mechanisms to allow them to fully participate at all levels of the City's CONPLAN, Annual Action Plan and CAPER processes. The City of Toledo recognizes the importance of citizen participation and fully endorses citizen involvement in its housing and community development activities.

The Citizen Participation Plan will allow the City of Toledo to:

- Work in concert with the Citizens Review Committee (CRC) and Internal Review Committee (IRC), comprised of volunteer and city-appointed community representatives.
- Provide citizens an opportunity to participate in the development of all Community Planning and Development (CPD) programs, set priorities, and establish goals and comment on performance.

- Encourage the submission of comments and proposals (particularly by low- and moderate-income residents).
- Provide for timely responses to proposals and comments submitted.
- Schedule meetings and public hearings at times and locations that permit broad participation and attendance.
- Provide complete information regarding the City's CDBG, HOME, ESG and any other applicable HUD grants, relevant legislation and regulations, and other materials and documents as needed or requested to ensure knowledgeable citizen involvement.

It is the intent of this Citizen Participation Plan (CPP) that all citizen participation be conducted in an open manner with freedom of access for all interested persons.

### **Public Comment Periods**

Before adoption of the CONPLAN, annual One-Year Action Plan, CAPER and any substantial amendments, the DON will make available to citizens, public agencies and other interested parties information that includes at least the following:

- Amount of assistance the City expects to receive (including HUD entitlement grant funds and program income);
- Range of activities that may be undertaken, including the estimated amount that will benefit persons of low- and moderate income;

The City of Toledo, in order to ensure that the public has the ability to comment on its various plans, adheres to the following implemented policies and principles:

**Consolidated Plan:** Any interested party or individual has 30 days to comment on the five-year plan before its submission to HUD. Notices for the comment periods will be published in the local newspaper and two local minority periodicals at least 14 days in advance of the comment period. Information will also be available on the City of Toledo website and disseminated to subrecipients of HUD funding. News releases will be sent to local media, announcing the comment period and location of draft copies. A summary of all comments will be included within the final CONPLAN submitted to HUD.

**Annual Action Plan:** Any interested party or individual has 30 days to comment on the annual one-year plan before its submission to HUD. Notices for the comment periods will be published in the local newspaper and two local minority periodicals at least seven days in advance of the comment period. Information will also be available on the City of Toledo website and disseminated to subrecipients of HUD funding. News releases will be sent to local media, announcing the comment period and location of draft copies. A summary of all comments will be included within the final Action Plan submitted to HUD.

**CAPER:** Any interested party or individual has 15 days to comment on the CAPER before its submission to HUD. Notices for the comment periods will be published in the local newspaper and two local minority periodicals at least seven days in advance of the comment period. Information will also be available on the City of Toledo website and disseminated to subrecipients of HUD funding. News releases will be sent to local media, announcing the comment period and location of draft copies. A summary of all comments received will be included within the final CAPER submitted to HUD.

**Substantial Amendments:** Any interested party or individual has 30 days to comment on any substantial amendments to the CONPLAN or Action Plan before its submission to HUD, unless specifically waived by HUD. Notices for the comment periods will be published in the local newspaper and two local minority periodicals at least seven days in advance of the comment period. Information will also be available on the City of Toledo website and disseminated to subrecipients of HUD funding. News releases will be sent to local media, announcing the substantial amendment and location of draft copies containing the changes. A summary of all citizen comments will be included within any substantial amendment forwarded to HUD. All comments will be accepted.

## **Public Hearings**

**Consolidated Plan/Annual Action Plan:** A minimum of two public hearings are held to obtain citizen views on the CONPLAN and the annual action plans. These public hearings also provide a forum for public comment on program performance, as well as an opportunity for citizens to make proposals and pose questions. Hearings are held toward the end of the workday for the convenience of working people, at a location convenient to beneficiaries.

Notices for the public hearing will be published at least 14 days in advance for the CONPLAN and Action Plan in the local newspaper and two local minority periodicals. Written notice will be forwarded to the local public housing authority, announcing the date, time and location of the public hearing(s). All subrecipients will be notified. All comments received at the public hearings will be accepted and noted as part of the final document.

For the CONPLAN, the City of Toledo will also provide focus groups and forums for citizens at various times and locations to allow for greater participation from beneficiaries and potential beneficiaries. These forums and focus groups will address neighborhood and resident concerns and assist in the development of priorities for the City of Toledo's 5-Year CONPLAN. Notices of these open meetings will be published at least 14 days in advance in the local newspaper and two local minority periodicals. Information will also be available on the City of Toledo website in addition to notices sent to all local media, announcing the dates, times and locations of these open meetings. Written notice will also be sent to all subrecipients.

**CAPER:** A minimum of one public hearing is held to obtain citizen views on the CAPER. This public hearing provides a forum for public comment on program performance, as well as an opportunity for citizens to make proposals and pose questions. The hearing is held toward the end of the workday for the convenience of working people, at a location convenient to beneficiaries.

Notices for the public hearing will be published at least seven days in advance of the CAPER hearing in the local newspaper and two local minority periodicals. Written notice will be forwarded to all subrecipients, announcing the date, time and location of the public hearing. All comments received at the public hearing will be accepted and noted as part of the final document submitted to HUD.

**Substantial Amendments:** Depending on the scope of the proposed amendment, a minimum of one public hearing may be held to obtain citizen comment on any substantial amendments to the CONPLAN/One-Year Action Plan. (*See page 9 for definition of substantial amendment.*) The public hearing provides a forum for the public to express their opinions of the proposed changes before final submission to HUD. The hearing will be held toward the end of the workday for the convenience of working people, at a location convenient to beneficiaries.

Notices for the public hearing will be published at least 7 days in advance of the hearing in the local newspaper and two local minority periodicals. Written notice will be forwarded to all subrecipients, announcing the date, time and location of the public hearing. Information will also be available on the City of Toledo website. All comments received at the public hearing will be accepted and noted within the final substantial amendment submitted to HUD.

## **AVAILABILITY OF INFORMATION**

Draft copies and final copies of the CONPLAN, Annual Action Plan, CAPER and any substantial amendments will be available to all citizens at One Government Center, and various locations, including all local branches of the Toledo-Lucas County Public Library, Lucas Metropolitan Housing Authority, Fair Housing Center and the Ability Center. Depending on the hours of operations, all plans are accessible throughout the week and day.

Hours of viewing at One Government Center will be from 8 a.m. to 4 p.m., Monday through Friday and will be available in the Department of Neighborhoods, Department of Development, and Clerk of Council.

A reasonable amount of copies may be obtained from the City of Toledo at no charge.

The above documents are considered public information with the exception of records that contain confidential information about individuals participating in or benefiting from the CDBG programs.

## **ACCESS TO RECORDS**

In accordance with Ohio state law, housing and community development records belonging to the City of Toledo are considered public information. Exceptions are records that contain confidential information about individuals participating in or benefiting from the CDBG, HOME, ESG programs. The DON will provide citizens, public agencies and other interested parties with reasonable and timely access to public records relating to their past use of CDBG, HOME, ESG and related assistance for the previous five years. This information shall be made available to interested parties as requested and be noticed as such.

## **PERSONS WITH DISABILITIES**

Public hearings and community meetings will be held at locations accessible to persons with restricted mobility. A sign-language interpreter will be available at public hearings and community meetings, if requested at least 72 hours in advance.

The City of Toledo maintains a TDD system for all hearing-impaired persons. Access to the system is available by calling (419) 245-1400.

Department staff is available to assist visually impaired persons by reading to them or providing large-print documents.

## **NON-ENGLISH SPEAKING PERSONS**

Interpreters will be made available for non-English speaking citizens at public hearings and community meetings, if requested at least 72 hours in advance. Copies of the CONPLAN, Annual Action Plan, CAPER, and substantial amendments will be made available in Spanish from the City, if requested at least one week in advance.

## **COMPLAINT PROCEDURES**

Oral or written complaints concerning the planning, implementation, or reporting of the CONPLAN, Annual Action Plan, CAPER, and substantial amendments should be submitted to the director of the Department of Neighborhoods, One Government Center, Suite 1800, Toledo, OH 43604, (419) 245-1400. Acknowledgment of written complaints or concerns will be provided, as practical, within fifteen (15) working days. Any citizen may contact the Mayor or City Council to discuss problems not resolved at staff level.

## **DISPLACEMENT PROCEDURES**

The City of Toledo will comply with all federal regulations governing residential anti-displacement and relocation assistance as they pertain to all HUD-funded programs.

Specifically, the City of Toledo will comply with Section 104(d) of the Housing and Community Development Act of 1974 [42 U.S.C. 5304(d)] and 24 CFR Part 42 for its CDBG Program, Section 108 Loan Guarantees Program, the Urban Development Action Grant Program, and HOME Program.

- The City of Toledo will take steps to minimize the displacement of persons from their homes.
- The City of Toledo will provide relocation assistance to all low- to moderate-income (LMI) households displaced by activities assisted with applicable HUD funds.
- To the extent required under the provisions of 24 CFR Sec.42.375, the City will replace on a one-for-one-basis all occupiable and vacant LMI dwelling units demolished or converted to a use other than LMI housing units as a direct result of activities assisted with funds under applicable HUD programs.
- Pursuant to 24 CFR 42.375(c) and before entering into a contract committing the City of Toledo to provide funds for a project that will directly result in demolition or conversion, the City will make public by publication in a newspaper of general circulation and submit to HUD the following information: a description of the proposed assisted activity; location on a map and number of dwelling units by size to be demolished or converted to a use other than for LMI dwelling units; a time schedule for the project; the location on a map and the number of dwelling units by size (number of bedrooms) that will be provided as replacement dwelling units; the source of funding and a time schedule for the provision of replacement dwelling units; the basis for concluding that each replacement dwelling unit will remain a lower-income dwelling unit for at least 10 years from the date of initial occupancy; and information demonstrating that any proposed replacement of dwelling units with smaller dwelling units is appropriate and consistent with the housing needs and priorities identified in the approved CONPLAN.

To the extent that the specific location of the replacement housing and other data in select items above are not available at the time of the general submission, the City of Toledo will identify the general location of such housing on a map and complete the disclosure and submission requirements as soon as the specific data are available.

## **TECHNICAL ASSISTANCE**

The DON will provide technical assistance, through training in the following areas:

- Development of proposals for interested parties (to be conducted following the announcement of funding availability but before development of the plan is completed);
- Federal requirements for compliance for those agencies and organizations selected to receive funding through the CONPLAN (to be conducted at the beginning of the funding year).

- The DON will also attempt to provide individual technical assistance upon request or at the direction of the DON director to groups representing persons of low- and moderate- income representing persons of low- and moderate- income and to those agencies and organizations selected to receive funding through the CONPLAN. Requests for individual assistance should be made in writing with a reasonable amount of time to schedule and plan for the technical assistance.

## Commonly Used Terms and Definitions

**Action Plan** - The annual application that describes how the City will use its anticipated CDBG, HOME and ESG resources to implement the Consolidated Plan (CONPLAN) in a one-year time frame. The Action Plan also describes other actions that the City, its subrecipients (third-party partners), and other community partners will take to implement its Consolidated Plan.

**Citizen Participation Plan (CPP)** - The required plan that sets forth the City's policies and procedures for public input in HUD programs. The adopted plan must be used when developing the CONPLAN, the Action Plan and any substantial amendments to either plan.

**Citizens Review Committee (CRC)** - An advisory committee to the Mayor and City Council made up of individual volunteers and community leaders. It is part of the official body, in concert with the IRC (Internal Review Committee), responsible for making funding recommendations for the CDBG and ESG programs based on application review.

**Community Development Block Grant (CDBG)** - A federally funded program administered by HUD whose three primary objectives are: to benefit low/moderate income persons through the creation of suitable living environments, decent housing, and economic opportunities; address and/or eliminate slum and blight; and address an urgent need.

**Consolidated Annual Performance and Evaluation Report (CAPER)** - The one-year accomplishments and progress of the CDBG, HOME and ESG programs administered by the City and its subrecipients.

**Consolidated Plan (CONPLAN)** - A Five-Year comprehensive plan that describes the City's housing and community development needs and goals along with projected local strategies to address them.

**Emergency Shelter Grant (ESG)** - A federally funded program administered by HUD which may be used for: the rehabilitation, renovation, or conversion of buildings for use as a homeless shelter, operating expenses of a shelter or transitional facility, essential services, homeless prevention activities and administrative costs for homeless facilities.

**HOME Investment Partnerships (HOME)** - A federally funded program administered by HUD for the purpose of homeowner rehabilitation, homebuyer activities, rental housing, and tenant-based rental assistance activities.

**Department of Housing and Urban Development (HUD)** - The federal agency that oversees the use of federally funded programs including CDBG, HOME, and ESG funds, approves the City's Consolidated Plan, Annual Action Plan, Consolidated Annual Performance and Evaluation Report (CAPER), and any amendments to the

aforementioned items. HUD is the regulatory agency charged with monitoring the City for compliance with all applicable contractual requirements.

**Internal Review Committee (IRC)** - An advisory committee to the Mayor and City Council comprised of City of Toledo staff. . It is part of the official body, in concert with the CRC, responsible for making funding recommendations for the CDBG and ESG programs based on application review.

**Substantial Amendment** - The CONPLAN and Annual Action Plan are living documents and, therefore, the City of Toledo recognizes that it may periodically be necessary to make significant changes to the documents. An amendment to the CONPLAN or Annual Action Plan is one that includes a change of thirty percent (30%) or more in the amount of funds allocated to an activity; a change within the programmatic service/scope of the plan, location or beneficiary change; or to implement a new activity.

The City of Toledo substantial amendment policy will follow 24 CFR 91.505 – *“Amendments to the Consolidated Plan,”* unless otherwise directed by HUD.

RES. 371-09

**Adopting an amended Citizen Participation Plan (CPP) for the City of Toledo;  
and declaring an emergency.**

SUMMARY & BACKGROUND:

The Department of Housing and Urban Development (HUD) requires the City of Toledo to adopt an amended Citizen Participation Plan (CPP) by June 26, 2009. NOW, THEREFORE,

Be it resolved by the Council of the City of Toledo.

SECTION 1. That the Council of the City of Toledo does hereby adopt an amended Citizen Participation Plan (CPP) as on file with the Clerk of Council.

SECTION 2. That this Resolution hereby is declared to be an emergency measure and shall be in force and effect from and after its passage. The reason for the emergency lies in the fact that same is necessary for the immediate preservation of the public peace, health, safety and property, and for the further reason that it is necessary to adopt an amended Citizen Participation Plan (CPP) for HUD by June 26, 2009.

Vote on emergency clause: yeas 10, nays 0.

Adopted: JUN 23 2009, as an emergency measure: yeas 10, nays 0.

Attest: [Signature]  
Clerk of Council

[Signature]  
President of Council

Approved: \_\_\_\_\_

[Signature] 6/25/09  
Mayor

I hereby certify that the above is a true and correct copy of a Resolution adopted by Council JUN 23 2009.

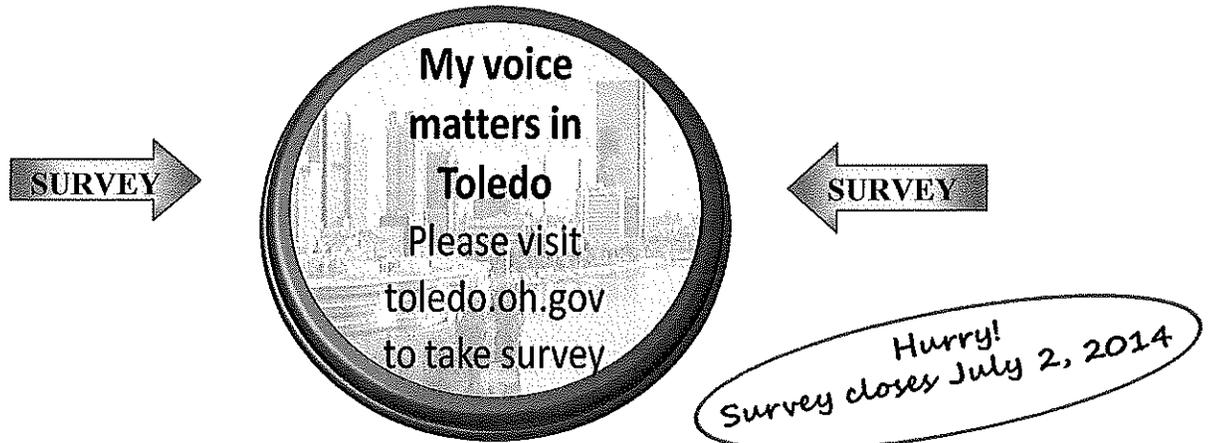
Attest: [Signature]  
Clerk of Council

2015-2020 CONPLAN		
Planning Steering Committee		
First name	Last Name	Title
Betty	Anzaldua	Grants Writer
Lee	Armstrong	Executive Director
Tom	Bonnington	Executive Director
Jack	Ford	Councilman
Nate	Ford	former Deputy Police Chief
Allen	Gallant	Grants Manager
Cindy	Geronimo	Vice President and Director of Community Engagement
CindyLee	Ginter	Program Administrator
Hugh	Grefe	Director
Chris	Kozak	Communications & Community Relations Manager
Ash	Lemons	Director of Housing and Advocacy
Ken	Leslie	Founder
Marilyn	Levine	Foundation Director
Ivory	Mathews	Deputy Executive Director
Evelyn	McKinney	Manager, Income
David	Moebius	Operations Director
Dean	Monske	President & CEO
Leah	Mullen	Systemic Analyst
Willie	Perryman Jr.	Pastor/Economic Support Worker
Emilio	Ramirez	Principal Mentor/Facilitator
Karen	Ranney Wolkins	Executive Director
Brad	Toft	President & CEO
Paul	Toth	President & CEO
Tom	Waniewski	Councilman
Veronica	Burkhardt	Manager, Housing Division
Bonita	Bonds	Commissioner, Admin. Services
Tom	Gibbons	Principal Planner
Matt	Sapara	Director
Milva	Valenzuela Wagner	Admin. Analyst IV
Chris	Zervos	Director
Elizabeth	Wells	Relocation Officer
Tom	Kroma	Director
Organization	University of Toledo - Office of Research and Innovation	
	Lucas County Veterans Service Commission	
	TLCHB	
	City Council	
	ProMedica	
	Lucas County Land Reutilization Corp. Bank Jobs & Family Services	
	LISC	
	Columbia Gas	
	Ability Center Housing Resource Center	
	1Matters	
	Better Business Bureau	
	LMHA	
	United Way of Greater Toledo	
	Catholic Charities	
	Regional Growth Partnership Representative	
	Fair Housing Center	
	Jerusalem Baptist Church/JFS	
	Toledo Public Schools	
	Toledo Botanical Garden	
	YMCA of Greater Toledo	
	Toledo-Lucas County Port Authority	
	City Council	
	Department of Neighborhoods	
	Department of Neighborhoods	
	Plan Commission	
	Department of Development	
	Department of Neighborhoods	
	Department of Inspections	
	Department of Neighborhoods	
	Department of Neighborhoods	



**THE CITY OF TOLEDO'S  
DEPARTMENT OF NEIGHBORHOODS**

**Invites you to assist in the identification  
of community needs**



Citizens are invited to complete a survey or attend one of the following forums to assist in determining community needs.

