



# City of Visalia: Citizen Participation Plan

April 20, 2020

Amended May 18, 2020

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## Article I. Summary

The City of Visalia (City) is an entitlement jurisdiction that receives grant funding from the U.S. Department of Housing and Urban Development (HUD).

The federal entitlement grant funds include:

- Community Development Block Grants (CDBG)
- HOME Investment Partnerships Program (HOME)

The HUD Code of Final Regulations for the Consolidated Plan (ConPlan) (24 CFR Part 91 Sec. 91.105) requires that the City adopt a Citizen Participation Plan (CPP) that sets forth the City's policies and procedures for citizen participation in the planning, execution, and evaluation of the Consolidated Plan, Annual Action Plans (AAP), and Consolidated Annual Performance Evaluation Reports (CAPER).

*This Citizens Participation Plan shall be effective until amended or superseded.*

This CPP provides guidelines for the City to provide and encourage public participation to residents, community stakeholders, and grant beneficiaries in the process of drafting, implementing, and evaluating the Consolidated Plan and related documents. The citizen participation process includes outreach, public hearings, community forums, and opportunities for comment.

## Article II. Definitions

**Amendment, Minor:** A change to a previously adopted Five Year Consolidated Plan (ConPlan) or Annual Action Plan that does not meet the thresholds to qualify as a Substantial Amendment. A minor amendment may include monetary changes or shifts, regardless of size that are both:

1. Necessary for substantially preserving all the programs and activities identified in a Plan.
2. Necessitated by insignificant changes in the funding levels between HUD's initial estimates of funding amounts and HUD's final allocation notification to the City.

**Amendment, Substantial:** A change to a previously adopted Five Year Plan or Annual Plan that:

- Increases or decreases the amount allocated to a category of funding within the City's entitlement grant programs by 75 percent or more.
- Significantly changes an activity's proposed beneficiaries or persons served
- Allocates funding for a new activity not previously described in the Action Plan

**Analysis of Impediments (AI) to Fair Housing Choice:** The program participant must continue to conduct an analysis of impediments (AI) in accordance with existing HUD regulations. Future Plans will occur every five years with the ConPlan unless otherwise required by HUD.

**Annual Action Plan (Annual Plan):** The Annual Plan summarizes the activities that will be undertaken in the upcoming Fiscal Year (FY) to meet the goals outlined in the ConPlan. The Annual Plan also identifies the federal and non-federal resources that will be used to meet the goals of the approved ConPlan.

**Citizen Participation Plan (CPP):** The CCP provides guidelines by which the City will promote engagement in the planning, implementation, and evaluation of the distribution of federal funds, as outlined in the ConPlan, Annual Plan, and CAPERs.

**Community Development Block Grant (CDBG):** HUD's CDBG program provides communities with resources to address a wide range of housing and community development needs that benefit very low- and low-income persons and areas.

**Consolidated Annual Performance Evaluation Report (CAPER):** The CAPER assesses the City's annual achievements relative to the goals in the ConPlan and proposed activities in the Annual Plan. HUD requires the City to prepare a CAPER at the end of each fiscal year.

**Consolidated Plan (ConPlan):** HUD requires entitlement jurisdictions to prepare a ConPlan every five years. The ConPlan is a strategic plan that identifies housing, economic, and community development needs and prioritizes funding to address those needs over a five-year period.

**Department Of Housing And Urban Development (HUD):** HUD is the government agency that creates and manages programs pertaining to federal home ownership, affordable housing, fair housing, homelessness, and community and housing development.

**Displacement:** Displacement refers to the involuntary relocation of individuals from their residences due to housing development and rehabilitation activities paid for by federal funds.

**Eligible Activity:** Activities that are allowable uses of the three federal funds (CDBG, NSP and HOME) covered by the CPP as defined in the Code of Federal Regulations (CFR) Title 24 for HUD.

**Entitlement Community:** A city with a population of at least 50,000, a central city of a metropolitan area, or a qualified urban county with a population of at least 200,000 that receives grant funding from HUD. HUD awards annual grants to entitlement community grantees on a formula basis to develop viable urban communities by providing decent housing and a suitable living environment, and by expanding economic opportunities,

principally for low-and moderate-income persons. HUD awards grants to carry out a wide range of community development activities directed toward revitalizing neighborhoods, economic development, and providing improved community facilities and services. The City of Visalia is an Entitlement Community jurisdiction.

**Home Investment Partnerships Program (HOME):** HOME is a federal block grant program that is designed to exclusively create affordable housing for low- and moderate-income households.

**Low and Moderate Income Benefit Area (LMA):** CDBG funded activities must principally benefit low and moderate income persons, aid in preventing or eliminating slums or blight, or meet a community development need 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 to meet that need. The City provides activities under this category, an area benefit activity which is primarily residential and who are at least 51 low- and moderate-income persons. Some activities which may meet the requirements include parks, neighborhoods, facilities, community centers and streets, which serve an identified geographic area, primarily by L/M income person.

**Low and Moderate Income Limited Clientele (LMC):** A Low/Mod income limited clientele activity is an activity which provides benefits to a specific group of persons rather than everyone in an area generally. It may benefit particular persons without regard to the area in which they reside, or it may be an activity which provides benefit on an area basis but only to a specific group of persons who reside in the area. In either case, at least 51% of the beneficiaries of the activity must be low/mod income persons. Statutory limitations preclude certain activities.

**Low and Moderate Housing Activities (LMH):** The housing category of Low/Mod income, qualifies activities that are undertaken for the purpose of providing or improvement permanent residential structures which, upon completion, will be occupied by Low Income households.

**Low and Moderate Income (LMI):** As defined annually by HUD LMI is 0-80% of Area Median Income (AMI) for a jurisdiction. This includes those individuals presumed by HUD to be principally LMI (abused children, battered spouses, elderly persons, severely disabled adults, homeless persons, illiterate adults, persons living with AIDS and migrant farm workers). HUD utilizes three income levels to define LMI households:

- Extremely low income: Households earning 0-30 percent of the AMI (subject to specified adjustments for areas with unusually high or low incomes)
- Low income: Households earning 30-50 percent of the AMI (subject to specified adjustments for areas with unusually high or low incomes)
- Moderate income: Households earning 50-80 percent of the AMI (subject to adjustments for areas with unusually high or low incomes or housing costs)

**Low and Moderate Job Creation or Retention (LMJ):** The job creation and retention Low/Mod income category addresses activities that are designed to create or retain permanent jobs, at least 51% of which (computed on a full-time equivalent basis) will be made available to or held by Low Mod Income persons.

**Program Year:** the “program year” chosen by the City of Visalia is July 1st through June 30th.

**Public Hearing:** Public hearings are designed to provide the public the opportunity to make public testimony and comment. Public hearings related to the Consolidated Plan are to be advertised in local newspapers and made accessible to non-English speakers and individuals with disabilities.

## Article III. Roles, Responsibilities, and Contact Information

The City is a federal entitlement community jurisdiction and is a recipient of CDBG and HOME funding from the federal government.

**Visalia City Council:** The Visalia City Council is the elected legislative body governing the City. It is responsible for approving the City's Five-Year Consolidated Plan, Annual Action Plans, amendments to the Plans, and CAPERs prior to their submission to HUD. City Council meetings are generally held the first and third Monday of each month beginning at 4:00 pm for a Work Session and 7:00 pm for the regular session. The meetings are held at the City Hall, Council Chambers at 707 W. Acequia, Visalia, CA 93291. All City Council meetings are held in facilities that are accessible to persons with disabilities.

The City of Visalia, beginning in 2016, moved to district elections. The adopted map sets City Council Districts until after the 2020 Census.

