

FISCAL YEAR 2021
CITY OF FRAMINGHAM
CONSOLIDATED ANNUAL PERFORMANCE
AND EVALUATION REPORT (CAPER)



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TABLE OF CONTENTS

Goals and Outcomes5

Racial and Ethnic Composition of Assisted Households11

Resources and Investments.....12

Affordable Housing15

Public Housing.....20

Other Actions21

Monitoring25

Programming Adjustments27

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan.

91.520(a)

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

The theme for the year was adaptability and perseverance. Similar to many households globally, the City of Framingham Community Development Program (CDP) faced many challenges in being able to operate as business as usual. Even though the city's CPD had 1 FTE employee mostly working remote, we managed to disburse and commit close to \$1 million in CARES ACT (CDBG-CV) and CDBG funds over the past 15 months. We would not have been able to commit and disburse all of these funds without obtaining two licenses to use the Neighborly Software system and hiring a consultant for 20 days to help track applications. Neighborly allowed us to track, review, and inform clients of missing documents for both COVID programs. The software allowed us to be accessible to residents and businesses since they could see in real time the status of their applications. As of July 2021, the city received close to 300 applications. Without making the switch to Neighborly, we would not have been able to effectively approve those applications in a timely fashion.

By the end of the program year, we had assisted 62 small businesses with up to \$10,000 grants that could be used to pay for salaries, rent, or utilities. Fifty-nine low and moderate income households were assisted with arrearages stemming from missed rent, mortgage, or utility payments. Even though these households were the only ones counted as using CDBG funds; we have assisted a total of 18 additional households using state CARES ACT funds.

Similar to the CDP, most of our partners managed to effectively operate their programs during this time. Our public service partners assisted 607 residents in non-CV programs and at least 320 residents in CDBG-CV programs. Downtown Framingham Inc., our economic development partner, assisted approximately 200 businesses with technical assistance relating to applying for the small business grant and other projects to sustain and enhance the viability of downtown businesses. These businesses cater to approximately 12,000 low and moderate residents.

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

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

Goal	Category	Source / Amount	Indicator	Unit of Measure	Strategic Plan			Program Year		
					Expected	Actual	Percent Complete	Expected	Actual	Percent Complete
Economic Development	Non-Housing Community Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	15	0	0.00%	7	0	0.00%
Economic Development	Non-Housing Community Development	CDBG: \$	Businesses assisted	Businesses Assisted	650	183	28.15%	250	183	73.20%
Housing Rehabilitation	Affordable Housing Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	25	1	4.00%	7	1	14.29%
Housing Rehabilitation	Affordable Housing Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	2500	450	18.00%	500	450	90.00%
Public Facilities	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	40000	0	0.00%			
Public Services	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2000	537	26.85%			
Public Services	Non-Housing Community Development	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		350	537	153.43%

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

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

CDBG Non-CARES ACT Funds

Housing Rehabilitation/Code Enforcement

DWhile CDP halted its housing rehab program in local fiscal year 2022, we will still be rehabbing 2 projects that were approved in May. We will also finish one project already underway to give us a total of 3 housing units to be rehabbed in 2022. Even though the code enforcement task force could not operate as normal, they still were able to provide over 400 citations. The City and its partners also managed to effectively operate all of its programming set forth in the consolidated and action plans.



Housing Rehab (HRAP)



Code Enforcement: BEFORE



Code Enforcement: AFTER

Public Services

Nine social service agencies delivered services to 942 beneficiaries leveraging funding from other sources against CDBG. All CDBG-receiving entities, including public services leveraged nearly \$1 million in additional funds to carry out their work. The program funded job training services to local youth and limited English proficient residents, local furniture bank that provides donated furniture to low income individuals, provider of clothing and personal care items to families living in shelters, and a food bank. These services did not only remain with the direct beneficiaries but radiated as new skills, better health, and supportive services to entire households, families, their circles and networks. Ninety-three percent of services went to households earning 80% or less of the area median income (AMI). Eighty percent of beneficiaries earned 30% or less of the AMI, a level categorized by HUD as extremely low income. Agencies reached clients of varying ethnic/racial backgrounds and provided services to new immigrants.

CDP also established an emergency income program to households affected by COVID-19.

Thirty-four households were assisted with funds to pay 2 months of mortgage/rent and utility payments.