**COMMUNITY FORUMS  
6:00 – 7:00 P.M.**

**Tuesday, June 10, 2014**

Grace Church  
3700 Dorr Street, Toledo, OH 43607

**Wednesday, June 18, 2014**

Leverette Elementary School (cafetorium)  
445 E. Manhattan Blvd, Toledo, Ohio 43608

**Thursday, June 12, 2014**

Heatherdowns Branch Library  
3265 Glanzman Road, Toledo, OH 43614

**Thursday, June 19, 2014**

Regina Coeli Church (Kotz Hall)  
530 Regina Pkwy., Toledo, OH 43612

**Thursday, June 12, 2014**

East Toledo Family Center  
1020 Varland Avenue, Toledo, OH 43605

**Thursday, June 19, 2014**

Warren AME Church  
915 Collingwood Blvd., Toledo, OH 43602

**Tuesday, June 17, 2014**

Christ Presbyterian Church  
4225 W. Sylvania Avenue, Toledo, OH 43623

**Tuesday, June 24, 2014**

Kent Branch Library  
3100 Collingwood Blvd., Toledo, OH 43610

**Tuesday, June 17, 2014**

Believe Center  
1 Aurora Gonzalez Drive, Toledo, OH 43609

The survey is part of the process for the development of the 2015-2020 Consolidated Plan (CONPLAN), which is the strategic plan for the use of federal dollars for eligible activities of the following U.S. Department of Housing and Urban Development (HUD) grants: Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME Investment Partnerships Program (HOME) funds. For additional information, please contact the Department of Neighborhoods at 419-245-1400.

## Hyperlink to Survey

<https://www.surveymonkey.com/s/toledocommunitysurvey>



**Community Survey – Available on line at: [toledo.oh.gov](http://toledo.oh.gov) (click on My Voice Matters in Toledo button)**

The City of Toledo's Department of Neighborhoods administers federal funds awarded from the U.S. Department of Housing and Urban Development (HUD). HUD federal dollars are designated for housing, community and economic development. The Department of Neighborhoods is preparing its next Five-Year 2015-2020 Consolidated Plan, which is the City's strategic plan for the use of HUD funds. HUD funded activities will benefit low- to moderate- income residents of the City of Toledo (including homeless programs) and assist in preventing or reducing blight in the City of Toledo.

As dollars are limited, we are seeking input from the community to assist us in prioritizing community needs. Please complete the following survey.

This survey is confidential and information collected may be required for some funding programs. Information on Part 1 is used to collect statistical information and Parts II and III assists in identifying community needs. Thank you for your participation in this survey.

**\*\*Preferred method of completing and submitting survey is online at [toledo.oh.gov](http://toledo.oh.gov) and click on My Voice Matters in Toledo button. Survey closes July 2, 2014.**

For printed copies of the survey or assistance in completing it, please call the Department of Neighborhoods at 419-245-1400. If using printed copies, please return to: City of Toledo, Dpt. of Neighborhoods, One Government Center, Toledo, OH 43604.

**Part 1 – Background**

Are you directly involved with a Department of Neighborhoods funded agency (Third Party Partner/City Department)? Yes \_\_\_ No \_\_\_ Don't know \_\_\_  
 If Yes, how? \_\_\_ Board Member \_\_\_ Staff \_\_\_ Volunteer \_\_\_

Age: \_\_\_ Under 18 years old \_\_\_ 18-24 \_\_\_ 25-34 \_\_\_ 35-44 \_\_\_ 45-54 \_\_\_ 55-64 \_\_\_ 65-74 \_\_\_ 75 or older \_\_\_

Sex: \_\_\_ Male \_\_\_ Female \_\_\_ Other \_\_\_  
 OPTIONAL: Do you consider yourself to be LGBTQ? Yes \_\_\_ No \_\_\_

Race: \_\_\_ White \_\_\_ American Indian/Alaska Native \_\_\_  
 \_\_\_ Black/African-American \_\_\_ Native Hawaiian/Other Pacific Islander \_\_\_  
 \_\_\_ Asian \_\_\_ American Indian/Alaska Native & White \_\_\_  
 \_\_\_ Asian & White \_\_\_ American Indian/Alaska Native & Black/African-American \_\_\_  
 \_\_\_ Black/African-American & White \_\_\_ Other/Multi-Racial \_\_\_

Ethnicity: Hispanic/Latino Yes \_\_\_ No \_\_\_

Household Income: Please check your gross total household/family income  
 \_\_\_ \$0 - \$17,150 \_\_\_ \$17,151 - \$28,550 \_\_\_ \$28,551 - \$45,700 \_\_\_ \$45,701 - \$68,520 \_\_\_ \$68,521 or more \_\_\_

Number of Adult Persons in Household: \_\_\_ Number of Children in Household: \_\_\_

Employment Information  
 I work in Toledo: Yes \_\_\_ No \_\_\_ I work: \_\_\_ part-time \_\_\_ full-time. I am currently serving in the military: Yes \_\_\_ No \_\_\_ I am: \_\_\_ Veteran \_\_\_ Disabled \_\_\_ Retired \_\_\_

Occupation: \_\_\_ I have been unemployed for \_\_\_ months.  
 I am currently unemployed: Yes \_\_\_ No \_\_\_ Looking for a job? Yes \_\_\_ No \_\_\_ I have Health Insurance: Yes \_\_\_ No \_\_\_ If Yes, type: \_\_\_ Employer \_\_\_ Medicare \_\_\_ Medicaid \_\_\_ Private Carrier \_\_\_

Industry I work in:  
 \_\_\_ Agriculture/Forestry/Mining/Oil & Gas Extraction \_\_\_ Construction \_\_\_ Professional/Scientific/Management/Administrative \_\_\_  
 \_\_\_ Manufacturing \_\_\_ Wholesale trade \_\_\_ Waste Management Services \_\_\_  
 \_\_\_ Retail Trade \_\_\_ Transportation/Warehousing/Utilities \_\_\_ Educational Services/Health Care/Social Assistance \_\_\_  
 \_\_\_ Information Technology \_\_\_ Finance/Insurance/Real Estate \_\_\_ Public Administration \_\_\_  
 \_\_\_ Arts/Entertainment/Recreation/Hospitality/Food services \_\_\_ Non-Profit \_\_\_ Other services \_\_\_

I am a City of Toledo resident: Yes \_\_\_ No \_\_\_  
 Zip Code: \_\_\_ Council District: \_\_\_  
 Homeowner: \_\_\_ Years owning a home: \_\_\_  
 Renter: \_\_\_  
 Years living in current neighborhood: \_\_\_

Highest Level of Education you completed:  
 \_\_\_ Up to 8<sup>th</sup> grade \_\_\_  
 \_\_\_ Some high school, no diploma \_\_\_  
 \_\_\_ High school graduate or equivalent (i.e.: GED) \_\_\_  
 \_\_\_ Trade/technical/vocational training \_\_\_  
 \_\_\_ Some college credit, no degree \_\_\_  
 \_\_\_ Associate degree \_\_\_  
 \_\_\_ Bachelor's degree \_\_\_  
 \_\_\_ Master's degree or higher \_\_\_

**Part II – Community Needs – Please rate the following needs from low to high priority for the City of Toledo.**  
 We appreciate your full completion of this part of the survey (pages 2 & 3).

	Low (1) to High Priority (5)						Low (1) to High Priority (5)						
	1	2	3	4	5	Don't Know		1	2	3	4	5	Don't Know
<b>HOUSING SERVICES</b>													
Rehabilitation of privately owned, single-unit homes to address structural problems, correct moisture, ventilation and electrical issues and reduce blight (exterior improvements)							<b>HOMELSS SERVICES</b>						
Rehabilitation of privately owned rental housing units to address structural problems, correct moisture, ventilation and electrical issues and reduce blight (exterior improvements)							Centralized system for homeless assistance to determine needs and type of assistance needed						
Home repairs and modifications to allow seniors to remain in their residences and assist people with disabilities							Transitional Housing - Provide housing and supportive services to homeless persons to facilitate movement to independent living						
Purchase of abandoned or deteriorated properties to be rehabilitated and sold							Emergency Shelters- Provide temporary shelter for the homeless						
Purchase of abandoned or deteriorated properties to be rehabilitated and rented							Assistance to obtain/maintain permanent housing						
New construction of single-family homes for homeownership							Permanent Supportive Housing - Community-based housing with indefinite leasing or rental assistance paired with services to help homeless people with disabilities achieve independent housing						
New construction of multi-family homes - Two or more units in one building for homeownership (e.g. condos)							Chronic Homelessness - Services for individuals who have been homeless for a year or longer, or four times in the last three years and who have a disability						
New construction of rental units							Services for homeless veterans who served in several different conflicts and often have severe disabilities that are known to be correlated with homelessness						
Assistance to first-time homebuyers with down payment/closing costs							Programs for homeless, unaccompanied, single youth and young adults up to age 24 who experienced homelessness for more than a week						
Training for homeowners to understand basic home systems and preventive maintenance							Rental Financial Assistance-rent, deposits, utilities payment, etc. to prevent homelessness and assist the homeless in obtain housing						
Elimination of lead-based paint in homes							<b>PUBLIC/SOCIAL SERVICES</b>						
Housing for the disabled/accessibility modifications							Soup Kitchens/Feeding Programs - Assistance with meals/groceries						
Housing code enforcement (maintenance and zoning codes)- Inspection, citation and enforcement of housing codes to reduce blighted properties and improve neighborhood conditions							Health Services - Provide affordable medical services for low-income citizens						
Fair housing-Elimination of discrimination in the provision of housing and housing-related services / Ending segregation by affirmatively promoting inclusive communities and increasing the supply of genuinely open housing							Youth Programs - Services for those age 13-19 (e.g. recreational, counseling, etc.)						
Education/Counseling to prevent foreclosure							Child Care Services - Benefitting children under 13						
Legal assistance for housing issues (e.g. eviction, foreclosure cases, landlord-tenant mediation, etc.)							Mental Health Services						
Housing tax incentives to promote neighborhood development (e.g. Community Reinvest Areas designation, etc.)							Substance Abuse Services						
Demolition of blighted properties							Life Enrichment & Skills Programs-empower individuals through programs that assist in increasing self-sustainability (e.g. financial training, art programs, after-school programs, etc.)						

Low (1) to High Priority (5)

Low (1) to High Priority (5)

	1	2	3	4	5	Don't Know
<b>SPECIAL NEEDS SERVICES - Improved Services</b>						
Services for Individuals with Disabilities (Developmental and Physical)						
Services for Seniors						
Services for People with HIV/AIDS						
<b>ECONOMIC DEVELOPMENT</b>						
Job Creation/Retention - Increase job opportunities through assistance to small-medium size private businesses						
Business Recruitment/Retention - programs and assistance to encourage establishment and growth of small-medium private businesses (grants/loans/technical assistance)						
Employment training programs for the unemployed and underemployed						
Tax incentive programs for businesses to encourage job expansion and business retention						
<b>ENVIRONMENTAL</b>						
Establish and Maintain Community Gardens/Rain Gardens/Urban Agriculture in underutilized and vacant sites						
Measures to decrease rodents in the City of Toledo						
Contaminated Sites Remediation for re-development of underutilized, vacant sites						
<b>TRANSPORTATION</b>						
Maintain and Upgrade Roads and Bridges- Repair major arterial roads and bridges						
Expand TARTA routes to jobs and medical services						
Expand and improve recreational trails						
<b>PUBLIC IMPROVEMENTS/FACILITIES</b>						
Street / Sidewalk Improvements-Repair residential streets and sidewalks						
Drainage Improvements-clean debris that causes drainage or flooding problems, replace culverts & storm water sewers, etc.						
Water, Sewer & Gas Lines Improvements-Separate sanitary and storm combined sewer, replace antiquated water, sewer and gas lines						
Maintenance of City Parks and Recreation Programs						
Street Lighting - Repair or replace old street lights in low -moderate-income areas						
Public Facilities Acquisition/Improvements						
<i>Please specify purpose:</i>						
<b>CITY SERVICES IMPROVEMENTS</b>						
Enforcement of City Regulations - Reduction in nuisance citations by the courts						
Improvements in addressing Toledo residents' concerns in a timely and effective manner						
Neighborhood Safety - Reducing crime in the City of Toledo						
Academic improvements in local schools						
Increase availability/accessibility of neighborhood grocery and basic need stores						

**SURVEY CONTINUES ON BACK**

Other: If needed, request blank page for additional space.

1. Do you feel Toledo residents have other community needs not identified in Part II of this Survey?  
Yes  No   
If Yes, please list and explain reason for need.

2. Do you see any other issues/needs emerging in your neighborhood? In the City of Toledo?  
Yes  No   
If Yes, please explain.

3. Should the City consider focusing more City funds in certain neighborhoods to potentially increase positive results?  
(Given the limited resources available, focusing in a neighborhood could potentially result in decreased funding in other neighborhoods.)  
Yes  No   
If Yes, how would you see this happening?

4. Additional Comments (if needed, request blank page for additional space)

Could we contact you if we have questions or need additional information on the information you have provided?

If Yes, Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

THANK YOU!

# 2015-2020 Consolidated Plan Community Survey

## Survey Versions:

Electronically – Survey Monkey  
Paper

## Availability:

### Electronic Survey

Links to the survey were available online through the following websites:

- ☞ City of Toledo: Main page and Dpt. of Neighborhoods page
- ☞ Toledo-Lucas County Public Library
- ☞ Many Dpt. of Neighborhoods' partners (current and formerly CDBG & ESG funded agencies)  
Websites including the Ability Center of Greater Toledo)
- ☞ Steering Committee - Member Organizations

### Paper Survey

Paper copies of the survey were available at:

- 📄 Department of Neighborhoods (requests by personal visit, phone or e-mail)
- 📄 Senior Centers
- 📄 Lucas County Department of Job and Family Services (JFS)
- 📄 Martin Luther King Kitchen for the Poor (MLK)
- 📄 Sofia Quintero Art & Cultural Center (SQACC)
- 📄 Community Forums

## Duration:

- 🕒 Live on May 30; officially opened to the Public on June 2, 2014.
- 🕒 Survey officially closed to the public on July 2, 2014.

## Promotion:

The availability of the survey and the Community Forums were announced via:

- 📄 Printed Media: Public Notices and articles in general circulation and minority papers
- 📄 E-mail distribution to:
  - partner/community agencies and their constituents (staff, clients, volunteers)
  - Steering Committee members organization's and their constituents as well as family, friends and associates;
  - Northwest Ohio Hispanic Chamber of Commerce members
  - Senior Centers, Block Watch and Neighborhood Groups and Public Housing Sites with computer access
- 📄 Visits to conduct survey at Job and Family Services, Senior Centers, SQACC & MLK (Spanish speaking staff was available at those sites to translate as needed)
- 📄 Community Forums were held at various locations throughout the city and included churches, schools and community centers

## SUMMARY OF SURVEY RESULTS

A total of 1,365 surveys were submitted. Of those, 355 were paper copies (26%).

A summary of responses is as follows:

### PART I – Background Information

☛ **Residents:** Toledo – 85%

☛ **Council District:** Most responses from Council Districts Five (21.3% - Tom Waniewski) and Two (21% - Matt Cherry)

☛ **Zip Codes:**

- Highest responses from Toledo Zip Codes (89%) with the following Toledo zip codes having the largest participation:
  - 43614 (15%)
  - 43606 (11%)
  - 43605 (9%)
- Eleven out of 16 (70%) are Toledo Zip Codes with concentrations of low to moderate-income families.
- Almost 10% of respondents live in surrounding communities and less than 1% reported living outside the proximity of Toledo's metro area

☛ **Home Owners – 74%; Renters – 31.7%**

- Most respondent have owned a home for 16-30 years (33.7%) with 18% owning a home for five years or less.