**Citizen's Advisory Committee (CAC):** The Citizen's Advisory Committee meets on the first Wednesday of each month at 5:30pm in the City Hall, Council Chambers at 220 North Santa Fe Street, Visalia, CA 93291. The committee acts as a liaison between the general public and the City Council concerning community issues.

**Disability Advocacy Committee (DAC):** The Disability Advocacy Committee meets on the second Monday of each month at 5:00 pm at 220 North Santa Fe Street, Visalia, CA 93291 to advise the City on the needs of disabled people. The committee promotes physical, social, communication and attitudinal access for every resident of the City. Additionally, handicapped accommodation is included in all public meeting notices.

**City of Visalia General Contact:** The General Contact Information for the City of Visalia's HUD Entitlement Programs is:

Office of the City Manager  
City of Visalia  
220 North Santa Fe Street  
Visalia, CA 93291  
559-713-4332

## Article IV. Citizen Participation Policies

### Availability of Draft and Approved Documents

The draft CPP, 2020 Consolidated Plan, 2020 Action Plan, and any draft substantial amendments will be made available for public review and comment for a minimum of 30 days prior to their submission to HUD. The draft CAPER will be available for public review and comment for a minimum of 15 days prior to its final submission to HUD. Previously approved plans and amendments will be available to residents, public agencies, and other interested stakeholders.

The CPP is designed to facilitate and encourage residents to participate in the Consolidated Plan process. In particular, the CPP seeks to encourage the involvement of LMI persons. The draft and final versions of the CPP, Consolidated Plan, Annual Plan, CAPER, and all related amendments will be available online at the City's Finance Department-Housing website:

<http://www.visalia.city>.

Hard copies of all documents will be available at the City of Visalia, 707 West Acequia Ave., Visalia, CA 93291.

The City will use the following process to adopt and make any subsequent changes to the documents listed below:

- The City will place public notice in the Visalia Times-Delta, on the City's Web site ([www.visalia.city](http://www.visalia.city)) and at City Hall West (707 W. Acequia Ave.), City Hall East (315 E. Acequia Ave.), City Hall North (220 North Santa Fe Street), the Visalia Branch Library (200 W. Oak Ave.) and two community centers—Anthony Community Center (345 N. Jacob St.) and Visalia Senior Center (310 N. Locust St.)—in advance of a 30-day public review and comment period.
- Residents have 30 days to review the Citizen Participation Plan from the date of the notice.
- During the 30-day public review and comment period, the document will be available for review at City Hall West (707 W. Acequia Ave.), City Hall North (220 North Santa Fe Street), and copies of the document will be available to the public upon request.
- Residents may file comments in writing at City Hall North (220 North Santa Fe Street) during the 30-day period from the date of the notice.
- The City Council will adopt the CPP at a public hearing.

Any change in the public participation process as outlined in this document will require an amendment to the CPP.

**2020 Five Year Consolidated Plan and First Year Annual Action Plan:** The steps outlined below provide opportunities for public involvement in the preparation of

the Five-Year **2020** Consolidated Plan and the First Year Annual Action Plan:

The response to the surveys, community outreach and the Census Data collected for the City of Visalia are used to identify and prioritize which barriers to address which helps filter which programs to fund going forward. To solicit community input, which is essential to determining these needs and priorities, the City will:

- Consult with local public agencies that assist low- and moderate-income persons and areas, including City staff, state and federal agencies, neighboring local governments, and regional agencies.
- Consult with private agencies, including local nonprofit service providers and advocates such as the local public housing agency, health agencies, homeless service providers, nonprofit housing developers and social service agencies (including those focusing on services to children, the elderly, persons with disabilities, persons with HIV/AIDS, persons with substance abuse problems, etc.).
- Place public notices in the Visalia Times-Delta, and the Tulare Kings Hispanic Chamber of Commerce newsletter, on the City's Web site ([www.visalia.city](http://www.visalia.city)) and at City Hall East (315 E. Acequia Ave.), City Hall West (707 W. Acequia Ave), City Hall North (220 North Santa Fe Street), the Visalia Branch Library (200 W. Oak Ave.) and two community centers—Anthony Community Center (345 N. Jacob St.) and Visalia Senior Center (310 N. Locust St.)—30 days in advance of a meeting. The notice will include the amount of funds available, the range of activities that could be undertaken and the amount that would benefit LMI persons.
- Hold a minimum of two public hearings within the community to solicit input on needs and priorities for the Consolidated Plan and the Annual Action Plan.
- Hold a minimum of one public hearing before the City Council to solicit input on needs and priorities for the Consolidated Plan and the Annual Action Plan.
- Provide residents with 30 days to review the draft Consolidated Plan and/or the draft Annual Action Plan from the date of the notice.
- Provide residents with a 30-day period from the date of notice to file comments at City Hall North (220 North Santa Fe Street).
- Present the Five-Year Consolidated Plan and First Year Annual Action Plan to City Council for adoption.
- Consider all comments and views expressed by the public, whether given as verbal testimony at the public hearing or submitted in writing during the review and comment period. The final documents will have a section that includes all comments, along with any explanations as to why any comments were not accepted.

**Substantial Amendments to the Five-Year Consolidated Plan and the First Year Annual Action Plan:** Amendments to the Five Year Consolidated Plan, Annual Action Plan are necessary whenever one of the following is proposed:

- To make a substantial change in the allocation priorities or a substantial change in the method of distribution of funds. A substantial change increases or decreases the amount allocated to a category of funding within the City's entitlement grant programs by 75 percent or more.
- To carry out an activity using funds from any program not covered by the Five-Year Consolidated Plan (including program income) not previously described in the Five-Year Consolidated Plan.
- To substantially change the purpose, scope, location or beneficiaries of an activity.

The following procedures apply to Substantial amendments:

- The City will place public notices in the Visalia Times-Delta post on the City's Web site ([www.visalia.city](http://www.visalia.city)); provide notice to the Tulare Kings Hispanic Chamber of Commerce to include within their newsletter, and at City Hall West (707 W. Acequia Ave.) City Hall East (315 E. Acequia Ave.), City Hall North (220 North Santa Fe Street), the Visalia Branch Library (200 W. Oak Ave.) and two community centers—Anthony Community Center (345 N. Jacob St.) and Visalia Senior Center (310 N. Locust St.)—in advance of a 30-day public review and comment period.
- Residents have 30 days to review the proposed Substantial amendment from the date of the notice.
- During the 30-day public review and comment period, the document will be available for review at the City's Finance Department-Housing office. Copies of the document will be available to the public, upon request.
- Residents may file comments at City Hall North (220 North Santa Fe Street) during the 30-day period from the date of the notice.
- The City will hold a minimum of one public hearing within the community to solicit input on the Substantial Amendment.
- The City will hold a minimum of one public hearing before the City Council to solicit input on the Substantial Amendment.
- In preparing a final Substantial amendment, careful consideration will be given to all comments and views expressed by the public, whether given as verbal testimony at the public hearing or submitted in writing during the review and comment period. The final amendment will have a section that includes all comments, plus explanations as to why any comments were not accepted.

**Annual Action Plan and Consolidated Annual Performance Evaluation Report (CAPER):** The City must submit an Annual Action Plan and a Consolidated Annual Performance Evaluation Report (CAPER) to HUD.