Fraingham Adult ESL



United Way Pearl Street



Circle of Hope

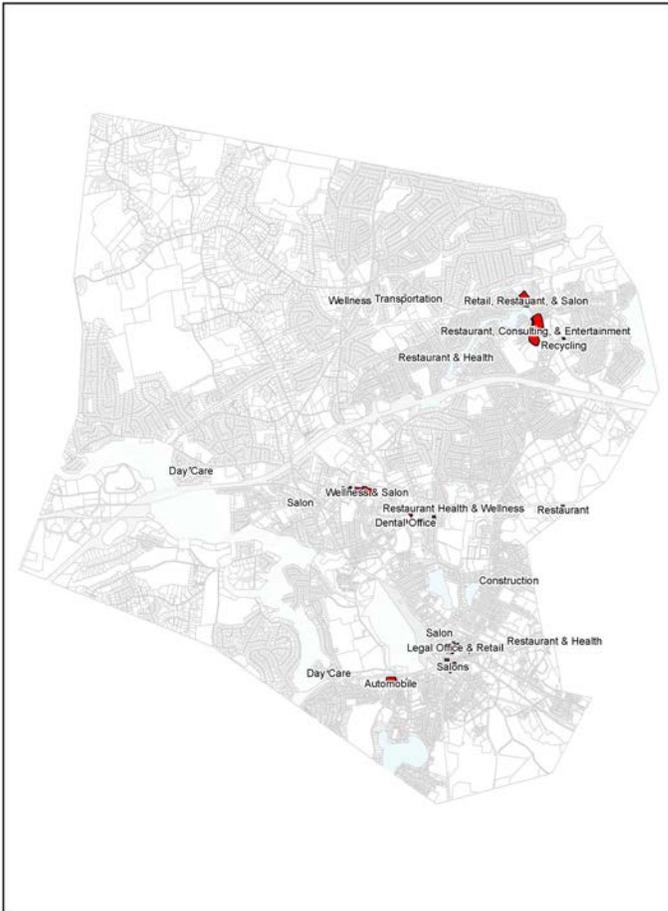
Economic Development

CDBG funds continue to subsidize Downtown Framingham, Inc., which amplify economic development efforts by providing technical assistance to local merchants on sign and façade projects and other general business needs. DFI completed its annual Business Climate Survey last year showing improved perceptions of the downtown business corridor. Additionally, the survey also showed the resiliency of the business community overall in the area. With at least 100 business within the districts the community only had one business shutter due to the pandemic. Finally, due to the enhanced perception of the area, a net of 4 businesses will be opening in the corridor in 2021.

While the pandemic put a halt to sign and facade work during the year, we have one project imminently starting in federal program year 2021.