☛ **Years in Neighborhood:**

- 31.6% have lived in their neighborhoods for five years or less and;
- 25% for 16-30 years

☛ **Age:** Most respondents were between the ages of 35-44 (20.7% followed closely by those ages 45-54 (20.6%))

☛ **Sex:** 64.9 Female; 34.7% Male

☛ **LGBTQ:** 9%

☛ **Race:** 73% White; 18% Black/African American

☛ **Hispanics:** 6.7%

☛ **Education** (of 1,129 respondents to this question, 236 skipped the question or 21%):

- Bachelor's degree – 29%
- Masters degree or higher – 24%
- Associate degree – 10%
- Trade/Vocational/Some college – 22.4%
- High School graduate – 11%
- No high school diploma – 3.5%

☛ **Household Income** (of 1,234 respondents to this question, 131 skipped the question or 11%):

- \$0 - \$45,700 (low – moderate-income) – 50%
- Over \$45,701 – 50%

#### ☛ **Number of Adults in Household:**

- Most households have two adults (58%), followed by 28% of respondents reporting having one adult in their household

#### ☛ **Number Children in Household:**

- Most respondents reported having no children in their households (61%) followed by one child in the household (16%) and two children in the household (14%)

#### ☛ **Employment:**

- 61% of respondents work in Toledo
- 52% work 40 or more hours/week
- 21% work 1-39 hours/week
- 13.3% are retired
- 13.7% are not employed
- Of those unemployed, 32% have been unemployed less than a year; 15% for one year; 12.5% for two years; 13.46% for three years; 6.7% for four years and 20% for five or more years
- Most respondents indicate working in the category of *other services* (19.9%); closely followed by 18.6% working in non-profits and 17.8% working in Educational Services/Health Care/Social Assistance
- 9% reported being disabled; 0.2% currently serving in the military and 7.4% are veterans

#### ☛ **Health Insurance:**

- 90% of respondent have health insurance through the following:
  - Employer – 61%
  - Medicaid/Medicare – 27%
  - Private Carrier – 12%

#### ☛ **Involvement with Dpt. of Neighborhoods funded agency:**

- 8.5% answered Yes to being involved
- 48.5% involved as board member or volunteer
- 51.5% are staff members

## **PART II – Rating of Community Needs**

The following lists the highest rated needs per category and their average ratings (5 = highest need; 1 = lowest need)

### **Housing Needs**

- Demolition of blighted properties - 4.25
- Housing code enforcement (maintenance and zoning codes) - Inspection, and enforcement of housing codes to reduce blighted properties and improve neighborhood conditions - 4.12
- Home repairs and modifications to allow seniors and people with disabilities to remain in their residences – 3.98

### **Homeless**

- Services for homeless veterans who served in several different conflicts and often have severe disabilities that are known to be correlated with homelessness – 4.27
- Emergency Shelters - Provide temporary shelter for the homeless – 4.01
- Assistance to obtain/maintain permanent housing – 3.86

## **Public Service**

- Mental health services – 4.15
- Health services - Provide affordable medical services for low-income citizens – 4.02
- Youth programs - Services for those age 13-19 (e.g. recreational, counseling, etc.) – 3.99

## **Special Services**

- Services for seniors – 4.08
- Services for individuals with disabilities (developmental and physical) - 4.03
- Services for people with HIV/AIDS – 3.52

## **Economic Development**

- Job Creation/Retention - Increase job opportunities through assistance to small-medium size private businesses – 4.21
- Business Recruitment/Retention - programs and assistance to encourage establishment and growth of small-medium private businesses (grants/loans/technical assistance) – 4.11
- Employment training programs for the unemployed and underemployed    Employment training programs for the unemployed and underemployed – 3.97

## **Environmental Services**

- Contaminated sites remediation for re-development of underutilized, vacant sites – 3.93
- Measures to decrease rodents in the City of Toledo – 3.89
- Establish and maintain community gardens/rain gardens/urban agriculture in underutilized and vacant sites – 3.70

## **Transportation**

- Maintain and upgrade roads and bridges - Repair major arterial roads and bridges – 4.53
- Expand TARTA routes to jobs and medical services – 3.81
- Expand and improve recreational trails – 3.44

## **Public Improvements/Facilities**

- Street/Sidewalk improvements - Repair residential streets and sidewalks – 4.22
- Water, Sewer & Gas Lines improvements - Separate sanitary and storm combined sewer, replace antiquated water, sewer and gas lines – 4.15
- Drainage improvements - clean debris that causes drainage or flooding problems, replace culverts & storm water sewers, etc. – 4.12

## **City Services**

- Neighborhood Safety - Reducing crime in the City of Toledo – 4.51
- Academic improvements in local schools – 4.24
- Improvements in addressing Toledo residents' concern in a timely and effective manner – 4.15

## Community Survey Priority Scores By Category

### Housing (Affordable Housing)

	<u>Score</u>	<u>Priority Level</u>
Demolition of blighted properties	4.25	High
Housing code enforcement (maintenance and zoning codes) - Inspection, and enforcement of housing codes to reduce blighted properties and improve neighborhood conditions	4.12	High
Home repairs and modifications to allow seniors and people with disabilities to remain in their residences	3.98	High
Housing tax incentives to promote neighborhood development (e.g. Community Reinvest Areas designation, etc.)	3.84	Low
Purchase of abandoned or deteriorated properties to be rehabilitated and sold	3.82	Low
Education/Counseling to prevent foreclosure	3.73	Low
Training for homeowners to understand basic home systems and preventive maintenance	3.77	Low
Housing for the disabled/accessibility modifications	3.76	Low
Rehabilitation of privately owned, single-unit homes to address structural problems, correct moisture, ventilation and electrical issues and reduce blight (exterior improvements)	3.74	Low
Elimination of lead-based paint in homes	3.69	Low
Assistance to first-time homebuyers with down payment/closing costs	3.63	Low
Legal assistance for housing issues (e.g. eviction, foreclosure cases, landlord-tenant mediation, etc.)	3.62	Low
Rehabilitation of privately owned rental housing units to address structural problems, correct moisture, ventilation and electrical issues and reduce blight (exterior improvements)	3.56	Low
Fair housing - Elimination of discrimination in the provision of housing and housing-related services and elimination of segregation by affirmatively promoting inclusive communities and increasing the supply of genuinely open housing	3.54	Low
Purchase of abandoned or deteriorated properties to be rehabilitated and rented	3.42	Low
New construction of single-family homes for homeownership	2.65	Low
New construction of multi-family homes - two or more units in one building for homeownership (e.g. condos)	2.48	Low
New construction of rental units	2.47	Low

### Homeless Services (Outreach, Emergency Shelter, etc.)

	<u>Score</u>	<u>Priority Level</u>
Services for homeless veterans who served in several different conflicts and often have severe disabilities that are known to be correlated with homelessness	4.27	High
Emergency Shelters - Provide temporary shelter for the homeless	4.01	High
Assistance to obtain/maintain permanent housing	3.86	High
Transitional Housing - Provide housing and supportive services to homeless persons to facilitate movement to independent living	3.85	Low
Chronic homelessness - Services for individuals who have been homeless for a year or longer, or four times in the last three years and who have a disability	3.84	Low
Programs for homeless, unaccompanied, single youth and young adults up to age 24 who experienced homelessness for more than a week	3.84	Low
Centralized system for homeless assistance to determine needs and type of assistance needed	3.81	Low
Permanent Supportive Housing - Assistance to obtain permanent community-based housing with indefinite leasing or rental assistance paired with services to help homeless people with disabilities achieve independent housing	3.78	Low
Rental financial assistance - Rent, deposits, utilities payment, etc. to prevent homelessness and assist the homeless in obtaining housing	3.62	Low

### Public Service (Non-housing Community Development)

	<u>Score</u>	<u>Priority Level</u>
Mental health services	4.15	High
Health services - Provide affordable medical services for low-income citizens	4.02	High
Youth programs - Services for those age 13-19 (e.g. recreational, counseling, etc.)	3.99	High
Soup kitchens and feeding programs - Assistance with meals and groceries	3.96	High
Substance abuse services	3.95	High
Life enrichment & skills programs - Empower individuals through programs that assist in increasing self-sustainability (e.g. financial training, art programs, after-school programs, etc.)	3.94	High
Child care services - Benefiting children under 13	3.79	Low

**Special Services (Non-housing Community Development)**

	<b><u>Score</u></b>	<b><u>Priority Level</u></b>
Services for seniors	4.08	High
Services for individuals with disabilities (developmental and physical)	4.03	High
Services for people with HIV/AIDS	3.52	Low

**Economic Development**

	<b><u>Score</u></b>	<b><u>Priority Level</u></b>
Job Creation/Retention - Increase job opportunities through assistance to small-medium size private businesses	4.21	High
Business Recruitment/Retention - programs and assistance to encourage establishment and growth of small-medium private businesses (grants/loans/technical assistance)	4.11	High
Employment training programs for the unemployed and underemployed	3.97	High
Tax incentive program for businesses to encourage job expansion and business retention	3.94	High

**Environmental Services**

	<b><u>Score</u></b>	<b><u>Priority Level</u></b>
Contaminated sites remediation for re-development of underutilized, vacant sites	3.93	High
Measures to decrease rodents in the City of Toledo	3.89	High
Establish and maintain community gardens/rain gardens/urban agriculture in underutilized and vacant sites	3.70	Low

**Transportation (Non-housing Community Development)**

	<b><u>Score</u></b>	<b><u>Priority Level</u></b>
Maintain and upgrade roads and bridges - Repair major arterial roads and bridges	4.53	High
Expand TARTA routes to jobs and medical services	3.81	Low
Expand and improve recreational trails	3.44	Low

**Public Improvements/Facilities (Non-housing Community Development)**

	<b><u>Score</u></b>	<b><u>Priority Level</u></b>
Street/Sidewalk improvements - Repair residential streets and sidewalks	4.22	High
Water, Sewer & Gas Lines improvements - Separate sanitary and storm combined sewer, replace antiquated water, sewer and gas lines	4.15	High
Drainage improvements - clean debris that causes drainage or flooding problems, replace culverts & storm water sewers, etc.	4.12	High
Street Lighting - Repair or replace old street lights in low - moderate income areas	4.00	High
Maintenance of City Parks and Recreation Programs	3.90	High
Public Facilities Acquisition/Improvements	3.37	Low

**City Services (Non-housing Community Development)**

	<b><u>Score</u></b>	<b><u>Priority Level</u></b>
Neighborhood Safety - Reducing crime in the City of Toledo	4.51	High
Academic improvements in local schools	4.24	High
Improvements in addressing Toledo residents' concern in a timely and effective manner	4.15	High
Increase availability/accessibility of neighborhood grocery and basic need stores	3.80	Low
Enforcement of City Regulations - Reduction in nuisance citations by the courts	3.78	Low

## **Community Survey**

### **Summary of responses to the following narrative question: *Public Facilities Acquisition/Improvements (Please specify purpose)***

Out of the 69 responses only 22 discussed the acquisition of public facilities or improvements. It was noted that the respondents listed two specific Acquisitions of property to provide alternatives for public facilities deteriorating or looking dilapidated. The two structures noted in the survey were the Naval Armory for the purpose of improving Cullen Park, and the acquisition of a new water treatment plant. The respondents also discussed the acquisition of land for the purpose of expanding green space, entertainment to draw tourist, create bike paths designed for an alternative mode of transportation and lastly increase community gardens/ green houses. The third theme for the area of Acquisition/Improvements was geared toward housing for the homeless and elderly. The respondent recommended the acquisition of the Macomber Building for the homeless, housing for local artist and the acquisition of land for the development of senior assisted living. Lastly the respondents recommended the acquisition of old school buildings to house community services including, community centers, health related services, educational supports and senior centers.

Respondents also included the need to focus on city parks and recreation services. It was noted that 21 respondents identify as a priority to keep community/city pools open and funded. Additional recreation services were identified to include ice rinks, large sport complex, and bike lanes.

## SNAPSHOT OF THE CONSOLIDATED PLAN COMMUNITY NEEDS SURVEY NARRATIVE QUESTIONS

### HOUSING

- Senior assisted living
- Southwyck multilevel for low income housing
- More public housing for women with children, single men, seniors, young adults, transitional youth, disabled and domestic violence individuals
- Halfway houses
- Rehabilitation of vacant housing
- Landlord education
- Get rid of slum lords
- HUD/public housing has barriers in application process
- More housing in the downtown area
- More accessible section 8 housing in better neighborhoods
- More funds to assist homeowners to fix properties
- Needs to be a preservation program that is a priority, not to simply tear down but renovation of existing housing stock
- Out of town investors buying property and not maintaining them
- Programs for people with bad credit owning homes
- Help for homeowners who are “upside down” in their mortgages due to depressed housing market
- Lack of affordable housing

### NEIGHBORHOODS

- Tear down vacant/old houses and rebuild in existing neighborhoods
- Prompt and efficient demolitions of nuisance properties
- More doctors, grocery stores and shopping
- Dumping of trash in vacant lots
- Garbage/bulk pick ups
- More block watch
- Central city always last to get assistance with grass cutting of vacant city own properties
- Snow removal down side streets
- Address blight
- Improvement of reporting abandon/vacant properties
- Neighborhoods improvement programs
- Pick one neighborhood at a time
- Need more neighborhood schools
- Renters bringing property value down
- Rodents
- Police foot patrol

- Enforce code enforcement
- Focus on poorest neighborhoods first
- Neighborhoods that are being neglected: South Toledo, East Toledo, Dorr, Smead, North Detroit Areas, Old West End. Greene Street and City Park looks like a war zone
- The city needs to focus on neighborhoods that will provide the greatest long term investment
- Focus on the South side where the majority of the Latino population resides
- The City should never use a “tipping point” analysis which often directs funding away from the neighborhood has opportunities and challenges

## HOMELESS

- Shelters available for youth under 18 years old
- Better housing, eliminating bed bugs
- Needs a housing first model to address chronic homelessness

## COMMUNITY

- Community gardens
- Community centers
- Need to involve community to build pride in Toledo
- More community organizational/gatherings
- Increase town hall meetings
- Wellness centers
- Family centers
- More involved churches
- Fair courts
- Establish welcoming programs for new immigrants
- Self sufficiency
- Longer library hours
- More effective community based organizations to help rebuild neighborhoods
- Hold Community Development Corporations accountable – stop giving them money to **NOT** make a difference
- Increase funding to agencies/organizations that have a proven track record
- Stop listening to agencies that are always “crying” about they need more money but don’t have nothing to show for the money they have received

## YOUTH ACTIVITIES/EDUCATION

- More sports for children
- Purchase/repurpose old schools for community, health, educational and senior centers
- Child trafficking awareness programs
- Vocational training
- Stronger school system
- Better access for preschools
- Parenting classes
- Appropriate mental health and substance treatment programs
- More youth programs to keep them off the street
- PIC Program

## RECREATION

- Create and clean parks
- More bike paths/trails
- Entertainment to draw tourists
- Pools/splash pads
- Recreation center
- Create several dog parks
- Basketball courts keep disappearing
- Large recreation center with indoor pool, walking/running track, racquet ball, classrooms and concessions
- Art activities

## JOBS

- Better employment for reentry individuals
- Equal opportunities
- Welfare recipients need better programs to assist with employment while receiving assistance
- Better opportunities for internships

## ECONOMIC DEVELOPMENTS

- New water treatment plant
- Business Incubator, Pop-up retail
- Build downtown back up
- Marina district
- Need downtown grocery store
- Water front
- More partnerships with local businesses and nonprofits

## TAX

- Tax breaks to retain companies and entice new ones
- No more taxes to cover the cost of new services
- 

## STREETS

- 
- Repair sink/pot holes
- People in wheelchairs needs better sidewalks
- Bike lanes on all resurfaced roads
- Effective street lights

## SAFETY

- Enforce laws/curfews
- Reduction in gang activity
- Police brutality
- Racial profiling
- More police presence
- Crime is not being address enough
- Better response time
- Neighborhood police foot patrol
- Toledo police need to pass a yearly complete physical
- Better alerts of sex offenders

## TRANSPORTATION

- Better integration of mass transit options
- More needs for homeless
- Options for people who not own a car a TARTA is not an option
- TARTA is not user friendly
- Expand call a ride
- Better bussing system for school children
- Better transportation for the disabled
- TARTA bus does not run early enough

## SERVICE

- One "Clearing House" to find available services needed
- Help for teenage mentally disabled
- Programs for individuals being released from prison
- Create programs geared more for the middle class that are taking care of their parents and children
- Veterans
- Services for the "working poor"
- Child trafficking programs

## OTHER

- We need the person we elect to listen
- Respond to needs that are express
- Improve ethics on the part of community leaders
- Get ride of city administrative staff that soaks up all discretionary funds
- Create diversity in high level positions
- Lack of government accountability
- Prostitution is rampant
- You will never do better in Toledo until there is equality
- The City says call about vacant houses but nothing gets done
- **More government accountability (answered by most)**
- City needs to quit paying workers if they retire then return to work the next day and get dual salaries. One of reasons Toledo can't fund projects

2015-2020 CONSOLIDATED PLAN

Third Party Partners Input – Oct. 2014

NEEDS ASSESSMENT

- 1) Who needs housing assistance in Toledo?
  - **Primarily, low income residents with families, but others, such as those who are temporarily without housing due to issues such as domestic violence, mental and health concerns, etc.**
  - **During 2013, LAWO and ABLE received a combined number of 1238 applications for legal assistance in housing matters. These included 255 applications related to federally subsidized housing and LAWO and ABLE assisted 230 of those persons. In addition, LAWO and ABLE assisted 57 persons with legal issues in public housing.**
  - **Because of limited funding, LAWO and ABLE currently have the capacity to protect the rights of only a small fraction of persons applying for representation in private housing matters. Of 700 applications involving private landlord-tenant legal problems, 300 applications were denied. Most of the remaining applicants received counsel and advice or brief service on their private rental legal issue, with only 56 receiving extended legal services by an attorney.**
  - **Re-entry**
  - **Low income singles**
  - **Elderly**
  - **Disabled**
  - **Single males**
  - **Veterans**
  - **Substance abuse**
  - **Homeless**
  
- 2) What type of housing assistance is needed?
  - **Primarily, financial assistance to help with security deposits, rent payments, utility bills, emergency and other home repairs.**
  - **Accessible**
  - **Safe**
  - **Bus line accessible to transportation**
  - **Energy efficient**
  - **Critical repairs**
  - **Accessibility Modifications and Improvements for home stabilization;**
  - **Deep rental subsidies for extremely low to low income renters;**
  - **Grants to nonprofit housing providers for operating costs; to address code violations, aged housing stock, and make energy–efficiency upgrades;**
  - **Homelessness Prevention;**
  - **Housing Choice Vouchers with a faster processing time.**
  
- 3) What type of housing assistance is needed most?
  - **Housing for singles**
  - **Permanent, supportive for singles**
  - **Working poor**

2015-2020 CONSOLIDATED PLAN

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  - Re-entry
  - Low income singles
  - Elderly
  - Disabled
  - Single males
  - Veterans
  - Substance abuse
  - Homeless
  
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  - Safe
  - Bus line accessible to transportation
  - Energy efficient
  - Critical repairs
  - Accessibility Modifications and Improvements for home stabilization;
  - Deep rental subsidies for extremely low to low income renters;
  - Grants to nonprofit housing providers for operating costs; to address code violations, aged housing stock, and make energy-efficiency upgrades;
  - Homelessness Prevention;
  - Housing Choice Vouchers with a faster processing time.
  
- 3) What type of housing assistance is needed most?
  - Housing for singles
  - Permanent, supportive for singles
  - Working poor

- Repair assistance (roof)
  - Rehab of foreclosed homes
  - Grants for: construction/rehab & accessibility modifications, and universal/adaptable housing design upgrades to promote independent living and greater housing choice.
- 4) What type of household is in higher need of housing assistance? What is the most common need of this population?
- Lower and lower middle income affordable housing – both rental and single family homes
  - Generally, single parents with children, and the elderly, who are on a low or fixed income. Again, financial assistance is the most common need.
  - Single room occupancy (SRO)
  - Repairs (roof, furnace, HVAC, electrical)
  - Financial bridge
  - HUD regulations – eligible assistance
  - Disabled and Senior (s) who often need deep rental subsidies and face limited housing choices, as the lowest income earners in a community.
- 5) Is there a racial or ethnic group whose housing needs are higher than the rest of the population?
- Unfortunately, it is the African-American community, followed by the Hispanic/Latino community, whose needs are higher than the rest of the population.
  - Immigration, language barriers
  - Undocumented individuals
  - Those lacking educational and financial literacy.
- 6) What is the most common housing need for this racial or ethnic group?
- The most common housing need is to find a place in a neighborhood where they can feel safe, and have access to many amenities, such as public transportation, schools, grocery stores, banking, etc.
  - Grandparent raising kids
  - Affordability
  - Advocacy
  - Legal Aid
  - Undocumented to documented (help immigrants get jobs)
- 7) Why is this racial or ethnic group in higher need?
- Lack of equal opportunity for education and employment. Without a quality education, the opportunity for employment is limited. Without employment, the financial resources to pay for needs such as adequate housing, transportation, and other personal needs, is lacking.
  - Individuals marketable
  - Communication barrier
  - Financial Literacy
  - Not applicable. All groups to be treated equally, even where HUD only considers Hispanic as the only ethnic group.