#### *Action Plan:*

The Annual Action Plan summarizes the activities that will be undertaken in the upcoming FY to meet the goals outlined in the ConPlan. The following steps outline the opportunities for public involvement in the Annual Action Plan:

- The City will place public notices in the Visalia Times-Delta, provide notice to the Tulare Kings Hispanic Chamber of Commerce's for inclusion in their newsletter, post notice on the City's Web site ([www.visalia.city](http://www.visalia.city)), at City Hall West (707 W. Acequia Ave.), City Hall East (315 E. Acequia Ave.), City Hall North (220 North Santa Fe Street.), the Visalia Branch Library (200 W. Oak Ave.) and two community centers—Anthony Community Center (345 N. Jacob St.) and Visalia Senior Center (310 N. Locust St.)—in advance of a 30-day public review and comment period.
- Residents will have 30 days to review the Annual Action Plan from the date of the notice.
- During the 30-day public review and comment period, the document will be available for review at the City's Finance Department-Housing office. Copies of the document will be available to the public upon request.
- Residents may file comments at City Hall North (220 N Santa Fe Street) during the 30-day period from the date of the notice.
- The City will hold a minimum of one public hearing within the community to solicit input on needs and priorities for the Annual Action Plan.
- The City will hold a minimum of one public hearing before the City Council to solicit input on needs and priorities for the Annual Action Plan.
- In preparing the Action Plan, careful consideration will be given to all comments and views expressed by the public, whether given as verbal testimony at the public hearing or submitted in writing during the review and comment period. The final report will have a section that includes all comments, plus explanations as to why any comments were not accepted.

#### *CAPER:*

The CAPER must describe how funds were actually used and the extent to which these funds were used for activities that benefited low- and moderate-income people. The following steps outline the opportunities for public involvement in the CAPER:

- The City will place public notices in the Visalia Times-Delta, on the City's Web site ([www.visalia.city](http://www.visalia.city)) at City Hall West (707 W. Acequia Ave.), City Hall East (315 E. Acequia Ave.), City Hall North (220 North Santa Fe Street.), the Visalia Branch Library (200 W. Oak Ave.) and two community centers—Anthony Community Center (345 N. Jacob St.) and Visalia Senior Center (310 N. Locust St.)—in advance of a 15-day public review and comment period.
- Residents will have 15 days to review the CAPER from the date of the notice.
- During the 15-day public review and comment period, the document will be available for review at the City's Finance Department-Housing office. Copies of the document will be available to the public upon request.
- Residents may file comments at City Hall North (220 North Santa Fe Street) during the 15-day period from the date of the notice.
- In preparing the CAPER, careful consideration will be given to all comments and views expressed by the public, whether given as verbal testimony at the public

hearing or submitted in writing during the 15-day review and comment period. The final report will have a section that includes all comments, plus explanations as to why any comments were not accepted.

**Public Hearings:** The City will hold public hearings for the Consolidated Plan, Annual Action Plan, CAPER, amendments made to the CPP, or Substantial amendments.

Consolidated Plan hearings will include City staffed community meetings and one City Council Public Hearing for the adoption of the Consolidated Plan and Annual Action Plan.

The City Council Public Hearing will be held at City Hall Council Chambers. Listening devices, interpretation services, and other assistance to disabled persons or those with limited English proficiency will be provided upon request, requiring up to five business days prior notification to the City Clerk. Requests for disability-related modifications or accommodations required to facilitate meeting participation, including requests for auxiliary aids, services or interpreters, require different lead times, of up to five business days. Please keep this in mind and provide as much advance notice as possible in order to ensure availability. Assistive Listening Devices (ALD's) are available upon request.

**Notice of Hearings and Review Periods:** To allow the public to provide comments prior to the submission of approved documents to HUD, the City will hold a public review period of at least 30 days for each ConPlan, Annual Action Plan, CPP, and Substantial amendment.

The City will establish a public review period of at least 15 days for each CAPER to allow for public comments prior to the submission of approved documents to HUD.

Completed drafts of the Five-Year Consolidated Plan and First Year Annual Action Plan, CPP, and any Substantial amendments will be available for public review and comment for 30 days.

Completed drafts of the Subsequent Annual Action Plans will be available for public review and comment for 30 days.

Completed drafts of the CAPER will be available for public review and comment for 15 days.

Copies of these draft plans will be available to the public for review, at City Hall West (707 W. Acequia Ave.) and City Hall North (220 North Santa Fe Street).

To ensure that all residents, including minorities, persons with limited English proficiency, persons with disabilities, residents of public housing, and LMI residents can participate in the public review process, the City will provide residents, public agencies and other stakeholders the following:

- Notice of opportunity to comment via e-mail, U.S. mail, and/or in person at public hearings on the Consolidated Plan, Annual Plan, CAPER, Substantial amendments, and CPP.
- Notice of applicable public review period and public hearings using an email distribution list maintained by the City for those parties expressing interest in receiving information and updates related to the City's Five-Year Consolidated Plan, Annual Action Plan, CAPER, Substantial amendments and CPP. To be added to this email distribution list, please submit a request to: [finonline@visalia.city](mailto:finonline@visalia.city) with the subject line: ConPlan distribution list
- Notices will be distributed through various methods, including e-mail, websites, and newspaper postings.
- Public notices will announce the availability of relevant draft documents for public review and include an introduction of the document, its contents, and purpose. The notices will describe how to obtain a copy of the document for review and clearly list all scheduled hearings with dates, times, and locations. The notices will include information on how to access staff report and related documents online and list locations where hard copies will be available.
- Notices of the availability of draft documents and the review periods will be distributed, published, and posted on the City of Visalia's Finance Department-Housing website at [www.visalia.city](http://www.visalia.city). Notices will be distributed and published at least 15 days for CAPER's and 30 days for Con Plan, Action Plans, Substantial Amendments, and CPP before the final public hearing and will include information regarding how to request accommodation and services available for persons with disabilities who wish to attend the public hearings.
- Newspaper postings of the notices for the Consolidated Plan, Annual Action Plan, CAPER, Substantial amendments, and amendments to the CPP will be provided in the Visalia Times-Delta, or other local newspaper, and the Tulare Kings Hispanic Chamber of Commerce's newsletter. Consolidated Plan and Action Plan notices will be sent to an e-mail distribution list maintained by the City's Finance Department-Housing. Members of the public may be added to this distribution list by contacting [finonline@visalia.city](mailto:finonline@visalia.city). Although the City will prioritize the use of email to distribute the public notices to residents, it will continue to send hard copies to the public via U.S. Postal Service to residents with no email access, upon request.

The City often combines notices complying with several individual requirements into one document for dissemination and publication. The City is receptive to suggestions for ways to improve its process for notifying the public of upcoming public hearings and the availability of draft documents for public review.

The City will consider comments and views expressed by residents, public agencies, and other stakeholders via email, writing, or orally at public meetings. In each Five Year Consolidated Plan, Annual Action Plan, CAPER, Substantial amendment or CPP submitted to HUD, the City will provide an attachment that includes all written communications received and a summary of each oral comment during the applicable

30-day or 15-day public review period; the City's subsequent action; and the reasons for non-action, if none was taken. This information will also be available to the public as part of the final document.

### **CARES Act Waivers and Flexibility:**

*Effective March 27, 2020, The Coronavirus Aid, Relief and Economic Security Act (CARES Act) (Public Law 116-136) provides HOME and CDBG participating jurisdictions with flexibilities that make it easier to use CDBG-CV grants and fiscal years 2019 and 2020 CDBG Grants for the Coronavirus response. The CARES Act authorizes HUD to grant waivers and alternative requirements; and in order to prevent, prepare for, and respond to, the Coronavirus using CDBG-CV grants, the City will have the option to meet public hearing requirements with virtual public hearings if: 1) national/local health authorities recommend social distancing and limiting public gatherings for public health reasons; and 2) virtual hearings provide reasonable notification and access for citizens in accordance with the City's certifications, timely responses from local officials to all citizen questions and issues, and public access to all questions and responses.*

For any CDBG-CV, 2019-20 CDBG and 2020-21 HOME funds that are used in order to prevent, prepare for, and respond to the Coronavirus, expedited procedures will be implemented which include notice and reasonable opportunity to comment of no less than five (5) days. The five (5) day period can run concurrently for comments on the action plan amendment and, amended citizen participation plans.