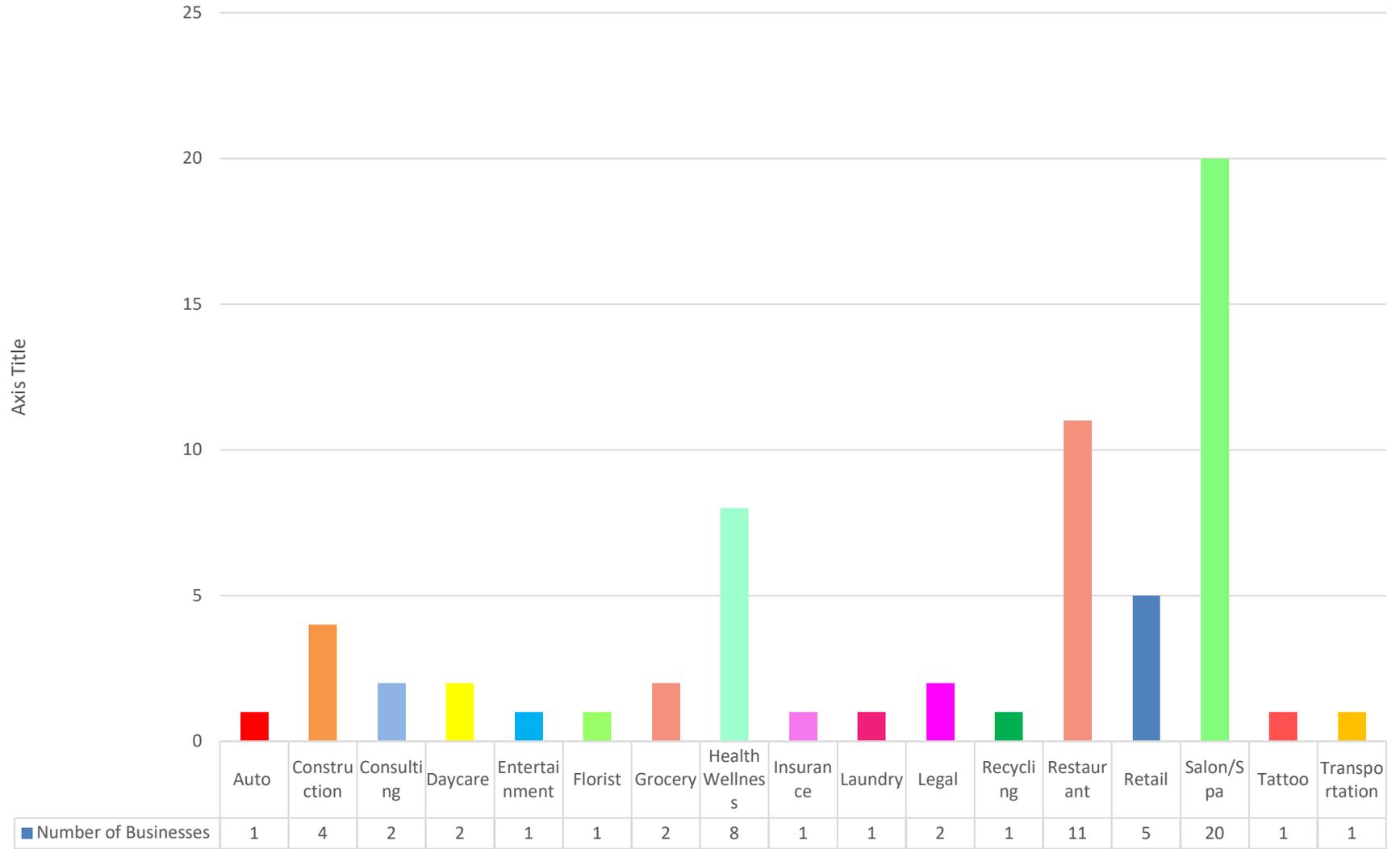
CDBG CARES ACT Funds

The city continued both its small business and emergency assistance program from program year 2020. As of August 3rd 2021, the city has committed over \$800,000 to both businesses and Framingham residents. Additionally, at least 320 residents were assisted by two public service agencies for CARES act. We expect these numbers will rise.



Map showing location of businesses assisted

Types of Businesses Assisted



CR-10 - Racial and Ethnic composition of families assisted

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

91.520(a)

	CDBG
White	264
Black or African AmeOrican	137
Asian	6
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
Total	407
Hispanic	208
Not Hispanic	199

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

Narrative

The CDBG program was able to assist over 2,000 residents with 1,500 being of Hispanic descent. 279 residents identified as white and 137 identified as Black or African American. The rest of the residents served were either Asian, other, or multi-racial.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	583,324	945,605

Table 3 - Resources Made Available

Narrative

Rationale for the priorities for allocating investments geographically

Southeast Framingham Neighborhood

North Boundary: Mass Bay Transit Authority (MBTA) railroad tracks

East Boundary: Natick/Framingham line

Southeast Boundary: Sherborn line

West/Southwest Boundary: Bishop/Blandin Avenues with Route 135/Waverly Street, New Haven/Hartford/New York Railroad tracks to Sherborn Line

Census Tracts and Blocks: 383102.1, 383102.2, 382101.1

Approximate concentration of low and moderate income – 80%

Needs: Neighborhood stabilization and housing improvement, improved landscaping and streetscape, improved pedestrian/bicycle access, access to public assets, preservation of historic buildings, access to financial, medical pharmacies and fresh and healthy foods, access to public transportation, employment opportunities, improved wayfinding signage, public services, improved streets and sidewalks, accessible sidewalks, storefront improvements, affordable housing. (Area meets US Environmental Protection Agency's definition of an EJ – environmental justice neighborhood.)

Major Assets: Mary Dennison Park, Beaver Dam Brook, Woodrow Wilson Elementary School, Merchant Fields, Edward Kennedy Community Health Center

Housing: Location of three low and mixed assisted housing projects – Pelham Apartments, Cochituate Cooperative Home and Framingham Housing Authority. Older housing stock built before 1977, many rental units and absentee property owners who neglect their properties.