- 8) What are the barriers for obtaining Public Housing?
- Length of processing and paperwork
  - Lack of education on the part of constituency relative to public housing
  - Lack of knowledge of public housing options in this community
  - Many prefer the concept of rental or home ownership to public housing – negative perception
  - Criminal background
  - Evictions
  - Quality of public housing
  - Security
  - Long-term wait list;
  - High ratio of severely dilapidated and poor quality choices;
  - Perception of high racial concentration (one group over another depending on area);
  - Income qualification levels
- 9) How are the needs of Public Housing residents different than the rest of the community?
- As these residents are usually without financial resources, their needs are the greatest for adequate housing, transportation, food, health care, child care, etc.
  - Location
  - Restrictions – different set of rules and regulation – policies – guidelines
  - Fewer choices in terms of locations and select options based on qualification and household size;
  - Higher poverty concentration levels; HUD restrictions that foster fewer choices.
- 10) What are the unmet needs of individuals with disabilities in our community?
- Accessible housing
  - Funds to make it accessible
  - Lack of resources
  - Repair and accessibility services
  - Not enough financial assistance to bridge GAP
  - Transportation
- 11) What is needed to assist in neighborhood development?
- To provide financial resources to groups and/or organizations that has shown that they can and do make an impact in the area of neighborhood development.
  - Funding for roof replacement and critical home repairs
  - Partnership among CDC's and housing programs
  - Commitment from local government to act as facilitator of partnerships
  - More visual CDCs – need measurable outcomes
  - Protocol for everyone to receive funding
  - Better property management
  - Long term impact
  - Evaluated protocol
  - Raise satisfaction of people in neighborhood
  - Agencies need to do more marketing – toot own horn

- Façade improvement grants
- Neighborhoods which are viable for family housing need to be focused on as opposed to neighborhoods that have no chance of becoming revitalized. Focus should be on existing family neighborhoods in West Toledo, Secor Gardens, South of Dorr Street, East and West of Richards, Old North Toledo, Library Village, etc.

12) What are the needs of victims of domestic violence?

- Shelters/24 hr. Safety shelters w/ longer term and greater availability/locations
- Education on breaking the cycle
- Transportation
- Background check
- Supportive services
- Permanent supportive housing (\*answered by most)
- Protection - safety
- Legal resources/remedies;

13) Are there enough mainstream services (such as health, mental health, employment, etc.) in the community? If not, what is missing?

- **No. Financial Opportunity Centers are needed in the areas of the city where they can assist residents by educating them on how they can improve their financial well-being, helping them to prepare for and obtain employment, and improve their credit worthiness so that they can buy a car, a home, and live the “American dream.”**
- **Not enough: employment opportunities, transportation, dental, child care, eye doctors, summer job programs for the youth.**
- **Not enough agencies that assist with youth homelessness and substance abuse.**
- **Too much repetition and not enough follow-thru**

14) Are public transportation services adequate to serve low and moderate income residents of Toledo? If not, what is missing?

- **No. Our bus transportation system needs to reform itself by eliminating all of the large buses, and switching to minibuses that can run on alternative fuels. It is rare to see a large bus that is full of passengers, and the smaller minibuses should be more fuel efficient and easier to move in traffic. Also need buses that operate with longer service hours and pick up on the outskirts of town.**
- **Need to look at different funding sources because most homeowners own their own cars.**
- **More enforcement for security and safety of riders**
- **in the City**

15) What is needed to assist with economic development in Toledo?

- **Tax abatement for non-property holders and small scale start-up businesses, more focus on incentives for the small business rather than the huge breaks for huge companies.**
- **Create tax free zones**
- **No local tax for new businesses moving in for ten years**
- **Attract businesses that will allow individuals to be self sufficient**

- Better education opportunity
- Trades
- Ongoing partnerships between government authorities and housing programs.
- Focus needs to include viable housing for those that could normally not afford it, not just homelessness services.
- Community education on the importance of economic development and the importance that neighborhood stability plays in successfully bringing jobs.
- Public education needs to be addressed consistently and for the long term.
- Bad schools=lack of economic growth opportunities
- Open to entrepreneurship of all types
- Stop investing in projects and issues that are not related to the well-being of the city
- Stop serving special interests of the political heads that do not reflect the community
- Have more out of the box thinking and being open to new industries (keeping track of the trends in other cities and states)
- Look to the residents to get their perspective of what is needed
- Politicians need to stop worrying about the unions and look to the other citizens

16) What issues negatively affect job and business growth in the Toledo?

- **The high costs of labor, utilities and taxes lead the way in having a negative impact on job and business growth in Toledo. An example of this is the consideration by Fiat Chrysler to move production of Jeep Wranglers out of Toledo. As the world knows, Toledo is the birthplace of Jeep, and has been since the 1940's, if not before. If a package of incentives, such as a site for a new production facility dedicated to Jeep Wranglers, along with new infrastructure (roads, sewer, waterlines, electric lines, etc.), reduced labor costs (new employees of Fiat Jeep are making about 60% of what old workers are making), reduced utility costs (electric, gas, water/sewer), and reduced taxes (state and local), were offered to Fiat Chrysler, the decision to keep production in Toledo would be an easy one for them to make.**
- **Other issues includes: roads, algae, utilities cost, safety perception – Toledo is starting to feel like a city that watch individuals all of the time (police lights that are on almost every corner), blight, affordable housing, and our own self opinion. Toledo has a self esteem problem.**
- **Lack of planning and foresight relative to Toledo as something other than a manufacturing community.**
- **Focusing on growth rather than sustainability**
- **Not looking towards other industries for potential benefit to the City**
- **Weak follow-thru and commitment**
- **Serving of personal interests of the government officials**
- **Depopulation rates;**
- **Poor screening of developers and long term plans for viability.**
- **Travel / highway access;**
- **Attractive locations and NIMBYism.**

17) What has contributed to job and business growth in Toledo in the last three-five years?

- A combination of factors, such as the investments that were made in the Toledo area, such as Fifth Third Field and the Huntington Center, the resurgence of the auto industry, and in particular, the demand for Jeeps, which is now world wide, and the multitude of construction activities, like with the widening of I-475 near the I-75 split, and the I-75 work near the downtown Toledo area, all have contributed to job and business growth in Toledo.
- Other contributions include; Retirement of baby boomers, food truck businesses, local support, CDC has done great work, Old South End partnerships, Arts Commission, Job growth.
- Neighborhoods sense of pride
- Community drive
- Schools
- People invested
- Risk takers.
- Recession stimulants from government funded programs (e.g. HUD-CDBG)

18) What Public Facilities/Services/Improvements are needed? Why?

- Flood prevention
- Drain system
- Roads
- More gardens – more education in becoming green
- Façade grant
- Transportation for students
- More entrepreneur support programs
- Urban agriculture
- Lease to purchase education
- Utility assistance for low- to moderate-income residents
- Homeownership programs and education

## 2015-2020 CONSOLIDATED PLAN

### MARKET ANALYSIS

- 1) Are rents affordable in Toledo? If not, why?
  - **Rental rates in Toledo are affordable. The problem is that there are many renters who lack adequate financial resources to pay the rents.**
  - **Rents are based on market studies and not on what the people can actually afford**
  
- 2) Is the stock of rental housing sufficient for Toledo residents? If not, explain.
  - **60% of housing stock in Toledo is rental**
  - **The stock of rental housing is sufficient for Toledo residents. Again, the problem is that there are many renters who lack adequate resources to pay the rents.**
  - **Not enough single rooms**
  
- 3) Is the physical condition of rental housing adequate? Why or why not?
  - **Depends on Zip Codes**
  - **No, not enough energy efficient, safe neighborhoods and home maintenance education**
  - **Lead ridden**
  - **Bad landlords**
  - **The age of some structures requires more financial contribution than some landlords/tenants can afford**
  - **LAWO sees many clients who live in sub-par housing throughout the City. Low-income tenants are often at risk of homelessness if they complain about the conditions to the landlord or others. In private housing, landlords are often represented by attorneys and low and moderate income tenants do not have an attorney to challenge problems with conditions. Most tenants are unaware of the rent escrow process, do not know the notice process, and fear retaliation without the protection of an attorney. In addition, some properties do not qualify for the escrow process because the landlord owns less than 3 units.**
  
- 4) Is there sufficient housing for ownership in Toledo? If not, explain.
  - **Yes, there is sufficient housing for ownership in Toledo, as there are many properties that could be rehabbed, and then made available for purchase by those who wish to have a "home."**
  - **Problem is qualifying for home ownership**
  - **Down payment assistance for low income homebuyers is helpful and could be extended to additional neighborhoods**
  - **Individuals moving towards other areas like Perrysburg, Sylvania, Maumee or the inner suburb rings**
  
- 5) Is homeownership affordable in Toledo to all residents? If not, explain.
  - **No. There are so many residents that would like to own their own home, but they lack the financial resources needed to purchase and maintain their home.**
  - **Down payment assistance**
  - **Guidelines**

- There are many residents that because of their income status and debt, are denied traditional financing. These residents may not be aware that there may be other options available to them. There needs to be more and better community education about the benefits of homeownership and the option available beyond traditional financing.
  - Home may be affordable but the structure could be in an undesirable area or is unfit for occupancy
  - Lenders are still conservative (*post-recession*) and there is difficulty in obtaining financing.
  - Struggle still evident in job market and wage growth impacting the homeownership affordability levels for many Toledoans.
- 6) Is the stock of housing for ownership in adequate physical condition? If not, why?
- **No. There are many properties that are in need of rehab work before they could be purchased and occupied by home owners.**
  - **Many foreclosed properties in adequate neighborhoods require much renovation. Boarded homes tend to be located in less desirable neighborhoods and are not a sound investment for possible home ownership.**
  - **Investors frequently fail to bring these properties up to acceptable standards.**
  - **Somewhat. Local enforcements are lacking for homeownership transactions whereas sellers and owners lack local.**
- 7) Is there enough supportive housing in the City of Toledo?
- **No, because the allocation of this type of housing is through three or fewer organizations**
  - **It could be if the City of Toledo did something about all of the boarded up houses besides demolition.**
  - **Particularly for Disabled, Mentally Ill, Substance Abusers, and Veteran populations.**
- 8) Are there any public policies that affect affordable housing?
- **Yes, but the problem is the lack of public policies that could make a positive impact on affordable housing in Toledo.**
  - **Income guidelines – GAP**
  - **Criminal background**
  - **Lending regulations affecting residential**
- 9) Are there any public policies that affect residential investment?
- **Once again, yes, but the problem is the lack of public policies that could make a positive impact in residential investment.**
  - **Too many investors out of state that don't care about the City of Toledo**
  - **Out of country investors**

City of Toledo - Department of Neighborhoods  
2015-2020 Consolidated Plan

***Reducing Poverty – Third Party Partners Input – January 30, 2015***

Issues Influencing the Reduction of Poverty:

- Jobs
  - o Particularly, more jobs for trainees, not for the people who provide the training
  - o Unmotivated people – need programs designed to motivate. Individuals have to want to make the move.
  - o Lack of Rewards for Working Hard / Incentive to Work
  - o Need vocational training for adults
  - o Allow use of work hours to get GED
- Lack of Ownership in the community by its residents
- Education
  - o Trades training – not everyone can go to College
- Lack of peer mentoring
- Lack of family structure
  - o No parent guidance
  - o Parent involvement in alcohol or other addictions
  - o Lack of strong parenting incentives
- Lack of programs with measurable outcome such as increase in net worth
- City's image – City needs to re-build and re-born; cannot accept premises. How to make our City a better deal, better place to live, better job at redeveloping the community and prove through evaluations and measurable.
- Lack of funded programs that enhance the community with measurable impact
  - o Measure by: selecting a study zone, create a survey, going door-to-door, getting public opinion, post study based on investments made
- Income inequality – less funds o assist low- moderate-income persons
- Generational Poverty
- Start defining the end; what is the vision?
- More Collaborations are Needed
  - o United Way Financial Opportunity Centers (FOC) are a good model. The FOCs partner with Lutheran Social Services and community agencies. People are coached for the long term. The program involves an out of social services mindset of counseling that leads to coaching.
- “War on Poverty” concept

City of Toledo - Department of Neighborhoods  
2015-2020 Consolidated Plan

**Reducing Poverty – Third Party Partners Input – January 30, 2015**

Partners with programs addressing some of the identified issues:

- Sofa Quintero Art & Cultural Center
  - o Community Gardens - give opportunities for young people to work in the gardens  
Issue: Young people need to let go of attitudes (work ethics)
  - o Science, Technology, Engineering and Math education (STEM) – run by a volunteer at Queen of Apostles School (K-8)
  
- Believe Center
  - o “Study Island” – Tutoring program
  - o Basketball
  
- Martin Luther King Kitchen for the Poor
  - o Health by Choice – 50 families working with TMACOG bringing community people into beautification projects
  
- Beach House
  - o Parenting program
  
- Maumee Valley Habitat for Humanity
  - o Teens volunteer in a safe environment to learn construction trades and skills (selected through schools)
  
- Adelante
  - o Programs at different schools for K-6 graders

**City of Toledo – Department of Neighborhoods  
Non-Profit Partners (Third-Party Partners)  
Program Year 2014-2015**

Adelante, Inc.  
Arts Commission of Greater Toledo \*  
Aurora Project, Inc.  
Beach House  
Believe Center  
Bethany House  
Catholic Charities Diocese of Toledo  
East Toledo Family Center  
Fair Housing Center  
Family House  
Family Outreach Community United Services  
Frederick Douglass Community Association  
Friendship New Vision, Inc.  
Grace Community Center \*  
Harbor House/300 Beds, Inc.  
Helping Hands of St. Louis  
Legal Aid of Western Ohio, Inc.  
Lucas County Regional Health District  
Martin Luther King Kitchen for the Poor  
Maumee Valley Habitat for Humanity  
Neighborhood Health Association of Toledo, Inc.  
NeighborWorks Toledo Region  
Northwest Ohio Development Agency  
Pathway, Inc.  
Preferred Properties, Inc.  
St. Paul's Community Center  
Sofia Quintero Art and Cultural Center  
TASC of Northwest Ohio  
Toledo Botanical Garden (Toledo GROWs)  
Toledo Community Development Corporation  
Toledo Lucas County Homelessness Board  
Toledo Seagate Food Bank  
United North Corporation  
United Way of Greater Toledo  
UpTown Association, Inc.  
YWCA of Northwest Ohio

<b>Input for 2015-2020 Consolidated Plan</b>	
<b>Sherman Elementary - Central City</b>	
817 Sherman St	
Toledo, OH 43608	
<b>Participating grades: 4th, 5th &amp; 6th</b>	
<b>Number of students: 66</b>	
<b>SUMMARY</b>	
<b>Categories</b>	<b>Issues</b>
<b>Neighborhood Clean Up</b>	Remove litter and graffiti
	Clean up alleys
	More volunteer efforts to clean the City
	Cherrywood and Moody Manor
	Clean trash from the streets
<b>Safety</b>	Eliminate violence: murders, shootings, drugs, gangs, prostitution
	Less fires: household items, cars and houses
	Address violence at Green Belt Apts.
	Scared to walk past vacant houses, board them up
	More police and firemen
<b>Housing</b>	Rehab and fix blighted houses
	Fix up vacant boarded up houses
	More apartments
<b>Roads / Streets / Sidewalks</b>	Pavement of roads and sidewalks to fix pot holes
	Sidewalk improvements
	Ashland, Southern, Cherry St., Nobel St, Tecumech
<b>Parks / Recreation</b>	Additional playgrounds
	Clean Moody Manor playground
	More activities for kids: Skate Park
	More events and entertainment
<b>Economic Development</b>	More jobs
	More neighborhood grocery stores and other businesses
	Reduce sales tax
<b>Transportation</b>	More buses
<b>Miscellaneous</b>	More schools
	Safe driving in residential areas
	More railroad signs
	More charitable activities
	Create a group where we can help pickup litter, paint houses and fix buildings
	Lower taxes

**Priority needs and goals\***

1. Prevention and Reduction of Blight
  - a. Demolition of Blighted Properties
  - b. Housing Code Enforcement and Nuisance Abatement
  - c. Decrease Rodents in the City of Toledo
  - d. Establish and Maintain Community Gardens - subject to 15% Public Service Cap
2. Public (Social) Services - subject to 15% Public Service Cap
  - a. Health Services
  - b. Youth Programs (skills development for ages 13-19)
  - c. Soup Kitchens and Feeding Programs (meals and groceries)
  - d. Educational Enrichment and Life Skills Programs (to empower and increase self-sustainability)
3. Economic Development
  - a. Job Creation/Retention (through assistance to small-medium private businesses)
  - b. Business Recruitment/Retention/Assistance (grants/loans/technical assistance/tax incentives)
  - c. Contaminated Sites Remediation for Re-development
  - d. Availability/Accessibility of Neighborhood Grocery and Basic Need Stores
4. Elimination of Homelessness\*\* - subject to 15% Public Service Cap
  - a. Coordinated Access (centralized system for homeless assistance)
  - b. Rapid Re-housing and Direct Financial Assistance (assistance with deposits, rent or utilities; lease agreements, etc.)
  - c. Permanent Supportive Housing (long term housing with supportive services)
  - d. Emergency Shelters (temporary shelter)
  - e. Transitional Housing (supportive housing services to facilitate movement to permanent housing)
  - f. Youth Homelessness (homeless assistance programs for single youth up to age 24)
5. Affordable Housing
  - a. Home Repairs for Seniors and the Disabled (repairs and modifications)
  - b. Elimination of Lead-Based Paint (in homes with children under six)
  - c. Housing Repairs and Rehabilitation
  - d. Home Buyer Down Payment/Closing Costs Assistance
  - e. New Construction (only as considered appropriate)
6. Transportation
  - a. Transportation Assistance (to obtain or maintain jobs and increase job opportunities)
7. Obtaining/Maintaining Housing Affordability – may be subject to 15% Public Service Cap
  - a. Housing Tax Incentives (Community Reinvestment Area)
  - b. Preventative Housing Maintenance (training on basic home systems and preventative maintenance)
  - c. Foreclosure Prevention / Housing Counseling (education and counseling)
  - d. Housing Legal Assistance (for housing issues )
8. Fair Housing
  - a. Ensuring Fair Housing Practices (elimination of housing discrimination)

\* Goals are listed as ranked in the Community Survey

\*\* Elimination of Homelessness goals are listed according to the McKinney-Vento Homeless Assistance Act as amended by the Homeless Emergency Assistance and Rapid Transition to Housing Act.