For any CDBG-CV, 2019-20 CDBG and 2020-21 HOME funds that are used in order to prevent, prepare for and respond to the Coronavirus, the draft and final documents will only be available online at the City's website.

At the discretion of the City Manager, City Staff will recommend program activities, funding and program modifications for submittal to the City Council without consultation of the Citizen's Advisory Committee. In this case, the City Manager would have deemed the expeditious completion of these tasks as essential to public safety, health or economy, to prevent, prepare for or respond to the Coronavirus.

Council approval on May 18, 2020, related to COVID-19 Amendments. See Appendix "F" for community input, comments.

**Anti-Displacement Policy:** As part of the CPP, the City must maintain a displacement policy. Displacement refers to the involuntary relocation of individuals from their residence due to housing development and rehabilitation paid for with federal funds. The City will continue to use existing federal and state relocation guidelines, as applicable, to minimize displacement and to alleviate the problems caused by displacement. Both the federal government and the State of California have specific requirements dictating the amount of benefits and assistance that must be provided to lower income persons and households relocated from their homes as a result of displacement. Depending on the funding source, displaced persons may be offered one or more of the following:

- A rent subsidy for another unit
- A cash payment to be used for rent or a down payment on the purchase of a dwelling unit
- Moving and related expenses

The City's rehabilitation programs may also incur relocation issues when they provide minor additions to existing dwellings in order to address overcrowding. Any temporary relocation costs, if applicable are included in the rehabilitation loan package offered to clients.

**Availability of and Access to Records:** Information on the City's Consolidated Plans, CPPs, Annual Action Plans, CAPERs, and program regulations will be posted on the City's Finance Department-Housing website at [www.visalia.city](http://www.visalia.city) and will be made available for public review during normal working hours at the City of Visalia, 707 W. Acequia Avenue, Visalia, CA 93291, and upon written request addressed to the City's General Contact via the Finance Department-Housing. If the City is unable to provide immediate access to the documents requested, the City will make every effort to provide the documents and reports within 10 business days from the receipt of the request. These documents are also posted on the City's Finance Department-Housing website: [www.visalia.city](http://www.visalia.city)

**Comments/Complaints:** Comments or complaints from residents, public agencies, and other stakeholders regarding the Consolidated Plan or related amendments and performance reports may be submitted in writing or orally to the General Contact at the City's Finance Department-Housing at City of Visalia, 707 W. Acequia Avenue, Visalia, CA 93291. Written comments or complaints will be referred to appropriate City staff for consideration and response. The City will provide substantive, written responses to all comments or complaints within 10 business days.

A summary of public comments or complaints and a summary of any comments or complaints not accepted and the reasons thereto shall be attached to the respective final Consolidated Plan, any amendments to the plan, the Annual Action Plan or the CAPER.

**Technical Assistance:** The City will, to the extent practicable, respond to requests for technical assistance by groups representing persons of low- and moderate-income developing funding proposals for any program covered by the Consolidated Plan in accordance with grant procedures. This may include, but is not limited to, providing information regarding how to fill out applications, other potential funding sources, and referrals to appropriate agencies within and outside the City. "Technical assistance," as used here, does not include the provision of funds to groups requesting such assistance. Assistance will also be provided by the City's Finance Department-Housing to interested individuals and resident groups who need further explanation on the background and intent of the Housing and Community Development Act, interpretation of specific HUD regulations, and project eligibility criteria for federal grants.

# Appendix A: 2020 ConPlan-Citizen Participation Summary

## PR-15 Citizen Participation

**Summary of citizen participation process/Efforts made to broaden citizen participation. Summarize citizen participation process and how it impacted goal-setting.**

### Community Needs Survey

To identify the highest priority needs of the City, a Community Needs Survey was designed and distributed to residents, workers, service providers, and businesses in the City. The public was informed that the City was in the process of preparing the 2020-2024 Consolidated Plan and community stakeholders were encouraged to complete the Community Needs Survey to help the City prioritize areas for investment using federal entitlement funds over the next five years.

The survey asked respondents to rate the level of need for improvements in the following areas:

- Affordable housing
- Housing maintenance
- Community/special needs services
- Homeless needs
- Community development (Public facilities and Public improvements)

English and Spanish versions of the surveys were available in electronic and hard copy formats from May 13, 2019 to June 24, 2019. These two online surveys to get citizen feedback were addressing issues such as: housing, discrimination, community services, and infrastructure improvements.

It is estimated that 20,117 entities, organizations, or persons were informed of the preparation of the Consolidated Plan. Information on public forums was disseminated through the following methods:

- The survey link was emailed to over 493 entities, organizations, agencies, or individuals with a request to share the survey with their network. (<https://www.surveymonkey.com/s/VisaliaConPlan>)
- The survey link was sent to 800 members of the City's Chamber of Commerce.
- The survey link was sent to the City's Community Center and Housing Resource Fair listservs.
- The survey link was posted to the City's webpage.
- Information on the survey was shared on various social media pages. The survey link was posted to the City's Facebook page (potential reach of 852) and Twitter

page (potential reach of 819). The survey link was posted to the Visalia Convention Center's Facebook page (potential reach of 3,300).\*

- The survey was distributed through local media sources, including the Visalia Times-Delta (potential reach of 13,996), the City's "Inside City Hall" newsletter, and a link to take the survey's within Visalia resident Utility bills.
- Hard copy surveys and flyers were distributed to residents of the City at various locations, including public housing sites, school districts, health care providers, libraries, and community centers.

## Community Forums

The City facilitated four community forums to provide attendees with an overview of the Con Plan, Analysis of Impediments (AI), and federal programs and to gather public input on community needs that could be addressed by utilizing federal entitlement funds.

A total of 35 individuals participated in the community forums and provided feedback on what they viewed as the most pressing housing, special needs/public services, and community development needs in the City. In addition to covering areas of focus for the ConPlan, the community forums were also structured to provide an overview of and gather feedback on fair housing for the City's Analysis of Impediments to Fair Housing Choice (AI).

These community forums were held at the following locations:

Linwood Elementary  
3129 Linwood Street  
Visalia, CA 93277  
June 12, 2019, 6:00 pm to 8:00 pm

Anthony Community Center  
345 North Jacob Street  
Visalia, CA 93291  
June 13, 2019, 6:00 pm to 8:00 pm

Annie Mitchell Elementary School  
2121 East Laura Avenue  
Visalia, CA 93292  
June 26, 2019 6:00 pm to 8:00 pm

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\* Estimate reflects the number of "Likes" of organization's Facebook and Twitter page.

These Committees were advised of the plans and held informational meetings at the following locations:

Outreach Summary	#
Business Leaders	27
Child Welfare Agency	2
Civic Leader	5
Health Agency	13
Housing	17
Major Employer	7
Other - Advisory Committee	51
Other - Citizen, Champions Recovery	6
Other - Citizen, Continuum of Care	69
Other - Citizen, State Dept. of Rehabilitation	1
Other - Faith Based Organization	109
Other - Services - Legal	3
Other - Veterans	17
Other Government - County	4
Other Government - Federal	1
Other Government - Local	25
Other Government - State	1
Publicly Funded Institution/System of Care-Continuum of Care	2
Regional Organization	8
Services - Children	8
Services - Disabled	2
Services - Education	15
Services - Elderly Persons	6
Services - Employment	10
Services - Fair Housing	2
Services - Health	19
Services - Health, Housing	13
Services - Homeless	26
Services - Persons with Disabilities	3
Services - Persons with HIV/AIDS	5
Services - Victims of Domestic Violence	16
	493

Citizens Advisory Committee (CAC)  
Administration Building  
220 N Santa Fe Street,  
Visalia, CA 93292  
August 7, 2019, 5:30 pm to 6:30 pm

Disability Advocacy Committee (DAC)  
Administration Building  
220 N Santa Fe  
Visalia, CA  
August 12, 2019, 5:00 pm to 6:00 pm

This focus group was advised of the plans and held informational meetings at the following locations:

Self-Help Enterprises  
8445 W. Elowin Court  
Visalia, CA 93290  
August 22, 2019, 9:00 am to 4:00 pm

\*Note: Discussions regarding Housing Needs was held from 9:00 am to 12:00 pm and Homeless and Public Service Needs was held from 1:00 pm to 4:00 pm.