CDBG Projects: Public Services, Neighborhood Stabilization/Code Enforcement, Sign & Façade Improvements, Housing Rehabilitation

Downtown Framingham

Boundary: The area along Rte. 126 and Rte. 135 within Census tracts 383300.1, 383400.3, 383102.1, 383101.1

Approximate concentration of low and moderate income – 73%

Needs: Dilapidated and vacant storefronts, safety concerns regarding loiterers at commercial properties, technical assistance for small businesses, employment opportunities, neighborhood stabilization and housing improvement, parking improvements, pedestrian bicycle access, public services, employment opportunities, affordable housing, better wayfinding signage, workforce development, improved access for people with disabilities

Major Assets: Access to public transportation (MBTA & MWRTA), MetroWest Medical Center, Memorial Building, Public Library, Boys and Girls Club, Police Station, multi-cultural businesses.

CDBG Projects: Public Services, Neighborhood Stabilization/Code Enforcement, Sign & Façade Improvement, Housing Rehabilitation, Downtown Framingham Inc.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Census Tract Greater than 51% Low Mod	33	20	Eligible Census Tract Areas
Downtown Framingham District	33	40	
Southeast Framingham Neighborhood	33	20	

Table 4 – Identify the geographic distribution and location of investments

Narrative

Approximately 50% of the funds were spent on businesses city wide that either had low moderate income owners, retained low mod employees, or were located within the Central business district. 17% of the funds were used to assist low moderate income households with covid related arrearages. The rest of the funds went to assist resident served by the public services and/or housing rehabilitation.

Using CDBG funds to revitalize South Framingham is a major goal for the CDP. CDP, which manages the dissemination of CDBG funds throughout the community, distributed the grant among eleven social service agencies located primarily in South Framingham. Economic development activities promoted businesses and sponsored physical enhancements to businesses in the downtown area. CDBG recipients respond to request for proposals issued by the department that outlines their goals and objectives. In

addition, the department holds monitoring site visits early in the program year to agencies' planned approach that then receive technical assistance regarding programmatic adjustments.

Census and other data indicate that South Framingham is in the greatest socio-economic distress. Therefore, CDP targets funds toward that region. South Framingham also receives special attention for its environmental needs. It hosts three historic waste sites, including the closed General Chemical facility on Leland Street, Mary Dennison Park on Beaver Street and the former Commonwealth Gas manufacturing plant site at 350 Irving St. MassDEP, the state's environmental protection agency is working to remediate these sites. In addition, the Planning and Community Development (PCD) Division is the recipient of a brownfields grant from the US Environmental Protection Agency. PCD uses the grant to update a brownfields database, conduct Phase I and Phase II environmental site assessments, encourage associated cleanup and engages in re-use planning. PCD performs this work to eliminate barriers to affordable housing through brownfield redevelopment and remediation of abandoned and polluted sites, thereby increasing the availability of potential redeveloped lots. CDBG funds and other external funding sources by public service agencies and other city agencies enhance the socio-economic status of low and moderate-income residents of these neighborhoods.

Leveraging

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

Regular CDBG funds

For every one dollar of CDBG funds spent for the projects the public grant recipients leveraged an additional \$13 to successfully run their projects. In financial terms, all of the grant recipients provided over \$972,000 of matching funds to their projects.

CARES ACT Funds

The city supplemented federal CARES act funds with state CARES Funds for the Emergency Income Payment Program. Also, in some instances the city paid arrearages using both sources of funds for households that needed to pay in order to maintain tenancy. Finally, public service agencies that were funded under CARES Act provided \$890,000 of matching funds to assist with operating their COVID related programs.

CR-20 - Affordable Housing 91.520(b)

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

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	10
Number of Non-Homeless households to be provided affordable housing units	0	7
Number of Special-Needs households to be provided affordable housing units	0	0
Total	0	17

CDP Table 4 HUD Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	17
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	0	0
Number of households supported through Acquisition of Existing Units	0	0
Total	0	17

CPD Table 5 HUD Table 6 – Number of Households Supported

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

There are a couple of reasons for the difference in goals versus outcomes. The main reason was that as a response to COVID, CDP established the full TBRA program. CDP partnered with Family Promise Metrowest to assist their homeless residents with vouchers for a year. The second reason was the pandemic made housing units scarce due to the state and federal eviction moratorium. As such, we assisted less clients but we are assisting them longer.

Discuss how these outcomes will impact future annual action plans.

Since the pandemic caused financial stress on low and moderate income households we expect to expend the majority of TBRA funds the next couple years on households using the full TBRA program.

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

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	15	0
Low-income	2	0
Moderate-income	0	0
Total	17	0

CDP Table 6 HUD Table 7 – Number of Households Served

Narrative Information

CDP did not provide any affordable housing services using CDBG funds. However, all of our families we did provide housing to under HOME had incomes 60% or below of the AMI.