**PUBLIC NOTICE**  
**CITY OF TOLEDO**  
**2015-2020 CONSOLIDATED PLAN**

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To obtain citizens' input on community needs, an online survey is available to the public by visiting <http://toledo.oh.gov/services/neighborhoods>. Additionally, several forums have been scheduled throughout the city. The public is invited to attend the forums and complete the survey. All forums will be held from 6:00 p.m. – 7:00 p.m. on the following dates and locations:

- |   |  |
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| <p>1. <b>Tuesday, June 10, 2014</b><br/>Grace Church<br/>3700 Dorr Street<br/>Toledo, Ohio 43607</p>                      | <p>6. <b>Wednesday, June 18, 2014</b><br/>Leverette Elementary School (cafetorium)<br/>445 E. Manhattan Blvd.<br/>Toledo, Ohio 43608</p> |
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| <p>5. <b>Tuesday, June 17, 2014</b><br/>Believe Center<br/>1 Aurora Gonzalez Drive<br/>Toledo, Ohio 43609</p>             |  |

All citizens are welcome and encouraged to participate in completing the survey and attending the forums.

Reasonable accommodations will be provided upon request.

For additional information, contact the Department of Neighborhoods at 419-245-1400.



## PUBLIC NOTICE

The community is invited to attend the Public Hearing on the first draft of the Five-Year 2015-2020 Consolidated Plan on:

Monday, January 26, 2014  
6:00 – 7:00 P.M.  
McMaster Center  
Toledo-Lucas County Public Library, Main Branch  
325 Michigan St., Toledo, OH 43604

The Consolidated Plan will be the basis for the allocation of Community Development Block Grant (CDBG), HOME Investment Partnership (HOME) and Emergency Solutions Grant (ESG) funds within the City of Toledo. These federal funds are entitlement dollars allocated to the City of Toledo Department of Neighborhoods through the U.S. Department of Housing and Urban Development for neighborhood development and supportive services for low and moderate- income citizens.

Persons of low and moderate income who may benefit from program funds as well as non-profit community agencies and organizations planning to apply for CDBG, ESG or HOME funds are encouraged to attend the Public Hearing.

The Department of Neighborhoods engaged a Planning Steering Committee in the preparation of the 2015-2020 Consolidated Plan. Steering Committee members represented the following sectors: government, economic development, education, public and social service agencies, homeless services, utilities, public housing and religious organizations.

The Public Hearing will be held to review and receive input on the first draft of the proposed 2015-2020 Consolidated Plan. Information presented at this Public Hearing will include a needs assessment, market analysis and listing of priority needs, as well as goals to meet the needs as developed by the Steering Committee based on citizens input and statistical information. Activities eligible for CDBG funding must meet one of the identified goals in the Draft Consolidated Plan. Activities eligible for ESG must meet one of the identified goals for Homeless Services in the Draft Consolidated Plan.

Applications for CDBG and ESG funding will be available to agencies interested in applying at a **MANDATORY** meeting as follows:

**ESG/CDBG (for Homeless Service Providers):**

**Tuesday, February 10, 2015**

9:00 a.m. – 11:00 a.m.

Toledo Business Technology Center (Conference Room, 4<sup>th</sup> floor)  
1946 N. 13<sup>th</sup> Street, Toledo, OH 43604

**CDBG (for Non-Homeless Service Providers):**

**Tuesday, February 10, 2015**

1:00 p.m. - 3:00 p.m.

United Way of Greater Toledo (Rooms A & B)  
424 Jackson Street, Toledo, OH 43604

For reasonable accommodations or additional information, please contact Milva Valenzuela Wagner, Administrative Analyst IV, Department of Neighborhoods at 419-245-1400.

**PUBLIC NOTICE**  
**CITY OF TOLEDO**  
**FIVE-YEAR 2015-2020 CONSOLIDATED PLAN**

To all interested agencies, groups, and persons:

The City of Toledo is seeking comments on the **Draft Five-Year 2015-2020 Consolidated Plan**, which includes the 2015-2016 One-Year Action Plan and the Analysis of Impediments. The Five-Year Consolidated Plan will be submitted to the U.S. Department of Housing and Urban Development (HUD) on or before May 15, 2015. The Consolidated Plan will be the basis over a five-year period for the allocation of Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), and Emergency Solutions Grant (ESG) funds within the City of Toledo. These federal funds are entitlement dollars allocated to the City of Toledo, Department of Neighborhoods through HUD for neighborhood development and activities that benefit low- and moderate-income citizens.

The Consolidated Plan and the One-Year Action Plan include a description of the federal funds anticipated to be received; other resources expected to be available within the City of Toledo for the 2015-2020 program years; and a description of the goals expected to be undertaken to meet the priority needs of the community as identified in the Consolidated Plan Citizens Participation Process.

The Analysis of Impediments is a comprehensive review of barriers in the community that inhibit consumers from acquiring the housing of their choice and results in the development and implementation of a Five-Year 2015-2020 Fair Housing Plan.

The **Draft Five-Year 2015-2020 Consolidated Plan**, including the One-Year 2015-2016 Action Plan and the Analysis of Impediments, is available for review beginning March 20, 2015 at the following locations:

- |  |  |
|--|--|
| 1) Department of Neighborhoods<br>One Government Center, 18 <sup>th</sup> Floor<br>Downtown Toledo, Jackson & Erie Streets | 5) Lucas Metropolitan Housing Authority<br>435 Nebraska Avenue<br>Toledo, Ohio 43604   |
| 2) Office of the Mayor<br>One Government Center, 22 <sup>nd</sup> Floor<br>Downtown Toledo, Jackson & Erie Streets         | 6) Toledo Lucas County Homelessness Board<br>1946 N. 13 <sup>th</sup> Street, Suite 437<br>Toledo, Ohio 43604                              |
| 3) Clerk of Council<br>One Government Center, 21 <sup>st</sup> Floor<br>Downtown Toledo, Jackson & Erie Streets            | 7) All local branches of the Toledo-Lucas County Public Library<br>(Refer to local telephone directory or toledolibrary.org for locations) |
| 4) The Fair Housing Center<br>432 N. Superior Street<br>Toledo, Ohio 43604   | 8) Department of Neighborhoods website:<br><a href="http://toledo.oh.gov/neighborhoods">http://toledo.oh.gov/neighborhoods</a>             |

Two public hearings on the **Draft Five-Year 2015-2020 Consolidated Plan**, including the 2015-2016 One-Year Action Plan and Analysis of Impediments, are scheduled as follows:

**Tuesday, March 24, 2015, 6:00 - 7:00 p.m.**  
**McMaster Center, Toledo-Lucas County Public Library - Main Branch**  
**(325 Michigan Street, Toledo, OH 43604)**

**Monday, April 6, 2015, 6:00 - 7:00 p.m.**  
**McMaster Center, Toledo-Lucas County Public Library - Main Branch**  
**(325 Michigan Street, Toledo, OH 43604)**

The City of Toledo will also receive comments from the public in writing at the following address:

CITY OF TOLEDO  
DEPARTMENT OF NEIGHBORHOODS  
ONE GOVERNMENT CENTER, SUITE 1800  
TOLEDO, OHIO 43604

ATTN: FIVE-YEAR 2015-2020 CONSOLIDATED PLAN

For reasonable accommodations or additional information, please contact Milva Valenzuela Wagner, Administrative Analyst IV, Department of Neighborhoods at (419) 245-1400.

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| <p>2. <b>Thursday, June 12, 2014</b><br/>Heatherdowns Branch Library<br/>3265 Glanzman Road<br/>Toledo, Ohio 43614</p>    | <p>7. <b>Thursday, June 19, 2014</b><br/>Regina Coeli Church (Kotz Hall)<br/>530 Regina Pkwy.<br/>Toledo, Ohio 43612</p>                 |
| <p>3. <b>Thursday, June 12, 2014</b><br/>East Toledo Family Center<br/>1020 Varland Avenue<br/>Toledo, Ohio 43605</p>     | <p>8. <b>Thursday, June 19, 2014</b><br/>Warren AME Church<br/>915 Collingwood Blvd.<br/>Toledo, Ohio 43602</p>                          |
| <p>4. <b>Tuesday, June 17, 2014</b><br/>Christ Presbyterian Church<br/>4225 W. Sylvania Avenue<br/>Toledo, Ohio 43623</p> | <p>9. <b>Tuesday, June 24, 2014</b><br/>Kent Branch Library<br/>3100 Collingwood Blvd.<br/>Toledo, Ohio 43610</p>                        |
| <p>5. <b>Tuesday, June 17, 2014</b><br/>Believe Center<br/>1 Aurora Gonzalez Drive<br/>Toledo, Ohio 43609</p>             |  |

All citizens are welcome and encouraged to participate in completing the survey and attending the forums.

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For additional information, contact the Department of Neighborhoods at 419-245-1400.

**PUBLIC NOTICE  
CITY OF TOLEDO  
2015-2020 CONSOLIDATED PLAN**

To all interested agencies, groups, and persons:

The City of Toledo administers federal funds awarded from the U.S. Department of Housing and Urban Development (HUD), including Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME Investment Partnerships Program (HOME) funds. To receive these funds, the City is required to submit a Five-Year Consolidated Plan (CONPLAN), along with an annual Action Plan.

The City is preparing its 2015-2020 Consolidated Plan, which is a strategic plan that will provide the framework for identifying community needs, strategies to meet the needs, and funding priorities. Priorities will be in areas such as housing, neighborhoods, and economic development. These priorities will support programs that will benefit low- and moderate-income persons, or assist in the prevention or reduction of blight.

To obtain citizens' input on community needs, an online survey is available to the public by visiting <http://toledo.oh.gov/services/neighborhoods>. Additionally, several forums have been scheduled throughout the city. The public is invited to attend the forums and complete the survey. All forums will be held from **6:00 p.m. – 7:00 p.m.** on the following dates and locations:

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Monday, January 26, 2014  
6:00 – 7:00 P.M.  
McMaster Center  
Toledo-Lucas County Public Library, Main Branch  
325 Michigan St., Toledo, OH 43604

The Consolidated Plan will be the basis for the allocation of Community Development Block Grant (CDBG), HOME Investment Partnership (HOME) and Emergency Solutions Grant (ESG) funds within the City of Toledo. These federal funds are entitlement dollars allocated to the City of Toledo Department of Neighborhoods through the U.S. Department of Housing and Urban Development for neighborhood development and supportive services for low and moderate-income citizens.

Persons of low and moderate income who may benefit from program funds as well as non-profit community agencies and organizations planning to apply for CDBG, ESG or HOME funds are encouraged to attend the Public Hearing.

The Department of Neighborhoods engaged a Planning Steering Committee in the preparation of the 2015-2020 Consolidated Plan. Steering Committee members represented the following sectors: government, economic development, education, public and social service agencies, homeless services, utilities, public housing and religious organizations.

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Applications for CDBG and ESG funding will be available to agencies interested in applying at a **MANDATORY** meeting as follows:

**ESG/CDBG (for Homeless Service Providers):**

**Tuesday, February 10, 2015**  
9:00 a.m. – 11:00 a.m.  
Toledo Business Technology Center (Conference Room, 4<sup>th</sup> floor)  
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**FIVE-YEAR 2015-2020 CONSOLIDATED PLAN**

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## PUBLIC NOTICE

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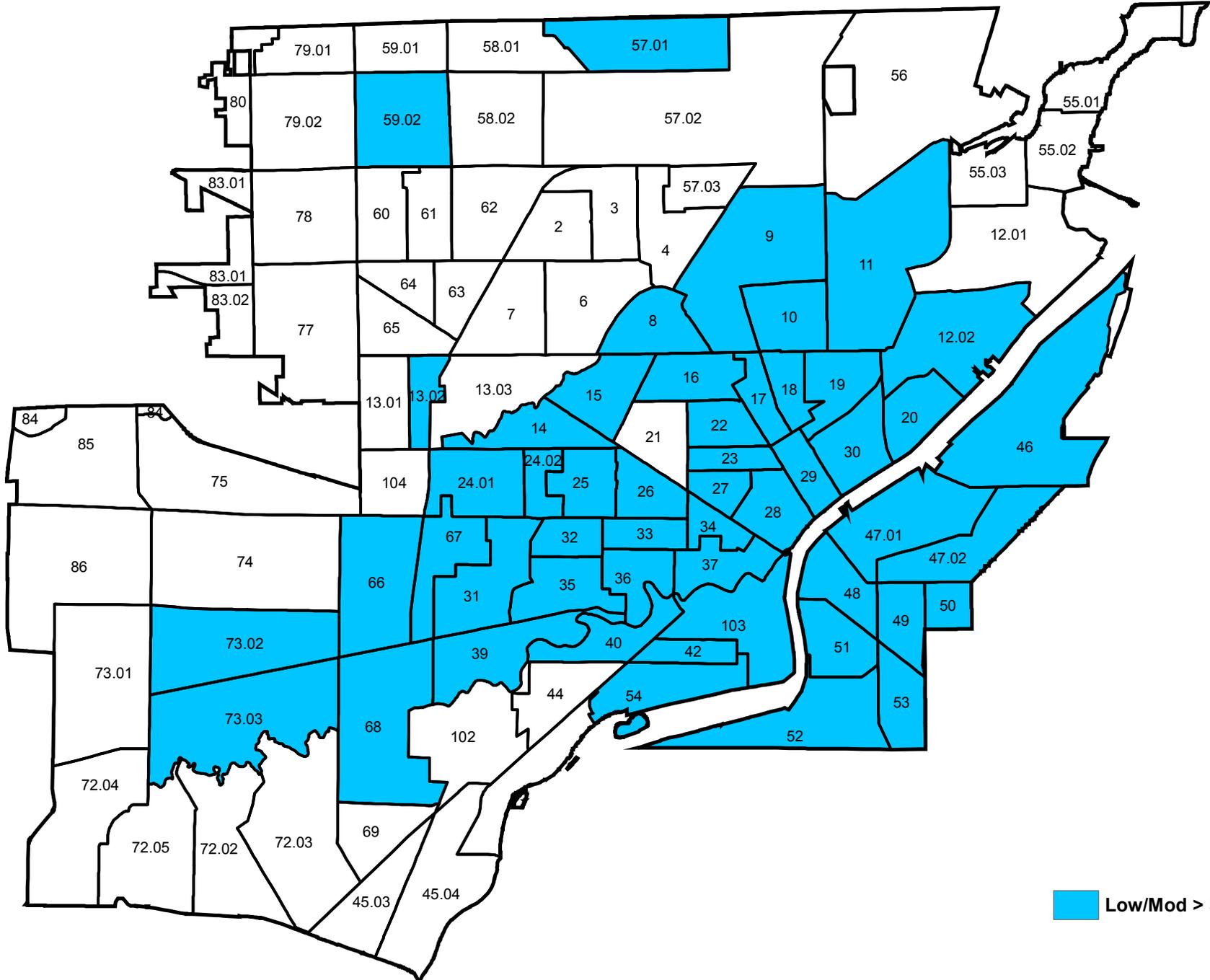
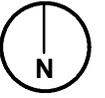
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MAP - 2014 CITY OF  
TOLEDO LOW AND  
MODERATE INCOME  
CENSUS TRACTS

# 2014 City of Toledo Low and Moderate Income Census Tracts



# FAIR HOUSING ACTION PLAN

## FAIR HOUSING ACTION PLAN

The Analysis of Impediments should be used as a foundation from which a community can develop its Fair Housing Action Plan. The Fair Housing Action Plan includes a comprehensive strategy to effectively address and eliminate obstacles that impede access to housing. The Action Plan also includes benchmarks and timelines that the community can utilize to measure its progress and determine how well it has accomplished its fair housing goals over the course of the planning and implementation period.

The Action Plan below contains specific recommendations for impediment areas. The Action Plan also identifies partners throughout the region who will be responsible for the action steps to affirmatively further fair housing (AFFH). The Center will invite and encourage these partners and others essential to affirmatively furthering fair housing to join a Fair Housing Implementation Council, which will meet quarterly. This will be a partnership of the Center, local governments, housing industry professionals, and advocates working together to open doors and expand housing choice. The Center proposes the establishment of this Council and the formation of various committees within it in order to more effectively address each impediment area and increase community buy-in into the AI and AFFH processes.

The Center, the City, and their partners (the beginning of the FH Implementation Council) have determined goals, action steps, timelines, and the parties primarily accountable for the action steps in the action plan.

In conjunction with representatives from the City of Toledo, the Center identified 20 areas that require particular attention and action in order to remedy impediments to fair housing. They are as follows:

- Rental
- Economic, Employment, and Transportation Issues
- Assisted Housing
- Housing Mobility and Expanding Housing Choice
- Source-of-income Protection
- Reentry and Housing
- Homeless Services
- Advertising
- New Immigrant Issues
- Housing for Persons with Disabilities
- Appraisal
- Real Estate Sales
- Zoning Regulations and Occupancy Standards
- Other Local Public Policies that Affect Housing Choice
- Lead Poisoning
- Foreclosure
- Real-estate Owned Properties
- Homeowners' and Habitational Insurance
- Lending
- Fair Housing Awareness

The impediment areas above are those for which the Center and the City have determined goals, action steps, timelines, and the parties primarily accountable for the actions. The chart below provides further detail along with any information relevant for reference.