The City Council Work Session was held on September 16, 2019, @ 4:00 pm, to provide a summary of community outreach, review the process for the City's 2020 ConPlan, and obtain input for projects and programs. The work session included a summary of the

following efforts to enlist community participation:

**Community Surveys, Public Outreach & Stakeholder Meetings:** Staff had engaged the community and its stakeholders to assess community development and housing needs, specifically identifying the highest priority needs related to the use of both CDBG and HOME funding over the next 5-years (2020-2021 program year, through 2024-2025). Through public noticing of community meetings and online surveys, opportunities were provided for the community to give feedback on spending priorities for the next five years. This feedback served as a framework for the community-wide dialogue in identifying housing and community development priorities.

The survey's and/or link, were posted on the City's website, included in the June utility billing, and an email blast was distributed to 493 stakeholders as shown in table "Outreach Summary". The surveys closed June 24, 2019. A total of 102 people responded to the Housing Survey and 185 people responded to the Community Outreach Survey.

Four Council members attended three community forums that were scheduled:

- June 12, 2019: 6:00 pm– Linwood Elementary
- June 13, 2019: 6:00 pm- Anthony Community Center
- June 26, 2019: 6:00 pm– Annie R Mitchell Elementary

In addition to community forums, City staff also held two committee presentations:

- August 7, 2019: 5:30pm– Citizen Advisory Committee
- August 12, 2019: 5:00pm– Disability Advocacy Committee

**Council Input and Direction:** Staff identified and presented the need, clearly expressed by Visalia residents, and data analysis (HUD CHAS, Census, etc.). This will allow Council to reach a decision with full knowledge of community needs and provide staff with recommended priorities and activities for the next 5 years.

**Analysis of Impediments to Fair Housing:** The ConPlan includes the AI, which assesses the extent of housing needs among specific income groups, evaluates housing choices, and analyzes conditions in the private and public sector that could impede a person's access to such housing. The City is contracted with the Fair Housing Council of Central California (FHCCC) for fair housing education and testing. The results will be utilized by MBI in preparing the AI. Preliminary AI information reflects barriers and goals related to:

- Lending practices
- Land Use Policies & Practices
- Regional Collaboration related to services
- Opportunity Indicators; and
- Housing Discrimination

As a result of the analysis to date, the City will work with its partners and consultants to provide fair housing education as well as to monitor discrimination. The City is currently working on the update of its Housing Element. The City shall continue to work with surrounding cities and non-profit providers, as well as the Continuum of Care to coordinate new programs and funding opportunities to address homelessness. The City recommends continued efforts in making programs, such as down payment assistance, available citywide to address segregation and concentration barriers, such as

populations with lack of access to quality schools. MBI will also be conducting an analysis of Visalia's market conditions, and a homeless needs assessment, as well as preparing the Strategic Plan and Action Plan, based on high priority needs identified through community outreach and City and Council input.

**Housing Windshield Survey:** Included with the consulting services from MBI was a Housing Windshield Survey which gives insight to real-time existing conditions of single-family and multi-family homes that may not have been present at previous inspections of the housing units. City staff directed and identified areas of Visalia to complete the windshield survey. Michael Baker International (MBI) staff conducted these surveys from March 14, 2019 to June 28, 2019. MBI staff drove through the identified neighborhoods and randomly selected homes to profile to ensure impartiality and provide a better reflection of the neighborhood being surveyed. Using an iPad equipped with Survey123 for ArcGIS, MBI staff identified the following variables:

- 1) Address of home
- 2) Type of home (single family/multifamily/other)
- 3) Condition of neighborhood overall
- 4) Condition of the home (siding/type of siding/roof/landscape/fence)
- 5) Condition of the right-of-way
- 6) Type of siding (stucco, panel, brick, slate, or stone)

Variables 3, 4, and 5 were given ratings of poor, fair, or good. The total number of homes and public amenities (i.e., parks) that were surveyed were 2,301 housing units and 16 public amenities. When considering all the housing units within the City of Visalia, including areas not identified by city staff, this report covers 5% of total housing units. This survey yielded insight into areas of the City that had a high possibility of homes with lead issues, and neighborhoods that needed ADA sidewalks.

## Citizen Participation Outreach

Table 1 – Citizen Participation Outreach

Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
Public meetings	Non-targeted/broad community	A total of 35 individuals attended one of the community forums held in June 2019.	attached	n/a	
Internet Outreach	Non-targeted/broad community	A potential of over 852 people reached on Facebook. Additionally, the July 22 <sup>nd</sup> “Inside City Hall” issue, there were 3,300 subscribers reached. Facebook and Twitter were used as two key social media channels to publicly distribute information on the community forums and community needs survey. Blurbs on the community forums and community needs surveys were distributed through various listservs, including City Hall’s “Inside City Hall” newsletter list and the City’s Community Center and Housing Resource Fair listservs, and utility bills.	attached	n/a	
Newspaper Ad	Non-targeted/broad community  Non-English Speaking – Specify other language: Spanish	Notices on the community forums and community needs surveys were posted in the Visalia Delta-Times newspaper. Approximately 209 persons were reached through the Alliance’s notices regarding the community needs survey and community forums.	None received	n/a	
Other	Non-targeted/broad community  Non-English speaking – Specify language: Spanish	A total of 493 Community Needs surveys were submitted to the City from May 2019 to August 2019. This includes surveys provided at the Visalia Farmer’s Market on May 18, 2019.	Comments included as part of the community needs survey results	n/a	

Public Meeting	Persons with disabilities Other: Disability Advocacy Committee	Approximately 5 community members and committee board attended, in addition to City Staff. Staff presented the ConPlan process, definition of the AI, and relevant survey results on August 12, 2019.	See attached.	n/a	
Public Meeting	Non-targeted/broad community Other: Citizens Advisory Committee	Approximately 10 members present plus City Staff. Staff presented the ConPlan process, definition of the AI, and relevant survey results on August 7, 2019.	See attached	n/a	
Public Hearing	Non-English Speaking- Spanish Non-targeted/broad community Other: City Council Work Session	City Council Work Session held on September 16, 2019, and a public hearing held to be determined for public comment.	See attached.	n/a	

## Community Needs Survey Results

A total of 102 Community Needs Survey responses were gathered between June 2019 to August 2019. This section provides an overview of the results of the City's Community Needs Survey responses.

### Needs Ratings in Overall Areas

The survey asked respondents to rate the level of need for improvement types that fall into five distinct categories. These five categories are affordable housing, housing maintenance, community/special needs services, homeless needs, and community development. The average need rating of each item within these categories provides an indicator of broad community needs priorities. Among these categories, affordable housing received the highest ratings. When asked to identify the strongest overall needed areas for affordable housing; mortgage assistance, rental assistance, senior housing, and housing for disabled was identified as the greatest overall need area.

Overall Need Area	Average Rating	Strong or Very Strong Need
Affordable housing	87%	Very Strong Need
Housing Maintenance	70%	Very Strong Need
Community/special needs services	60%	Very Strong Need
Homeless needs	49%	Strong
Community development (Public facility needs and Public improvements)	31%	Strong

### Aggregated Need Ratings by Improvement Category

Based upon the community outreach meetings, stakeholder interviews and surveys completed the top five in order of priority are identified below.

- A. Housing High Priorities
  1. Affordable Housing
    - Down Payment Assistance
    - HOME CHDO (owner & rental development)
  2. Housing Maintenance
    - Emergency Repair
    - Code Enforcement
  
- B. Special Needs/Public Services
  1. Community/Special Needs Services
    - Homeless Case Management/Street Outreach

- Continuum of Care
  - Fair Housing
  - 2. Homeless Needs
    - Bridge Housing (2019)
    - Transitional Housing (TBRA)
- C. Community Development Priorities
1. Community Development
    - 1a. Community Facility Needs (Public Facilities)
      - Park Improvements
    - 2a. Public Improvements
      - Sidewalk improvements (ADA)

## Housing Needs

Respondents rated the need for eleven (11) different housing-related improvement area categories in their neighborhoods and each improvement was highly rated. The five highest priorities in this area were:

1. Affordable rental housing
2. Senior housing
3. Housing for the disabled
4. Energy efficiency housing
5. Housing code enforcement

The table below shows the average need rating given to each of the housing needs and the share of respondents who rated each category as “strong” or “very strong” need.

Priority Rank	Housing: Specific Need	Average Rating	Strong or Very Strong Need
1	Affordable rental housing	3.51	88%
2	Senior housing	3.46	87%
3	Housing for the disabled	3.36	84%
4	Energy efficiency housing	3.11	78%
5	Housing code enforcement	3.08	77%
6	Rehabilitation of apartment buildings	3.07	76%
7	American Disability Act (ADA) improvements	3.02	75%
8	Housing accessibility improvements	2.84	71%
9	Down payment assistance	2.82	70%
10	Homeowner housing rehabilitation	2.74	68%
11	Lead-based paint test/abatement	2.65	66%

## Community Services

Respondents rated the level of need for 16 community needs within their households. The five highest priorities in this area were:

1. Senior services
2. Homeless assistance
3. Childcare
4. Counseling service
5. Healthcare

Priority Rank	Public Services: Specific Need	Average Rating	Strong or Very Strong Need
1	Senior services	25	83%
2	Homeless assistance	19	63%
3	Childcare	14.5	48%
4	Counseling services	14.5	48%
5	Healthcare	12	40%
6	Public safety and city services	10	33%
7	Arts, parks and recreations	9.5	32%
8	Affordable housing	8	27%
9	Youth programs	8	27%
10	Legal services	7	23%
11	Mental health services	5.5	18%
12	Meal services	5	17%
13	Disabled services	3	10%
14	Education	2.5	8%
15	Utility assistance	2.5	8%
16	Other	10	33%

## Community Facility Needs

Respondents rated each variable as least, not very, somewhat, and extremely important, the averages below were weighted according to responses as to what facilities were most important and 8 were identifies. The five highest priorities in this area were:

1. Youth centers
2. Parks and recreation facilities
3. Health facilities
4. Senior centers
5. Childcare centers

Priority Rank	Public Facilities: Specific Need	Average Rating	Strong or Very Strong Need
1	Youth centers	3.44	98%
2	Parks and recreation facilities	3.31	94%
3	Health facilities	3.23	92%
4	Senior centers	3.12	89%
5	Childcare centers	3.03	94%
6	Neighborhood facilities	2.97	85%
7	Public facility accessibility improvements (ADA improvement)	2.92	83%

8	Cultural centers	2.92	83%
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## Homeless Needs

For both surveys, the need to address homelessness is usually at the top of the list of priorities.

HIGHEST RATED SERVICE NEEDS FOR THE COMMUNITY	
	Average Rating
Homeless Services	3.51
Youth Services	3.47
Domestic Abuse Services	3.4
Domestic Violence Services	3.39
Disabled Services	3.34
Supportive Housing	3.34
Senior Services & Health Services	3.3

For the community outreach survey, the highest rated service needs for the community were shelter and counseling and other services for the homeless (3.51), (followed Youth services-3.47, Domestic abuse services-3.4, Domestic violence services-3.39, Disabled services-3.34, Supportive housing-3.34, Senior services-3.3, and Health services-3.3).

TOP NEEDS FOR HOMELESS	
	Average Rating
Emergency Shelters	3.49
Transitional Housing	3.48
Permanent Housing	3.27
Food & Clothing	3.04
One-time Utility Assistance	3.01

Top needs for homeless were emergency shelters (3.49) and transitional housing (3.48), both services catering to homeless or persons at risk of becoming homeless, (followed by Permanent housing3.27, Food and clothing-3.04, One-time utility assistance-3.01).

## Community Forum Results

The City held four community forums to gather public input regarding community needs that could potentially be addressed by utilizing federal entitlement program funding.

During the breakout groups, forum participants were asked to identify what they viewed as the highest priority community needs. Answers given were both what currently existed (i.e. cracked sidewalks) and what was needed (i.e. gang prevention services). All answers were transcribed on flip charts and grouped and categorized. The number of times each item was identified, as a community need was recorded and counted to identify the most frequently stated needs (i.e. “mental health services” was mentioned multiple times throughout all four community forums). Below is a brief summary of the feedback received at the community forums during the dialogue breakout groups.

The needs listed below are findings from both the Community Outreach and the Housing surveys. Each point (1 through 3) was cross-referenced with the top-rated needs from both surveys. Following the list of needs identified, is a more detailed list of other findings that scored lower but are important as well because a lower percentage of Visalia’s population experience the highest need.

### Top Housing Needs

- 1- Affordability for both rental and mortgage; limited housing options due to inability to pay rent or mortgage (78% to 87% of respondents)
- 2- Need for larger units (20% of respondents are from household of 5 or more; 63% of respondents said they need units with 3 or more bedrooms)
- 3- Senior housing (3.46- somewhat important and 43% said type of housing unit most needed)

### Top Maintenance Needs

- 1- Most reported conditions of bathrooms, windows and doors, plumbing, paint, and smoke detectors were reported to be between fair (22%) and good (48%)
- 2- The most pressing challenges reported was with Home Maintenance is the cost of maintenance (70%) followed by lack of skills (45%)
- 3- Landlord oversight (22%)

### Top Homeless Needs

1. Shelter and counseling (3.51-extremely important); supportive housing (60%). **Supportive housing**, to assists homeless persons in the transition from homelessness, and to promote the provision of supportive housing to homeless persons to enable them to live as independently as possible.

*Comment when asked to identify homeless needs: “Affordable housing and bridge housing are the most important. Landlords do not want to work with programs that deal with homeless because of the stigma.”*

2. Emergency shelters (3.49) and transitional housing (3.48), both services catering to homeless or persons at risk of becoming homeless. Low barrier housing (49%) Low-barrier housing is housing where a minimum number of expectations are placed on people who wish to live there. The aim is to have as few barriers as possible to allow more people access to services.

3. When asked about housing discrimination, “Other” responses centered around discrimination against the homeless. When asked about Housing Programs or Services Needed That You Feel Would Reduce Housing Issues Described in the Previous Questions (types of housing most needed), 31% said Affordable housing, homeless housing, and Supportive services.

## Summary Findings

Housing Needs: Both surveys indicate that, in general, a large percentage of Visalia residents have trouble obtaining affordable housing and housing that meet their needs in other ways. Many of the responses related to difficulty obtaining housing. This included discrimination because of disability and homelessness.