<b>Impediment Area</b>	<b>Goals/ Objectives</b>	<b>Action Steps</b>	<b>Primary Responsibilities/ Potential Partners</b>	<b>Timeline</b>
Rental	Improve landlord-tenant relationship in order to promote long-term, sustainable housing of choice.	The City and its partners will assess the existing landlord-tenant services and identify any gaps or utilization/referral issues.	<b>City of Toledo, TFHC, ABLE/LAWO, Courts, UT Law</b>	Within first year
Rental	Improve landlord-tenant relationship in order to promote long-term, sustainable housing of choice.	Educate providers of rental housing and tenants of rights and responsibilities through the provision of materials to landlords and tenants. Identify existing materials and needs and make available online.	<b>City of Toledo, TFHC, ABLE/LAWO, BGSU and UT Legal Services, UT Legal Clinic, TAAR, HBA</b>	Ongoing
Rental	Improve landlord-tenant relationship in order to promote long-term, sustainable housing of choice.	Develop web pages with description of services and resources for landlord-tenant issues. Meet with 2-1-1 and discuss intake and referral process to ensure callers are directed to appropriate resources/organizations.	<b>TFHC, Ability Center, City of Toledo</b>	Within first year
Rental	Ensure equal access to housing regardless of protected class status/ membership.	Investigate complaints of discrimination.	<b>TFHC, Ability Center</b>	Ongoing
Rental	Ensure equal access to housing regardless of protected class status /membership.	Conduct testing using HUD-approved methodologies.	<b>TFHC</b>	Ongoing

Rental	Encourage development of safe and affordable housing in high opportunity areas.	Review proposals to develop new low-income housing units in the greater Toledo area and discuss fair housing implications of developments. When a developer requests support from local government, including the City of Toledo, regarding the development of Low-Income Housing Tax Credit housing or other subsidized housing, the local government will discuss the proposal with the Fair Housing Implementation Council and review the fair housing implications of such development.	<b>TFHC, ABLE, City of Toledo, Fair Housing Implementation Council</b>	Ongoing
Rental	Ensure equal access to housing regardless of protected class status/ membership.	Where appropriate, file administrative complaints with HUD/OCRC.	<b>TFHC, Ability Center</b>	Ongoing
Economic, Employment, & Transportation	Promote and ensure access to regional transportation.	Community Advocates for Transportation Rights (CATR) and TFHC will work together to discourage efforts of local communities to withdraw from TARTA services unless an equivalent or better service is proposed in its place and to encourage those communities that have withdrawn to connect with the regional transportation network.	<b>TFHC, CATR, Ability Center, TLCCOD</b>	Ongoing
Economic, Employment, & Transportation	Promote and ensure access to regional transportation.	Identify and address LEP issues with transportation entities/service providers.	<b>ABLE, TFHC, Adelante</b>	Ongoing

Economic, Employment, & Transportation	Promote and ensure access to regional transportation.	Advocates and the City will work to address snow removal issues that negatively affect the accessibility of services or facilities. Partners will try to identify the major areas of concern and work with the City to ensure accessible, safe pathways.	<b>City of Toledo, TFHC, Ability Center</b>	Within first year
Economic, Employment, & Transportation	Promote and ensure access to regional transportation.	Advocates and the City will work to create a pamphlet/flier to educate businesses about snow removal.	<b>City of Toledo, Ability Center, Blight Authority</b>	Within first year
Assisted Housing	Expand availability of Section 8 housing.	Effectively market the Section 8 program and its benefits to landlords.	<b>LMHA, TFHC</b>	Ongoing
Assisted Housing	Expand availability of Section 8 housing.	Encourage HUD and local jurisdictions to provide sufficient funding to allow LMHA to properly carry out the voucher and mobility programs, as described further below.	<b>TFHC, LMHA, Cities of Toledo and Oregon, Lucas County, ABLE</b>	Ongoing
Housing Mobility	Establish and implement a mobility program.	LMHA will implement a mobility program based on the Poverty Race Research Action Council's publication "Expanding Choice: Practical Strategies for Building a Successful Housing Mobility Program," and move at least fifty families through the program by the end of the five-year period of this Analysis of Impediments. The mobility program will include landlord development, target population outreach, pre-search counseling, housing search assistance, and post-move support, as described in PRRAC's publication.	<b>TFHC, LMHA, ABLE, TLCHB, Lucas County</b>	Within five years

Source-of-income Protection	Add Source of Income to the current list of protected classes at the City level.	TFHC and ABLE will meet with the City to consider proposed legislative changes and will advocate for the inclusion of source of income as a protected class in the City of Toledo's municipal code.	<b>TFHC, ABLE, City of Toledo</b>	Within first year
Reentry and Housing	Promote access of the re-entry population to assisted housing opportunities.	Review current policies and discuss the feasibility of floating set-aside units/vouchers for people re-entering society as well as the development of distinct criteria for different offenses. Implement the changes proposed by Reentry Coalition and TFHC to the ACOP and letters and advocate for similar changes by other assisted housing providers. Advocate for similar changes in other assisted housing policies.	<b>TFHC, Reentry Coalition, LMHA</b>	Ongoing
Homeless Services	Promote accessibility of homeless services and ensure homeless service providers are aware of fair housing and disability rights and responsibilities.	Advocates and providers will review existing policies, procedures, and facilities for compliance with fair housing and disability law. Advocates will make recommendations for any changes or best practices and work with service providers to develop an implementation plan.	<b>Ability Center, Toledo-Lucas County Commission on Disabilities (TLCCOD), TFHC, the City of Toledo, Toledo-Lucas County Homelessness Board (TLCHB), Homeless Service Providers, and United Way 2-1-1</b>	Within first year

Homeless Services	Promote accessibility of homeless services and ensure homeless service providers are aware of fair housing and disability rights and responsibilities.	TFHC, Ability Center, and TLCCOD will go over the client intake, case management, and coordinated assessment process and evaluate for any fair housing or accessibility concerns. They will make recommendations to TLCHB, United Way 2-1-1, service providers, and the City as is appropriate.	<b>TFHC, Ability Center, TLCCOD, TLCHB, United Way 2-1-1, homeless service providers, City of Toledo</b>	Within first year
Homeless Services	Promote accessibility of homeless services and ensure homeless service providers are aware of fair housing and disability rights and responsibilities.	TFHC and Ability Center will develop and conduct a series of trainings for homeless service providers and Third-party Partners regarding fair housing and disability rights and responsibilities.	<b>TFHC, Ability Center, City of Toledo, TLCHB, homeless service providers, Third-party partners</b>	Within first year
Advertising	Decrease the presence, frequency, and dissemination of discriminatory language in the advertisement of housing.	Monitor area print media for fair housing violations, particularly race, familial status, and disability.	<b>TFHC</b>	Ongoing
Advertising	Decrease the presence, frequency, and dissemination of discriminatory language in the advertisement of housing.	Monitor internet for fair housing violations, particularly familial status, gender, national origin, sexual orientation, and race.	<b>TFHC</b>	Ongoing
Advertising	Decrease the presence, frequency, and dissemination of discriminatory language in the	Conduct auditing and follow-up testing where necessary.	<b>TFHC</b>	Ongoing

	advertisement of housing.			
New Immigrant Issues	Develop better partnerships and collaboration with organizations serving the immigrant community.	TFHC and the City of Toledo will develop partnerships with organizations that serve the immigrant community and identify issues that these populations face.	<b>TFHC, City of Toledo, ABLE, Catholic Charities, Welcome Toledo</b>	Ongoing
Housing for Persons with Disabilities	Ensure full enjoyment of housing units for disabled tenants.	Assist clients with reasonable accommodation and modification requests.	<b>TFHC, The Ability Center</b>	Ongoing
Housing for Persons with Disabilities	Ensure full enjoyment of housing units for disabled tenants.	Investigate reasonable accommodation/modification denials or complaints.	<b>TFHC, the Ability Center</b>	Ongoing
Housing for Persons with Disabilities	Ensure full enjoyment of housing units for disabled tenants.	Assist clients with complaint process as needed.	<b>TFHC, The Ability Center</b>	Ongoing
Real Estate Sales	Educate consumers and real estate professionals about fair housing rights and responsibilities, and identify and address any potential fair housing violations, e.g. steering.	TFHC will conduct education and outreach activities regarding real estate sales and identify and address any potential fair housing violations.	<b>TFHC</b>	Ongoing
Zoning & Occupancy Standards	Ensure that codes, policies, and practices do not impede those in protected classes from obtaining or	The City should address the language in §1745.07(b)(1)(H) by deleting the phrase “or the written rental agreement.”	<b>City of Toledo, ABLE, TFHC</b>	Within first year

	remaining in the housing of their choice.			
Zoning & Occupancy Standards	Ensure that appropriate zoning and permitting decisions are made regarding housing, both established and new, for persons with disabilities.	Toledo-Lucas County Plan Commission and the Division of Building Inspection will provide the Toledo Fair Housing Center and the Ability Center with reports of any permit applications filed concerning housing for persons with disabilities and their outcomes, including but not limited to group homes, homes for those recovering from substance abuse, and modifications to structures to improve accessibility.	<b>Toledo-Lucas County Plan Commission, TFHC, Ability Center</b>	Ongoing, quarterly
Zoning & Occupancy Standards	Ensure that appropriate zoning and permitting decisions are made regarding housing, both established and new, for persons with disabilities.	Monitor the above permit applications and the resulting decisions for compliance with fair housing law and challenge any questionable denials.	<b>TFHC, Ability Center</b>	Ongoing
Zoning & Occupancy Standards	Ensure that appropriate zoning and permitting decisions are made regarding housing, both established and new, for persons with disabilities.	The City of Toledo Division of Building Inspection will send a quarterly list to TFHC and the Ability Center of the number of accessible units developed as a result of new construction.	<b>Division of Building Inspection, TFHC, Ability Center</b>	Ongoing

Other Local Public Policies	Ensure that public employees are aware of fair housing and disability law.	TFHC and Ability Center will conduct trainings of public employees regarding fair housing and disability rights and responsibilities, so as to improve delivery of services and ensure proper referrals.	<b>TFHC, City of Toledo, Ability Center</b>	Within first two years
Lead Poisoning	Develop and implement a primary preventative approach to significantly reduce lead poisoning in the City of Toledo.	Toledo Lead Poisoning Prevention Coalition (TLPPC) and City officials will meet and consider legislation. TLPPC will advocate for legislation that will take a preventative approach.	<b>TLPPC, TFHC, City of Toledo</b>	Ongoing
Foreclosure	Help to reduce and/or prevent foreclosures, thereby stabilizing area neighborhoods.	Provide consumers with foreclosure prevention resources including, but not limited to: education, emergency mortgage assistance, and loan modifications.	<b>TFHC, Neighborhood Housing Services, City of Toledo, Lucas County and NODA</b>	Ongoing
Foreclosure	Help to reduce and/or prevent foreclosures, thereby stabilizing area neighborhoods.	Education: Foreclosure prevention counseling, financial management training, credit counseling, mortgage rescue scam identification.	<b>TFHC, Neighborhood Housing Services, and NODA</b>	Ongoing
Foreclosure	Help to reduce and/or prevent foreclosures, thereby stabilizing area neighborhoods.	Loan Modifications: working with lenders/servicers through such programs as Making Home Affordable.	<b>TFHC, NODA, NHS</b>	Ongoing, as resources permit
Foreclosure	Help to reduce and/or prevent foreclosures, thereby stabilizing area neighborhoods.	Emergency mortgage/tax assistance: grants from funding sources such as NFMC, settlements, and/or private donations.	<b>TFHC/NODA</b>	Ongoing, as resources permit

Foreclosure	Address issues faced by families who have been displaced due to foreclosure.	Provide alternative housing options.	<b>United Way 2-1-1, Homeless Shelters, Transitional housing facilities, LMHA, City of Toledo</b>	Ongoing
Foreclosure	Address issues faced by families who have been displaced due to foreclosure.	Connect families with community resources/services.	<b>United Way 2-1-1</b>	Ongoing
Foreclosure	Mitigate negative impact of foreclosures on targeted neighborhoods.	Strategic acquisition and demolition of unsalvageable foreclosed properties.	<b>Land Bank, City of Toledo</b>	Ongoing
Real-estate Owned Properties	Ensure that bank-owned properties are being maintained, marketed, and secured in the same manner in all communities.	TFHC will continue its REO-related investigation and enforcement activities in order to identify and address instances of discriminatory treatment of predominantly minority neighborhoods by financial institutions, servicers, and/or the property management companies that they employ.	<b>TFHC</b>	Ongoing
Homeowners' & Habitational Insurance	Ensure the opportunity for quality, affordable full-replacement cost insurance policies in historically underserved communities.	Conduct systemic investigations of minimum age restrictions, minimum value restrictions, and redlining.	<b>TFHC</b>	Ongoing
Homeowners' & Habitational Insurance	Ensure the opportunity for quality, affordable full-replacement cost insurance	Conduct investigations of differential treatment in customer service issues and risk assessment of dwelling.	<b>TFHC</b>	Ongoing

	policies in historically underserved communities.			
Homeowners' & Habitational Insurance	Ensure the opportunity for quality, affordable full-replacement cost insurance policies in historically underserved communities.	Educate consumers and the community leaders, organizations, professionals and others who serve them regarding policies and practices of homeowners insurance providers, with special emphasis on the differences between full-replacement cost and market value policies.	<b>TFHC</b>	Ongoing
Homeowners' & Habitational Insurance	Address insurance policies/terms that discourage landlords from renting to voucher-holding tenants.	TFHC will undertake investigation and enforcement activities to identify and address discriminatory terms and conditions in insurance policies for multi-family housing providers who desire to rent to tenants who utilize housing vouchers.	<b>TFHC, Fair Housing Implementation Council</b>	Ongoing
Lending	Increase community lending opportunities through Community Development Financial Institutions (CDFIs) and banks with community products.	Encourage conventional lenders to support CDFIs through low/no-interest loans.	<b>TFHC, NODA</b>	Ongoing
Lending	Expand banking and financing opportunities for the traditionally underserved and unbanked.	Encourage lenders to develop or improve community lending products and aggressively market them to traditionally underserved communities.	<b>TFHC, NODA</b>	Ongoing

Lending	Expand banking and financing opportunities for the traditionally underserved and unbanked.	Provide input to regulators regarding the activities of conventional lenders in order to strengthen compliance and support of CRA.	<b>TFHC, NODA</b>	Ongoing
Lending	Expand banking and financing opportunities for the traditionally underserved and unbanked.	Identify financial institutions that participate in the City of Toledo Down Payment Assistance program and have community lending products, and compare products, service, and other factors in order to identify those most likely to adopt "Model Bank" characteristics (identified in the AI and by partners) as their own.	<b>TFHC, NODA, City of Toledo</b>	Ongoing
Lending	Expand banking and financing opportunities for the traditionally underserved and unbanked.	Work with financial institutions to adopt the "Model Bank" characteristics, as identified in the AI and developed by TFHC and the City of Toledo.	<b>TFHC, City of Toledo, NODA</b>	Ongoing
Lending	Expand banking and financing opportunities for the traditionally underserved and unbanked.	Conduct HMDA analysis and investigation of potential discriminatory policies/practices in the lending industry.	<b>TFHC</b>	Ongoing
Appraisal	Ensure that discriminatory policies, practices, and/or effects do not impede people from obtaining the housing of their choice.	Monitor appraisal activity for discriminatory policies, practices, and/or effects; engage in investigation and enforcement activity as necessary to address any potential discrimination.	<b>TFHC</b>	Ongoing
Fair Housing Awareness	Increase awareness of fair housing laws and the entities responsible for their	Provide outreach to housing industry professionals, consumers, and public and private organizations.	<b>TFHC, The Ability Center</b>	Ongoing

	enforcement.			
Fair Housing Awareness	Increase awareness of fair housing laws and the entities responsible for their enforcement.	Provide outreach to the general public.	<b>TFHC</b>	Ongoing
Fair Housing Awareness	Increase awareness of fair housing laws and the entities responsible for their enforcement.	Provide outreach in the form of trainings, presentations, resource booths, printed materials, media outlets, and website.	<b>TFHC, The Ability Center</b>	Ongoing
Fair Housing Awareness	Increase awareness of fair housing laws and the entities responsible for their enforcement.	Continue to utilize social networking sites/social media marketing to build awareness and share fair housing events and information with the community.	<b>TFHC</b>	Ongoing
Fair Housing Awareness	Promote more extensive collaboration and increase education and information-sharing.	Identify entities that have an influence on impediment areas and facilitate in-person and electronic communications between these entities.	<b>TFHC</b>	Ongoing
Fair Housing Awareness	Promote more extensive collaboration and increase education and information-sharing.	Establish and recruit members for a Fair Housing Implementation Council to more effectively address impediments.	<b>TFHC, City of Toledo, Ability Center, ABLE</b>	Ongoing



EMERGENCY  
SOLUTIONS GRANT AND  
HOMELESSNESS

Recommended to Toledo Lucas County Homelessness Board by Housing Collaborative Network on 14 August 2012;  
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## **Toledo Lucas County Continuum of Care: Recommendations for Coordinated Assessment**

### **Prepared by:**

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### **Background**

This draft was authored after a review of

- Guidance from the State of Ohio Office of Community Development;
- Forms and processes for household screening, assessment, and intake presently in-use by providers in the Toledo Lucas County Continuum of Care, as provided by the same;
- Recommendations and sample forms related to coordinated assessment and rapid re-housing from the National Alliance to End Homelessness<sup>1,2,3</sup>;
- A focus group of both unhoused and housed consumers; and
- Focus groups of providers applying for or previously receiving local Emergency Solutions Grant funding.

This document was originally envisioned to address Housing Crisis and Homelessness Prevention only, but contains recommendations on Re-Housing as well due to some overlap between Homelessness Prevention and Re-Housing recommendations. In particular, there is an opportunity for synergy as regards Staffing, Capacity, and Logistics considerations; both Homelessness Prevention and Re-Housing are recommended to involve some flexible social work staff capable of phone- and site-based assessment beyond the initial phone screening, and these positions could be cross-trained.

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<sup>1</sup> Sample Prevention and Diversion Assessment Tool. National Alliance to End Homelessness. Retrieved 23 July 2012 from <http://www.endhomelessness.org/content/article/detail/4513/>

<sup>2</sup> Coordinated Assessment Toolkit: Community Examples and Materials. National Alliance to End Homelessness. Retrieved 23 July from <http://www.endhomelessness.org/content/article/detail/4532/>

<sup>3</sup> Rapid Re-Housing Triage Tool. National Alliance to End Homelessness. Retrieved 23 July from <http://www.endhomelessness.org/content/article/detail/4234>

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These two tasks may each involve a combination of Screening, Diversion, Homeless Prevention, and Re-Housing activity.

The system may be “merely Coordinated,” where Screening, Diversion, Homeless Prevention, and Re-Housing services are provided by many providers at many sites using the same standards, assessment tools, and criteria. Alternatively, some or all parts of this system may be Centralized, where certain portions of the Screening, Diversion, Homeless Prevention, and Re-Housing services are provided by a single agency, which receives and assigns clients from and to appropriate partner providers.

### **Screening for Housing Crisis**

Screening for Housing Crisis involves determining the elementary issues contributing to the household’s immediate issues and determining the appropriate response. The basics of this are:

- Is the household safe where they stayed last night?
- If household’s existing housing is safe, how can we keep them there for a little longer?
- If household’s housing is unsafe for some reason, how can we help them leverage their existing support networks and resources to avoid a Temporary Housing service (shelter) experience?