Both surveys indicated affordable housing as a priority need. From the Community Outreach survey, on average, the housing needed most was affordable housing. When asked what housing needs are most important, most respondents answered that affordable housing was extremely important (3.51) (followed by Senior housing 3.46, Housing for the disabled 3.36, Energy efficiency housing 3.11, Housing code enforcement 3.08). Affordable housing need is also reflected in the number of respondents (25%) reporting income of \$50,000 or less.

The Housing survey also reflects a need for affordable housing. When asked what housing programs or services are needed to reduce housing issues, most responded affordable housing- 44%. Also, from the Housing survey, when asked what has limited the housing options you were able to consider, 78% said, what I/we could afford to pay for rent or mortgage. When asked, Do You Feel Local Land Use Regulations Support the Development of Affordable Housing? 21% said no, 28% said yes, and 51% had no opinion.

A need for larger housing units is also consistent between the two surveys. In the Community Outreach survey, when asked the number of people living in household, 18% said 5 or more, indicating a need for larger homes or more affordable units; in the Housing Survey, when asked what size housing units are most needed, 80% said 2- bedroom dwelling units, 63% said 3- or more-bedroom dwelling units, 45% said 1-bedroom dwelling units, and 18% did not know.

Other notable findings from the Housing survey include the question of obtaining workforce housing which was consistent with home purchase and limits to housing options, except respondents listed not having enough homes that can accommodate disabilities (i.e., wheelchair accessible) in the top five.

The top issues that limit workforce housing were indicated as:

1. Affordable rent or mortgage payment 70%
2. High down payment is required 51%
3. Poor credit history or credit score 46%
4. Housing options are too small for a larger household 20%
5. There are not enough homes that can accommodate disabilities (i.e., wheelchair accessible) 13%
6. Realtors are not showing homes in a client-preferred neighborhood 7%
7. Does not know of any limiting factors on housing options 24%

The Community Outreach survey indicated that conditions of bathrooms, windows and doors, plumbing, paint, and smoke detectors were reported to be between 15% poor, 22% fair, to 48% good. For the Housing survey, the most pressing challenge with Home Maintenance is the cost of maintenance- 70%. Then, lack of skills needed to maintain (the home) 45%, physical ability to maintain your home- 17%, and magnitude of housing problems is overwhelming -16%

22% said other and reported:

- Lack of fair-priced contractors
- Getting the Rental Agency to agree with upgrade/s; paint
- Landlord oversight
- Lack of time needed to maintain a home

For “social services”, the top choice was services for seniors at 25% but then homeless came in second at 19%, (followed by Childcare 14.5%, Counseling services 14.5%, Healthcare 12%, Public, Safety 10%, Arts, parks and rec 9.5%, affordable housing 8%, Youth programs 8%, legal services 7%, mental health 5.5%, meals services 5%, disabled services 3%, education 2.5%, utility assistance 2.5%, and other 10%: CPS, jobs, transportation, homeowner assistance programs, housing services). The least liked feature was homeless at 29%. For increased resident satisfaction, services to homeless was at 32%; other choices were in the single digits (Poor air quality 15%, Lack of safety 10%, More arts/activities/programs 5%, Too conservative 5%).

Responses to the Housing survey rated needs for homeless high as well. Respondents were asked if they or someone they know ever encountered any of the forms of housing discrimination described above? Most (64%) said no, however 22% said they had experienced housing discrimination or knew someone who had. “Other” responses centered around discrimination against the homeless.

Respondents were also asked if they or someone they know encountered housing discrimination. It was an open-comment question and staff clustered the responses into similar categories, the top 5 were Disability discrimination 20%, Homeless discrimination 17%, rent discrepancy 17%, location discrimination (which includes being discouraged from renting/ purchasing in certain areas of the city) 10%, General discrimination 10%, racial 7%, Other 20%: Sexual orientation discrimination and discrimination for having children.

Respondents indicated that the top 5 types of housing that was most needed in the City of Visalia were Supportive housing-60%, Low-barrier housing-49%, Senior housing-43%, single-family homes-39%, Buildings dedicated to providing housing units for those with mental and physical disabilities-39%.(Supportive housing assists homeless persons in the transition from homelessness, and to promote the provision of supportive housing to homeless persons to enable them to live as independently as possible. Low-barrier housing is housing where a minimum number of expectations are placed on people who wish to live there. The aim is to have as few barriers as possible to allow more people access to services.)

When asked, Are There Any Housing Programs or Services Needed That You Feel Would Reduce Housing Issues Described in the Previous Question (types of housing most needed)? 31% of respondents provided multiple open comments of types of services and programs and staff clustered the responses into similar categories to measure which programs and services were most important.

The top three are:

1. Affordable housing 44%
2. Homeless housing 15%
3. Supportive services 15%

Followed by:

4. Supportive housing 11%
5. Other 15%:

Other comments were:

- Lite n Gas programs
- Lower rent
- Permanent Supportive Housing (PSH)
- Tenant Landlord rights workshops

Housing High Priorities	Special Needs/Public Services	Community Development Priorities
<b>1. Affordable Housing</b>	<b>3. Community/Special Needs Services</b>	<b>5. Community Development</b>
<ul style="list-style-type: none"> <li>1.1. Mortgage assistance</li> <li>1.2. Rental assistance</li> <li>1.3. Senior housing</li> <li>1.4. Housing for disabled</li> </ul>	<ul style="list-style-type: none"> <li>3.1. Shelter and counseling</li> <li>3.2. Youth services</li> <li>3.3. Domestic violence services</li> </ul>	<b>5.1. Community facility needs (public facilities)</b>
<b>2. Housing Maintenance</b>	<b>4. Homeless Needs</b>	<ul style="list-style-type: none"> <li>5.1.1. Youth centers</li> <li>5.1.2. Park and recreation facilities</li> <li>5.1.3. Health facilities</li> <li>5.1.4. Senior centers</li> <li>5.1.5. Childcare centers</li> </ul>
<ul style="list-style-type: none"> <li>2.1. Rehabilitation</li> <li>2.2. Home Maintenance cost and lack of skills and/or physical ability to maintain (the home)</li> <li>2.3. Landlord oversight</li> <li>2.4. Code Enforcement</li> </ul>	<ul style="list-style-type: none"> <li>4.1. Emergency shelters</li> <li>4.2. Transitional housing</li> <li>4.3. Permanent housing</li> </ul>	<b>5.2. Public improvements</b>
		<ul style="list-style-type: none"> <li>5.2.1. Street improvements</li> <li>5.2.2. Sidewalk improvements</li> </ul>

## Community Outreach Survey Public Comment Period for the Consolidated Plan

The City of Visalia conducted a Community Outreach Survey to gather public feedback and information for their 2020-2025 Consolidated Plan. This survey was open to the public from May 13, 2019 through June 24, 2019 for public review and comments. The Community Outreach Survey was available electronically for the 30-day period. Hardcopies were also available for review at City Hall East, and City Hall North as well as upon request. Notice of Availability of the Community Outreach Survey was distributed to over 350 entities, organizations, agencies and citizens or groups that attended the forums, requested such notification and provided their contact information. The notice was also sent through list-serves with “The Alliance” who reached approximately, 209 subscribers, City of Visalia Facebook, reaching 786 people, City of Visalia Inside City Hall, which reached, The Tulare Kings Hispanic Chamber of Commerce newsletter, which reached approximately 1,300 subscribers. In addition, public comment was encouraged at the hearings listed below, and could be submitted in writing to [www.ci.visalia.ca.us](http://www.ci.visalia.ca.us) or directed to Randy Groom, City Manager at the City Hall North, Transit Center, 425 East Oak, Suite 301, Visalia, CA. A summary of all comments received and staff’s response to those comments can be found in Appendix E: Response to Comments