### **Data Collection**

Households receiving Housing Crisis screening should be tracked in HMIS using a minimal set of identifiers and client characteristics. These data may be of limited visibility to other providers by default, and shared specifically with any provider to whom the client is referred as part of the Housing Crisis Response (including Homeless Prevention).

### **Specific Questions for Determining Appropriate Response**

These are questions which will be integrated—along with the profiles that follow—into the actual Coordinated Assessment tool to be used for determining the appropriate response for households presenting with a housing crisis.

- Where did household stay last night?
  - Is household living on the street, in a car, or somewhere else not generally meant for habitation?
  - Is household in an emergency shelter, hotel/motel, or other explicitly temporary setting?
  - Was household member recently discharged from a prison, hospital, or other institution?

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**Profiles of Housing Crises**

<b>Tier I: Safety Concerns</b>	
<b>Profile of situation</b>	<b>Preferred response</b>
<ul style="list-style-type: none"> <li>Household reports threats of non-stranger violence</li> </ul>	<ul style="list-style-type: none"> <li>Connection to <b>Domestic Violence Shelter</b> for risk/lethality assessment</li> <li>Permanent housing solution must involve Domestic Violence safety planning</li> </ul>
<ul style="list-style-type: none"> <li>Household is in need of acute medical care for injury, withdrawal, overdose, or other fragile condition(s)</li> <li>Household is actively psychotic, exhibits suicidal ideation, or is otherwise a violent threat to themselves or others</li> </ul>	<ul style="list-style-type: none"> <li><b>Crisis hotline</b> (Rescue, 911, etc.) as appropriate</li> </ul>
<ul style="list-style-type: none"> <li>Household is living in place not meant for habitation, including streets, car, etc.</li> </ul>	<ul style="list-style-type: none"> <li><b>Diversion</b> pending permanent housing solution</li> <li>If unable to divert, refer to appropriate <b>Temporary Housing</b> service (shelter)</li> </ul>
<ul style="list-style-type: none"> <li>Household is in unfit/unsafe housing, such as housing with heating off in winter, no working locks on doors, broken windows, unsound structure, etc.</li> </ul>	<ul style="list-style-type: none"> <li><b>Diversion</b> pending permanent housing solution</li> <li>If unable to divert, refer to appropriate <b>Temporary Housing</b> service (shelter)</li> <li>Conduct housing legal issues assessment and refer to <b>Legal Services</b> as appropriate</li> </ul>

These case management services are services and activities necessary to assist in retaining suitable permanent housing. They may include counseling, the development of an individualized housing and service plan, landlord-tenant mediation that prevents the tenant from losing their current lease, and assistance in maintaining or re-establishing utilities.

- **Legal Services**

In the past, connections between Homeless Prevention/Re-Housing program staff and legal services providers were somewhat weak. While recognizing the need for attorney/client confidentiality, coordination between legal services and Homeless Prevention personnel in particular is paramount for ensuring the stability of housing for participating households (see Rent Payment Assistance, below). An appropriate framework of client consent should be worked out so that Homeless Prevention case managers can work more closely with legal services providers.

Additionally, payments into escrow have not been used by local Homeless Prevention/Re-Housing programs. Establishing this option would provide another valuable tool for Homeless Prevention services.

- **Credit Repair**

Credit repair includes credit counseling and other services necessary for program participants with critical skills related to household budgeting, managing money, and resolving personal credit problems. It does not include debt payment.

### **Direct Financial Assistance (DFA)**

- **Rent Payment Assistance (including up to six months of arrears)**

Rent payment assistance must be accompanied by a Rental Assistance Agreement between the program and the landlord. This is not a lease; this is a document outlining the program requirements for landlord participation, including payment by electronic transfer of funds (direct deposit) and moratorium on eviction action, and dismissal/vacation of eviction judgments. The tenant must still have a lease in their name with the landlord.

Homeless Prevention staff must also be empowered to negotiate with landlords over the amounts due. In particular, as certain costs are not eligible expenses (e.g., charges for damages, legal fees, etc.), Homeless Prevention staff should make every effort to have ineligible expenses waived or forgiven by the landlord—in writing—in exchange for payment of arrears and current rent due.

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**Profiles of Diversion and Homeless Prevention Circumstances**

<b>Tier I: Most appropriate for Diversion</b>	
<b>Profile of situation</b>	<b>Preferred response</b>
<ul style="list-style-type: none"> <li>• Household staying with family or friends, being evicted by host; lease is <b>not</b> in jeopardy by household staying with host;</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• Household is lessee being evicted from unit, whether subsidized or unsubsidized, without a court-ordered eviction (writ);</li> <li>• Household <b>does not</b> have a member with previous foster care involvement; and</li> <li>• Household <b>does not</b> have a member who was released from a correctional facility or DYS involvement in the past five years.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide mediation and Homeless Prevention <b>stabilization services only</b> (no direct financial assistance), leveraging household resources as appropriate; anticipated engagement with household is one month or less               <ul style="list-style-type: none"> <li>○ If a potentially solvable issue including interpersonal disputes, household not contributing to household, or minor overcrowding; provide mediation and advocacy, seeking resolution that keeps household in this housing permanently</li> <li>○ Probe for additional resource and support networks household might access in order to address housing costs</li> <li>○ Refer household to additional resources for low income housing and public housing authority</li> </ul> </li> </ul>

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The rental application fees, rental security and/or utility deposits, last month's rent and/or utility arrearage, within ESG regulatory limitations, may be paid to the landlord in order to assist a household to gain safe and decent permanent housing, but only to the extent necessary. Similarly, it should not be expected that households will receive a 100 percent rent assistance every month. Clients with income should be expected to provide a reasonable portion of that income toward their monthly housing costs (30% of their total income) as they progress to housing independence.

The enrollment term of Re-Housing services should be a minimum of six months. It may be best if certain programs specialize in serving households expected to be largely ready for housing independence within the six month time period, while other programs specialize in serving households more likely to take nine to fifteen months to be ready for housing independence.

In determining eligibility, it is recommended that the National Alliance to End Homelessness's Rapid Re-Housing Triage Tool be used as a basis for determining household needs. Households meeting the profiles described for Levels 1 & 2 should be referred to programs providing short-term assistance. Clients meeting the profile described for Level 3 and households meeting the profile described for Level 4 without special needs limiting their ability to independently maintain housing should be referred to Re-Housing programs providing medium-term assistance. Clients meeting the profile described for Level 5 and households described by Level 4 who have special needs limiting their ability to independently maintain housing are better suited for Transitional or Permanent Supportive Housing interventions.

Household eligibility and needs should be re-assessed and re-certified every three months by the agency providing Re-Housing services, who is responsible for the continued eligibility of the client. The agency providing Re-Housing services (and conducting the re-certification) may request consultation with the agency conducting the original assessment in cases where the appropriateness of Re-Housing services is unclear. In cases where there is disagreement about the client's continued eligibility, it is recommended that the Homelessness Board make the determination. If households were originally determined to have the profile and needs described by a low level intervention, the system should allow for progressively greater interventions if the households' needs are later determined to be greater than originally thought.

Re-housing programs should focus on increasing income, decreasing expenses, and improving household self-sufficiency in regards to housing. For many households, the exit strategy will be a combination of earned income and benefits in order to maintain a stable household. For others, the exit strategy may be a permanent subsidy such as Housing Choice Vouchers or other public housing programs.

2. Crisis hotline(s), such as Rescue, 911, etc.;
3. Diversion;
4. Temporary Housing; or
5. Permanent Housing.

Once an initial screening for housing crisis has been completed, more in-depth Diversion activity should be completed by a social worker who can more appropriately assess needs for Homeless Prevention stabilization services, direct financial assistance.

### **Diversion and Homeless Prevention**

An initial phone screener should turn over responsibility for this step to a social worker specifically trained to provide Diversion and Homeless Prevention services. Generally speaking, Diversion may be conducted over the phone, including calls by social work staff to landlords and other parties as a part of Diversion efforts. Homeless Prevention activity, meanwhile, should involve face-to-face assessment and interview. The volume of households presenting for Diversion and Homeless Prevention may necessitate more than one staff member for this purpose.

In particular, assessment for Homeless Prevention direct financial assistance should be conducted in-person, and appointments should be made no more than one week out from the date the household presents. It is recommended that these first appointments take place at a central location and not in the households' homes. Some funding should be budgeted to provide transportation and/or childcare assistance for households who require it in order to make appointments.

Once intake has been completed and a household is found to be eligible for Homeless Prevention services, further Stabilization Services and Direct Financial Assistance should proceed from partner agencies. These agencies must have a regular opportunity to provide feedback and participate in the management of these assessment, intake, and assignment processes to ensure the best fit of programs and households. Should a partner agency determine that an assigned household is not appropriate for their services, the partner agency and referring agency staff should work jointly to more appropriately connect that household with services.

### **Re-Housing (Short- and Medium-term)**

Similar to Homeless Prevention, proper Rapid Re-Housing services and assistance are not recommended for completion over the phone. An initial phone screener should turn over responsibility for these services to a social worker specifically trained to provide them. It is recommended that the assessment and intake activity for these households be conducted on-site at the shelter where the household(s) are staying. The staff conducting the assessment and

### Appendix I: Quick Reference for Housing Crisis Response Profiles

<b>Tier I: Safety Concerns</b>	
<b>Profile of situation</b>	<b>Preferred response</b>
<ul style="list-style-type: none"> <li>Household reports threats of non-stranger violence</li> </ul>	<ul style="list-style-type: none"> <li>Connection to <b>Domestic Violence Shelter</b> for risk/lethality assessment</li> <li>Permanent housing solution must involve Domestic Violence safety planning</li> </ul>
<ul style="list-style-type: none"> <li>Household is in need of acute medical care for injury, withdrawal, overdose, or other fragile condition(s)</li> <li>Household is actively psychotic, exhibits suicidal ideation, or is otherwise a violent threat to themselves or others</li> </ul>	<ul style="list-style-type: none"> <li><b>Crisis hotline</b> (Rescue, 911, etc.) as appropriate</li> </ul>
<ul style="list-style-type: none"> <li>Household is living in place not meant for habitation, including streets, car, etc.</li> </ul>	<ul style="list-style-type: none"> <li><b>Diversion</b> pending permanent housing solution</li> <li>If unable to divert, refer to appropriate <b>Temporary Housing service</b> (shelter)</li> </ul>
<ul style="list-style-type: none"> <li>Household is in unfit/unsafe housing, such as housing with heating off in winter, no working locks on doors, broken windows, unsound structure, etc.</li> </ul>	<ul style="list-style-type: none"> <li><b>Diversion</b> pending permanent housing solution</li> <li>If unable to divert, refer to appropriate <b>Temporary Housing service</b> (shelter)</li> <li>Conduct housing legal issues assessment and refer to <b>Legal Services</b> as appropriate</li> </ul>
<b>Tier II: Candidates for Diversion</b>	
<b>Profile of situation</b>	<b>Preferred response</b>
<ul style="list-style-type: none"> <li>Household staying with family or friends, being evicted by host; host lease may or may not be jeopardized by household staying</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>Household is lessee being evicted from unit, whether subsidized or unsubsidized</li> </ul>	<ul style="list-style-type: none"> <li><b>Diversion</b> pending permanent housing solution</li> <li>If unable to divert, refer to appropriate <b>Temporary Housing service</b> (shelter)</li> </ul>

Recommended to Toledo Lucas County Homelessness Board by Housing Collaborative Network on 14 August 2012;  
Approved by Toledo Lucas County Homelessness Board on 22 August 2012

## **Toledo Lucas County Continuum of Care: Recommendations for Centralized Approach to Coordinated Assessment**

### **Prepared by:**

Terry Biel – Technology Director, Toledo Lucas County Homelessness Board

### **What is a Centralized Approach to Coordinated Assessment?**

Under a Centralized approach to Coordinated Assessment, households may still enter the system in a variety of ways. However, these all ultimately involve connecting households to a single, centralized point to receive the bulk of Screening, Diversion, Homeless Prevention, and Re-Housing services. In our community, a Centralized approach is the “best fit” for Coordinated Assessment, with United Way 2-1-1 center serving as the single, centralized point.

### **Emergency Shelter**

Under this model, Emergency Shelters should not simply turn away walk-ins. If walk-ins present during normal business hours, Emergency Shelter staff should provide initial Screening to try to find a brief resolution to the household’s housing crisis. If this initial Screening does not result in a resolution to their housing crisis and the client is not in need of acute crisis services, the shelter should provide temporary stay to the household until they can be evaluated through Coordinated Assessment.

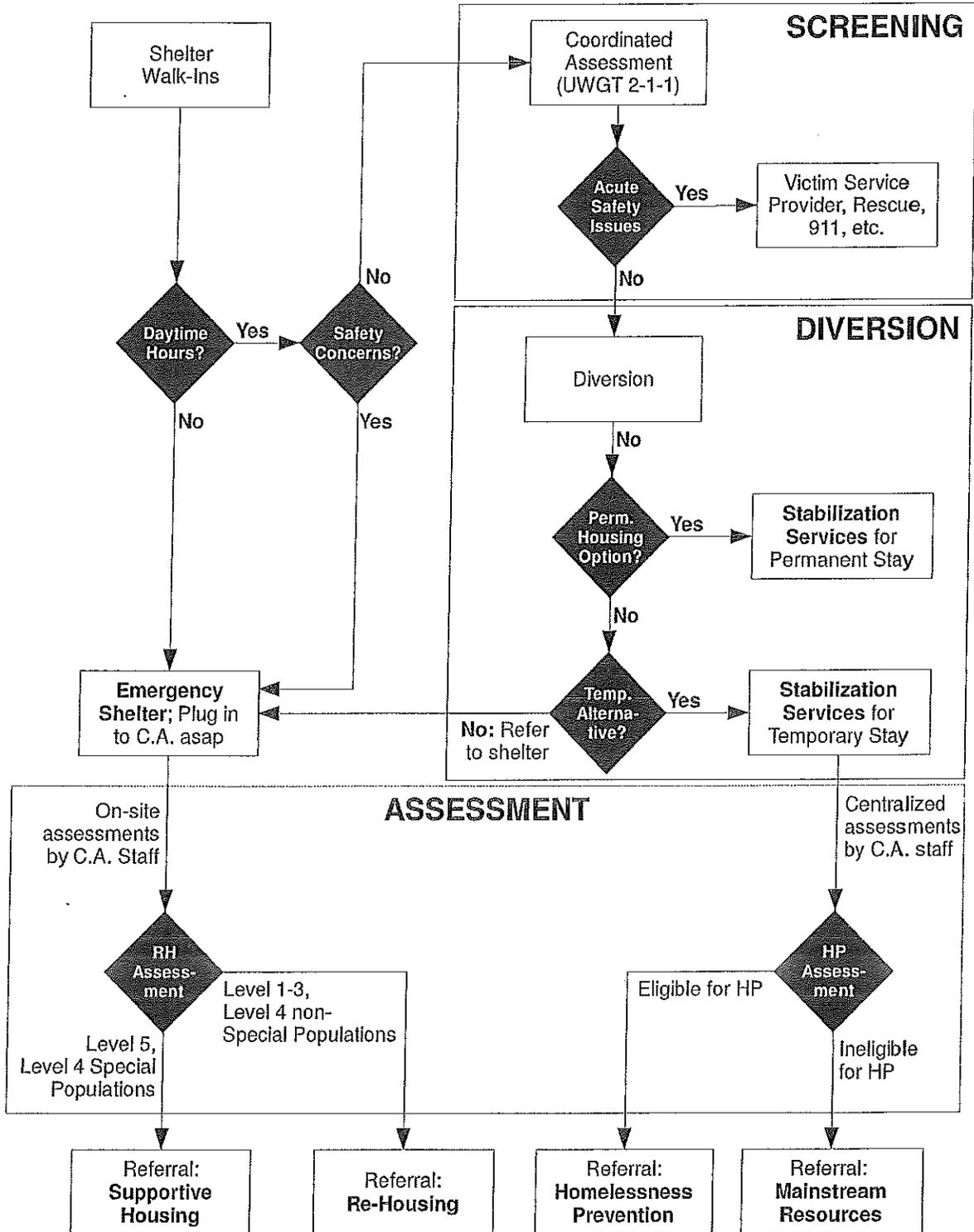
Moreover, if walk-ins present after hours and are not in-need of acute services for medical or other urgent issues, they should also be provided temporary stay until they can be evaluated through Coordinated Assessment. Similarly, phone calls to shelters should be redirected to Coordinated Assessment once it has been established that they are not in need of acute crisis services.

Conversely, households determined to be in-need of emergency shelter by Coordinated Assessment will be referred to participating shelters. In the case of shelters using ServicePoint, Coordinated Assessment will check for capacity on bed lists before making a referral, and confirm availability as needed. The details of this handoff process must be arranged between Coordinated Assessment and the participating shelters collaboratively.

### **Re-Housing and Homelessness Prevention**

Except in extraordinarily rare circumstances, both Re-Housing and Homelessness Prevention providers should direct all walk-ins and other inquiries to Coordinated Assessment. Households determined to be in-need of and eligible for Re-Housing or Homelessness Prevention services will be referred to participating providers by Coordinated Assessment. The

**Appendix I: Flowchart for a Centralized Approach**



## TOLEDO LUCAS COUNTY HOMELESS BOARD STANDARDS COMPILATION

### I. ADMINISTRATION

#### A. Board of Directors

1. The agency shall be a nonprofit organization, recognized under section 501(c)(3) of the Internal Revenue Code.
2. The agency Board of Directors shall consist of voluntary (unpaid) members, with the possible exception of the CEO or Director and reimbursement to Board members of reasonable Board related travel costs.
3. The Executive Director of the agency shall not be the Chairman of the Board of Directors.
4. There shall be a written policy identifying and forbidding conflicts of interest between agency staff and Board members.
5. The agency shall include on their board of directors or other policy-making entities one or more members who are either homeless or formerly homeless.
6. The agency's Board of Directors shall meet at least on a quarterly basis and set overall policy for the agency. Minutes of the meetings shall be maintained for at least five years and made available prior to the next meeting for voting review. Board minutes shall include a listing of those Board members who are in attendance and those Board members who are in not in attendance.
7. The Board shall be responsible for the selection and annual performance review of the agency's CEO or Director.
8. The organization shall adhere to a written policy that ensures continuity, change in board membership and diversity of board members.
9. Each new board member shall receive orientation designed to orient the members to the goals, objectives, and activities of the agency.
10. The Board shall ensure that the organization collaborates with other organizations by ensuring that the organization provides referral resources to clients.

#### B. Fiscal Management

1. There shall be an accounting system, which is maintained in accordance with Generally Accepted Accounting Principles (GAAP) and which uses fund accounting methods.
2. The agency shall have sufficient cash to meet current obligations and shall develop contingency plans to cover unexpected shortfalls in revenues and for redistribution of services if unexpected funding cutbacks should occur.
3. The agency shall have an established finance and/or audit committee.
4. The agency shall have written internal fiscal control procedures, which are reviewed and approved by the Board of Directors.
5. Financial reports comparing budgeted versus actual balances for the agency shall be provided to the Board at least quarterly.
6. The agency shall receive an annual independent audit and/or independent compilation of financial activities of which includes a balance sheet and operating statement setting forth the financial condition of the agency.

## TOLEDO LUCAS COUNTY HOMELESS BOARD STANDARDS COMPILATION

- the residents, the emergency shelter or TH congregate residential facility shall have adequate, trained, on-site staff coverage during all hours the shelter is open to residents, unless individual secured units are provided.
6. If volunteers are used for ongoing activities, the agency shall have a current volunteer training orientation policy and process.
  7. If volunteers are used, the agency shall have a formal process for orientation and training for the task to be performed.
  8. The staff shall support client's choice and self-determination in pursuing services, treatment options, etc.
  9. The emergency shelter or TH congregate residential facility shall encourage the involvement of clients in the decision-making processes of the emergency shelter or TH congregate residential facility.

### II. FACILITIES

#### A. Health & Environment

1. The emergency shelter or TH congregate residential facility shall have written plans for identification, treatment and control of medical and health conditions (for example, contagious diseases, body infestations, bed bugs) which implement Universal Precaution Procedures as required by OSHA standards. There shall be evidence that TB protocol is used. The agency shall have a written policy regarding the control of infectious diseases, such as HIV, tuberculosis, etc.
2. The emergency shelter or TH congregate residential facility shall designate and utilize private space to meet with clients for interviews, counseling sessions, examinations, and treatment.

#### B. Safety

1. The emergency shelters, TH congregate residential facility, PSH residential facility, scattered-site TH or PSH scattered-site unit shall comply with all applicable local fire, environmental, health and safety standards and regulations.
2. The emergency shelters, TH congregate residential facilities or PSH residential facility shall have a safety plan which includes at least the following:
  - a. posted evacuation plan;
  - b. safety drills, conducted at least monthly;
  - c. fire detection systems which conform to local building and fire codes;
  - d. adequate fire exits;
  - e. adequate emergency lighting; and
  - f. documented policy and procedures for emergency situations.
3. A TH or PSH scattered-site unit shall have fire detection systems which conform to local building and fire codes and fire exits which conform to local building and fire codes.

## TOLEDO LUCAS COUNTY HOMELESS BOARD STANDARDS COMPILATION

16. The agency shall have and utilize a procedure for making referrals to appropriate medical providers.
17. The emergency shelter, TH congregate residential facility or PSH residential facility shall have a written policy regarding the possession and use of controlled substances as well as prescription and over the counter medication.
18. The agency's facility, the emergency shelter, TH congregate residential facility, PSH residential facility, or RRH, TH and PSH units shall be accessible to and usable by persons with disabilities, as applicable, in compliance with Americans with Disabilities Act, Fair Housing Act, and Section 504 of the Rehabilitation Act of 1973. Individuals with disabilities shall have access and/or provided reasonable accommodations within the facility to all programs and activities available in the facility.

### C. FOOD SERVICE

1. The emergency shelters or TH congregate residential facility shall provide, arrange for food services to clients on-site or provide transportation directly to free meal sites.
2. The emergency shelters or TH congregate residential facility providing food service shall make adequate provisions for the sanitary storage and preparation of foods.
3. The emergency shelter or TH congregate residential facility providing food for infants, young children and pregnant mothers shall make provisions to meet their nutritional needs.

## III. OPERATIONS

### A. Agency Operation Procedures

1. The agency shall have written policies for admission procedures and posted criteria for providing services to people. The agency shall have a policy manual, which includes the agency's purpose, population served, program description, non-discrimination policy, and confidentiality statement and shelter regulations, rules and procedures.

The agency shall have written policies for admission of clients and criteria for admitting people to the agency. The agency's intake policy shall be available for the clients to review at the agency facility, emergency shelter or TH congregate residential facility, if appropriate.

2. The hours of operation shall clearly be posted at an emergency shelter or TH congregate residential facility.
3. Information regarding access to United Way 2-1-1 and domestic violence crisis services and contact information shall clearly be posted at the agency facility, emergency shelter or TH congregate residential facility, if appropriate.
4. There shall be a clearly defined policy about the possession of weapons on site emergency shelters or TH congregate residential facility.

## TOLEDO LUCAS COUNTY HOMELESS BOARD STANDARDS COMPILATION

demonstrate an attempt to translate the above mentioned documents into Spanish no later than January 1, 2014.

### **B. Services provided**

1. The agency shall recognize and uphold a client's right to receive services, including shelter and/or housing without regard to race, religion, gender, age, national origin, ancestry, color, sexual orientation, disability or familial status, except, where age and gender of the people served are determined within the agency's mission.

An agency serving families with children shall also not discriminate on the basis of the sex or age of the children or the size of the family. Provision shall be made in such cases to maintain the family as an intact unit.

2. Services for basic human needs shall not be denied due to a client's inability to pay.
3. The agency shall not require or not provide incentive to clients to participate in religious services or other forms of religious expression.
4. The agency may provide appropriate support services consistent with the TLCHB policies.

If an agency is unable to provide said services, the agency shall make referrals to other agencies for appropriate support services consistent with TLCHB policies, such as:

- a. Health and mental health services;
  - b. Alcohol and drug treatment programs;
  - c. Assistance to secure long-term housing;
  - d. Material assistance programs;
  - e. Adult/children protective services;
  - f. Assistance with employment opportunities, life skill training, educational services, child care, transportation or other support service not provided by the shelter but identified within individualized housing stabilization plan; and
  - g. Other mainstream resources.
5. In The agency shall ensure that the following basic needs are being provided:
    - a. humane care which preserves Individual dignity;
    - b. a clean environment;
    - c. reasonable security; and
    - d. referrals to other agencies.
  6. The agency shall have secure storage space for confidential documents relating to clients and personnel.
  7. The agency shall develop and implement procedures to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services.

**PROJECT HOME RAPID RE-HOUSING POLICY - PROTOCOL – PROCEDURE  
March 2013**

All policies, protocols and procedures contained within this document support and/or stem from those contained within two Toledo Lucas County Homelessness Board approved documents: *Coordinated Assessment, Centralized Approach* (August 2012). The purpose of which is two-fold: 1) Assess the household's immediate housing crisis with solution reasonably expected to provide safe housing for at least one week's time; and 2) Housing Solution: Make preliminary determination of need and eligibility for appropriate long-term housing solution. In addition, decision making and program development of the items contained here are grounded in two strong values: client centered & data driven.

- I.** Included in these documents are:
  - a. Flow Chart – Centralized Approach: Diversion, Emergency Response, Temporary Housing, Permanent Supportive Housing, Rapid Re-Housing and Homelessness Prevention
  - b. Guiding Principles: Household Safety, Efficiency, Fairness
  - c. Data-Collection Expectation
  - d. Service Overview: Diversion, Homeless Prevention, Rapid Re-Housing
  - e. Direct Financial Assistance Parameters
- II.** **Project Home** is the name of the Toledo Lucas County CoC Homeless Service System:
  - a. PHome participating agencies are required to be active members in the CoC Housing Collaborative Network (HCN) and serve on a Quality of Care (QoC) committee.
    - i. HCN reviews and recommends policy revisions/additions
    - ii. QoC reviews and advises procedures and coordination of services
  - b. The PHome Rapid Re-Housing (PHome RRH) component is a multi-agency effort via Memorandum of Understanding and/or contract and operates under the Program Management of TLCHB.
- III.** **PHome Rapid Re-Housing Partners** provides the following:
  - a. Coordinated Assessment (CA)
  - b. Case Management Services
  - c. Housing Placement Services
  - d. Financial Services
  - e. HMIS
- IV.** PHome RRH partners services include:
  - a. Screening, Assessment, & Housing Type Assignment (CA)
  - b. Housing Stabilization Services: Diversion, Case Management, Housing Placement, DFA requests, Legal Intervention, Recertification
  - c. Direct Financial Assistance: Rental & Utility Deposit and Assistance (including six months arrears); moving and storage costs; hotel stay. All DFA must assure participant housing is secured, housing meets rent reasonableness and is under lease with landlord

- VIII.** PHome RRH Participant Priorities: First time homeless; Homeless families with children; Veterans (VASH/VOA – deposit/first month rent)
- IX.** PHome RRH Process Flow employs progressive intervention: Diversion **first**
- a. **Screened:** UWGT 2-1-1 Information & Referral Specialists  
*Who: All seeking housing crisis intervention assistance*  
*Record: Refer documentation*
  - b. **Assessed:** UWGT Centralized Access Coordinator  
*Who: All those meeting pre-screened criteria*  
*Record: Client spreadsheet*
  - c. **Assigned:** UWGT Centralized Access Coordinator  
*Who: Enrolled clients – capacity permitting*  
*Case Assignments: LSS (households w/school-aged children – housed & 20 shelter)*  
*Diversion: CAC (maintain client file; bi-weekly follow-ups for one month) Record: HMIS*
  - d. **Case Management:** LSSNWO & TASC & FOCUS&BEACH HOUSE  
*Who: Assigned Clients*  
*Record: HMIS services / HMIS exit & Client File*
  - e. **Housing Placement:** FOCUS  
*Who: Case Managers for housing placement services for enrolled clients: rent reasonableness; inspections; housing search; lease review*  
*Record: HMIS service*
  - f. **Recertification:** Case Management Agency  
*Record: HMIS services & Client File*
  - g. **Exit:** Case Manager  
*Record: HMIS & Client File*
  - h. **Exit Appeal:** Project Home Manager (TLCHB)  
*Client File & TLCHB file*
- X.** PHome RRH Protocols
- a. Landlord Relations:  
Landlords are to be engaged as soon as possible beginning at CA and following through Housing Placement and agree to payment schedule as arranged with CM and agree not to evict barring any subsequent lease violations
  - b. A Rental Agreement will exist and be executed between PHome Case Management Services and the Landlord on behalf of an identified client.
  - c. Housing must meet Housing Quality Standards including Visual Lead Paint Assessment
  - d. If an occupied units fails the above the landlord will be notified of the failure and if repairs are achievable within two weeks arrangements will be agreed upon among tenant, housing placement and landlord. This agreement must be in place within five days of failure.

Toledo Lucas County Homelessness Board, Toledo OH

- m. A Client Exit goal will include housing costs at no more than 60% of household income, optimally.
  - n. Appeals and Grievances: All clients have a right to appeal and/or grieve a decision action or determination made by service provider that the client disagrees with according to the service provider appeal process.
  - o. Exit Appeal: All clients are to receive information on exit appeal decisions. These are to be submitted to the Project Manager whose decision will be based on review of client file and will be considered final.
- XI.** Revisions / Additions to this manual will be attached as approved
- XII.** The Project Manager will maintain all forms associated with the program.

# Toledo Lucas County Continuum of Care: 2015 Key Performance Indicators

## Prepared by:

Carl Richard Sutherland II -- HMIS Administrator, *Toledo Lucas County Homelessness Board/Toledo Homeless Management Information System*

## Background

In November 2012, the Toledo Lucas County Homelessness Board (TLCHB) adopted key performance indicators (KPI) and targets for calendar year 2013. These were developed in accordance with guidelines outlined in the HUD Continuum of Care Program Interim Rule requirements for adopting performance targets<sup>1</sup>. The targets were reviewed and updated for calendar year 2014.

On November 7<sup>th</sup> and 10<sup>th</sup>, the Quality & Performance KPI Committee reviewed

- General Program Reports from Toledo HMIS for calendar years 2013 and 2014 (to date) to assess Continuum of Care performance
- The HUD document *System Performance Measures: An introductory guide to understanding system-level performance measurement*, which gives the recommendations to date from HUD
- A review of the Balance of State Continuum of Care's document *Ohio Balance of State Performance Management Plan*, which gives a snapshot of the State's performance measures.

Based on these, and discussions among the committee, this document contains recommendations for the 2015 Key Performance Indicators.

## Scope of Recommendations

Recommendations contained within this document are for overall Continuum of Care performance indicators for calendar year 2015. These recommendations do not address a framework to "take action against poor performers," though that is called for by the HUD CoC Program Interim Rule.

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<sup>1</sup> Responsibilities of the Continuum of Care (§578.7). HUD Interim Rule for Continuum of Care Program. Published 31 July 2012 in The Federal Register.

For example, a person who exits from a rapid re-housing project with a destination of "Rental by client, without subsidy," and then enters an emergency shelter 175 days later would count as a recidivist client. If the person enters an emergency shelter 200 days after the exit to permanent housing, they are not counted as a recidivist.

**4. Improvement in Income**

Defined as percent of households whose total household income at program exit is greater than their total household income at program entry.

$$\frac{\text{Sum ( Exited Households ( Income at Exit > Income at Entry ))}}{\text{Total Exited Households}}$$

For example, a household whose members total income added up to \$550 per month at program entry and whose members total income added up to \$600 per month at program exit.

*N.B., Supplemental Nutrition Assistance Program (Food Stamps) benefits are considered non-cash benefits and are not included in calculations for Improvements in Income.*

**5. Adults Employed at Exit**

Defined as percent of persons aged 18 years or older who are employed at program exit.

$$\frac{\text{Sum ( Exited Adult Clients ( Employed at Exit ))}}{\text{Total Exited Adult Clients}}$$

This figure includes those who were unemployed at program entry that gained employment by the time they exited as well as those who were employed at program entry that maintained the employment through to program exit.

**6. Households Exiting with Non-Cash Benefits**

Defined as percent of households with at least one member receiving at least one non-cash benefit at program exit, including

- a. Supplemental Nutrition Assistance Program (Food Stamps);
- b. Medicaid;
- c. Medicare;
- d. SCHIP;
- e. Special Supplemental Nutrition Program for WIC;
- f. Veteran's Administration (VA) Medical Services;

Toledo HMIS will extend the existing General Program Reports that are issued monthly to Contributing HMIS Organizations (CHOs) so that they include as many of the recommended Performance Indicators as is feasible. Non-CHOs who receive CoC Program or Emergency Solutions Grant funding should furnish these Indicators to TLCHB on a quarterly basis for inclusion in the overall community figures.

## Appendix A: 2014 Recommended KPI and Targets by Project Type

Program Type \ Indicator	Emergency Shelter	Transitional Housing	Permanent Supportive Housing	Rapid Re-Housing
1. Length of Stay in Program (days)	(a) PH Exits, Level 3-9: 30 (b) PH Exits, Level 10-15: 60 (c) Overall: 40	90-270	--	(a) Level 3-8: 80% between 90 and 120  (b) Level 9-15: 80% between 180 and 270
2. Exits to Permanent Housing (PH)	30%	80%	70%	84%
3. Short-Term Recidivism	15%	15%	--	5%
4. Improvement in Income	--	20%	35%	50%
5. Adults Employed at Exit	--	10%	10%	40%
6. Households Exiting with Non-Cash Benefits	--	Families: 90%	Families: 90%	Families: 90%
7. Positive or Neutral Reasons for Leaving Projects	Families: 70% Overall: 60%	75%	65%	75%
8. PSH Retention	--	--	90%	--

### Coordinated Assessment KPI (no targets)

1. Time between shelter entry and re-housing assessment;
2. Time between re-housing assessment and referral;
3. Time between referral and response from provider; and
4. Time between referral and project entry with provider.

## **Appendix C: Quality & Performance Key Performance Committee Members**

Julie Embree, TLCHB Board

Sue Brown, Harbor House

Joe Habib, St. Paul's Community Center

Rodney Schuster, Catholic Charities

Veronica Burkhardt, Toledo Department of Neighborhoods

Cami Roth Szirotnyak, MHR SB

Omar Smiley, Toledo Department of Neighborhoods

Erin Goff, United Way

Lisa Flynn, Family House

Denise Fox, Aurora

Cindy Zawojski, FOCUS

Liz Links, TLCHB

Richie Sutherland, TLCHB

## **Appendix D: Housing Collaborative Network Recommendations (11/19/14)**

- Formula for Length of Stay in Program needed typo correction
- Formula for Exits to Permanent Housing needed clarification ("Exited" in denominator)
- Positive & Neutral Reasons for Leaving qualities were discussed; A guide to usage is needed, to be discussed at End User Training
- Formula for PSH Retention needed correction, regarding "at least 181 days" and to clarify the denominator

## **Appendix E: Document History & Change Log**

- Debated among the Quality and Performance Committee (11/07/14 & 11/10/14)
- First Draft (11/18/14)
- Revised and Debated among the Housing Collaborative Network (11/19/14)
- Implemented HCN Recommendations (11/19/14)
- Other documents Updates
  - Updated Changes in Language and Definitions from 2014 Recommendations (11/20/14)
  - Minor grammar and punctuation changes (11/20/14)

## RETENTION POLICY

Continuum of Care (CoC) agencies will assist program participants to retain their HEARTH/CoC housing assistance; which will include the provisions for reasonable accommodations, fair housing, and ADA requirements. This includes providing participants with opportunities for corrective steps when participant behavior, or the actions of their guests, places their housing stability in jeopardy. The CoC agency will provide evidence of offering curative actions utilizing a progressive intervention model in accordance with TLCHB *Homeless Board Standards Compilation*; in an effort to assist the program participant in making the choices necessary to retain their housing. When curative steps are unsuccessful in cases not warranting immediate termination, the program participant must be offered a hearing by the agency. This will be initiated prior to terminating assistance by leaving a written notice of such hearing at the participant's residence, or issuing the written notice in person. The written notice shall include information about agency grievance and/or appeal process. The written notice will state the date on which the assistance termination will go into effect, within a reasonable time frame; along with the reasons for which the assistance is being terminated, and the date of the hearing. The written notice shall also advise the tenant of their right to present written or oral objections at a hearing. Providers shall issue all written notices according to the Federal, State and Local laws. Final documentation of curative steps and termination will be provided to TLCHB for all terminations. A program may initiate immediate termination for criminal activity that affects the health or safety of program participants, residents, staff and/or property. This policy cannot be used for permanent denial of future services within the Continuum of Care.