### Public Hearings

Locations and dates:

- **City Council Work Session Meeting:** September 16, 2019
- **City Council Public Hearing Meeting:** January 7, 2020

## Appendix “E”: Response to Comments-August 2019

Comment	Response to Comment
<b>Citizens Advisory Committee Meeting- Comments on Draft Consolidated Plan, &amp; AI (Meeting held on August 7, 2019)</b>	
Member commented that they would review the questions that were prepared and comment.	Noted and presented to City Council on Work session on September 16, 2019.
Members commented that they felt there was lack of affordable housing. In addition, build a variety of housing types, including townhouses, condos, small apartment complexes, and ADUs on the properties of single-family homes. Streamline permitting process to ensure affordability to attract willing homeowners and developers.	Housing Staff mentioned if all the comments could be returned so we can provide the results to City Council work session. Please see attachment to the questions prepared for the Citizen Advisory Committee along with the responses to those questions.
<b>Disability Advocacy Committee Meeting: Comments on Draft Consolidated Plan, &amp; AI (Meeting held on August 12, 2019)</b>	
Members commented that older neighborhoods that are in need of rehabilitation. That there are areas that lack economic development. Long term housing for difficult to service individuals (i.e., mental health disorders, behavioral health deficits) with developmental disabilities. Provide alternatives to shelters.	Staff took their comments and was thankful for participating in the survey and the committee meetings. Please see attachment to the questions prepared for the Disability Advocacy Committee Meetings along with the responses to those questions.
Member commented that Living in dwellings that are not energy efficient, incurring high energy bills with low energy output, (not being able to keep utilities running continuously), poor water quality (lead pipes), lead paint, structural damage, lack of pest control, not having stable housing, increased homelessness, lack of access to healthy foods.	Noted to Council at work session on September 13, 2019, they are supportive of housing rehabilitation programs Please see attachment to the questions prepared for the Citizen Advisory Committee along with the responses to those questions.
<b>Emails from Citizens- To Be Included as an Attachment if available</b>	
<b>City Council Work Session: Presentation of Draft ConPlan &amp; AI (Meeting held on September 16, 2019)</b>	
Mayor Bob Link stated that housing and code enforcement are important but would like to see something similar to the Garden Street Project. Senior Mobile Home is important to people with individuals with limited income that need help. Homeless and housing are a priority.	
Vice Mayor Steve Nelson was concerned about the Analysis of Impediments. He would like to see more Garden Street Projects and other similar projects. Not enamored with throwing more money at homeless. Likes what was outlined on staff referenced activities.	
Councilmember Greg Collins stated more projects like Garden Street Projects with public facility/Bridge housing for homeless. Liked seeing Code and Rehab programs and	

Comment	Response to Comment
referenced staff's continued activities with the exception of rather dedicate funding toward homeless projects than ADA projects.	
Councilmember Brian Poochigian stated top priority is code enforcement. He concurs with Councilmember Collins on ADA projects but rather see homeless effort.	
Councilmember Phil Cox stated impediments state forcing compliance and state is looking at housing elements. Asked if projects referenced activities noted to the required level. Likes the Garden Street Project and prefer ground-up development over acq/rehab.	Yes
<b>City Council Public Hearing</b>	
City Council Work Session	Monday, March 16, 2020
Public Notification for ConPlan Review	Monday, March 16, 2020
Public Notification- 30 day review period	March 20, 2020 – April 20, 2020
CAC Meeting	Wednesday, April 1, 2020
DAC Meeting	Monday, April 13, 2020
Final City Council ConPlan Approval	Monday, April 20, 2020

# Appendix “F”: Response to Comments-May 18, 2020

Comments related to CDBG-CV; 2019, 2020 AP Amendments, CPP Amendments, HOME & CDBG Waivers	
City of Visalia	
Community Input/feedback from Community meetings, Council Input & Public Testimony Notes	
<i>Discussion of available CARE Act funding; options related to COVID-19 Pandemic</i>	
Council discussion	City Response
Review of updated financials and potential list of solutions in an effort to assist the citizens of Visalia during the COVID-19 pandemic	Staff will return with eligible uses of CDBG-CV funding; thereafter, return again through the public hearing process
<i>Input, Feedback on CARE Act fund needs</i>	
<i>City Council Meeting May 7, 2020- Special Meeting- for Input/Feedback</i>	
Public Comment:	City Response
City Council Special meeting- reviewed CARE Act funding, including CDBG-CV	Reviewed eligible uses of CDBG-CV funding; Staff will return through public hearing process, including input from the community.
<i>Public Comment period- May 13, 2020 through May 18, 2020</i>	
<i>Survey Monkey</i>	
Public Comment:	City Response
Posted link to Survey monkey related to eligible uses of CDBG-CV and needs	Results of Survey Monkey # 709 survey's completed; 193 comments submitted; Highest need was public services, followed by business- see attached survey results
<i>City Council Public Hearing- May 18, 2020</i>	
Public Comment:	City Response
Gabriel discussed options for the public- businesses, open economy; suggested signage of wearing masks, washing hands, etc	Noted
Council supported Staff's recommendation of public services- food; and provided Survey results overview to Council	Council voted 4-0; 1 absent
Survey Monkey comments	Comments included 193 comments- see attached survey results
<i>Posted Public Notice- CDBG-CV 2019, 2020 &amp; CPP Amendments, Waivers</i>	
<i>Posting/Publishing of the Draft 2019 &amp; 2020 AP Amendments; CPP Amendments(5 Day comment period</i>	
City of Visalia Finance page; posting of notice, 2019 & 2020 AP Amendments, CPP Amendments and HOME & CDBG Waivers	Posted May 13, 2020
City of Visalia Twitter; posting of notice, 2019 & 2020 AP Amendments, CPP Amendments and HOME & CDBG Waivers	Posted May 13, 2020
City of Visalia Facebook; posting of notice, 2019 & 2020 AP Amendments, CPP Amendments and HOME & CDBG Waivers	Posted May 13, 2020
City of Visalia "Inside City Hall"; posting of notice, 2019 & 2020 AP Amendments, CPP Amendments and HOME & CDBG Waivers	Posted May 13, 2020
City of Visalia Twitter; posting of Survey- CDBG-CV	Posted May 13, 2020
Visalia Times Delta, legal/retail published public hearing notice on Wednesday, May 13, 2020 *(English and Spanish)	Posted in local paper
Sent notice and survey to foodlink, Tulare County	sent on May 13, 2020
Sent notice and survey to ccfoodbank.org	sent on May 13, 2020
Sent notice and survey to Visalia Rescue Mission	sent on May 13, 2020
Sent notice and survey to "Love in the name of christ"	sent on May 13, 2020
Sent notice and survey to Community Services Employment Training (CSET), Inc.	sent on May 13, 2020
Sent notice and Survey to Continuum of Care office, 525 W Center, Suite A, Visalia-notice	sent on May 13, 2020
Sent notice and survey to Habitat for Humanity location 637 S Lovers Lane, Visalia-	sent on May 13, 2020
Sent notice and survey to Self Help Enterprises, 8445 W Elowin Court, Visalia-	sent on May 13, 2020
Sent notice and survey to Family Services of Tulare County	sent on May 13, 2020
Sent notice and survey to Kingsview	sent on May 13, 2020
Posted notice on City main page website	Posted Notice on March 13, 2020
City- News Item- and mailing	Posted Notice on March 13, 2020
2019 & 2020 AP Amendment, CPP 2019 & 2020 Amendment and Waivers available for public review- 707 West Acequia	Available for public review on May 13, 2020
Public Library, located at 200 West Oak Avenue, Visalia	Unable to provide copy of the Draft plan, Public Library closed due to COVID-19.