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

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

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

FY21 was a year in which the program received more exposure to the needs of the homeless population through numerous local collaborations. For example, we are part of the McKinley Vento committee with the Framingham Public Schools to provide services to families with children in the school department. Additionally, we are part of the Framingham Community Partners Network that has many of the service providers within the community. This network allows us to conduct outreach for our programs that are accessible to the homeless population. Staff continues to attend the WestMetro HOME Consortium meetings that address homelessness in the region.

The City of Framingham once again implemented and expanded the tenant-based rental assistance program. That program is the department's current answer to addressing the physical and mental/behavioral health needs of the homeless and nearly homeless individuals. The TBRA pays the security deposit and first or last month's rent for eligible applicants or if they are associated with Family Promise Metrowest they receive a 12 month rental stipend. The eligibility requirement is that beneficiaries must earn no more than 60% of the area median income. HUD regulations allow ten percent of beneficiaries earning up to 80% of area median income to rent HOME-assisted units. HUD policies limit payments to the HUD-set fair market rent (FMR), with exceptions for units up to 10% of the FMR.

This program requires coordination among public, private, governmental health and mental health agencies. Clients use the service to move to public and private housing within the community. The program requires communication among proprietors, voucher issuing agencies, mental health facilities, and other providers.

Addressing the emergency shelter and transitional housing needs of homeless persons

FY21, Balance of State Continuum of Care (BoS CoC) renewed all of its projects from 2020. Therefore, we did not participate in evaluating new projects. Massachusetts Department of Housing and Community Development (DHCD) manages the BoS CoC, which is one of the 15 HUD approved Continuums of Care across the state. Annually, it applies for homeless assistance funds. As evaluation committee members, Community Development Program staff work with individuals from state and local government as well as nonprofits from the health sector, veteran's services, planning and others with a focus on homelessness. The experience exposes staff to the needs of homeless and at risk of homelessness

populations locally and statewide. Staff learn about agencies providing services in permanent supported housing, transitional housing, rapid rehousing and outreach services for formerly homeless families and individuals and uses that knowledge to create partnerships.

While the City does not obtain ESG or CSBG grants, we routinely refer residents to various entities working with this population. Many of the residents are referred to the South Middlesex Opportunity Council who do provide services and shelters to the homeless population in the community.

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

The City refers many of the families and individuals who have been released from publicly funded institutions by referring them to various entities such as Tempo for Young Adults, South Middlesex Opportunity Council, Wayside Youth and Family for families and Advocates for individuals.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

CDP uses HOME funds to support two rental rental assistance programs. The Security Deposit Assistance Program pays for the first or last month's rent and security deposit. The second program is the full TBRA program which provides a 12-month rental voucher to families working with Family Promise Metrowest. To be eligible for funds, 90% of households cannot earn more than 60% of the area median income (AMI). Ten percent of beneficiaries can earn up to 80% of AMI. The program has been very popular from the start helping individuals who are homeless, are fire victims, veterans, domestic violence survivors, single parents, and more. The program assisted 17 individuals in the past year. It has been helpful to Section 8 voucher holders to cover the portion of their rent that the Housing Choice program does not support. Beneficiaries walk out of the office grateful for the relief provided by the program.

Using CARES ACT funds, the city has been able to assist some households facing an arrearage due to COVID. However, due the limited amount of funds available, CDP often has to refer clients to Southern Middlesex Opportunity Council to see if they can meet the funding gap between what CDP can provide and what is needed to retain tenancy. Additionally, the city works closely with MetroWest Legal Services and Metrowest Mediation Services to assist clients who are currently in the legal process. Besides these

two agencies, CDP has collaborated with a number of other institutions, including Framingham Department of Veterans Services, Wayside Community Program, Framingham Housing Authority, and Family Promise of Metrowest.

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

Actions taken to address the needs of public housing

The City of Framingham and the Framingham Housing Authority frequently collaborates on numerous projects. In June, CDP approved a substantial amendment to provide approximately \$130,000 of prior years program income to the Carlson Crossings Project (CCP). CCP is a multi-phase project that will radically change public housing within this corridor. In addition to renovating the whole complex, FHA will be constructing seven new ADA units. City has provided funds to assist Framingham Housing Development Corporation, the development arm of FHA, on over 100 units on past projects. The office also conducts site visits to review the documentation maintained on the residents living in the units to ensure they are at the proper income levels. Overall, the department monitors for the rent rates charged, property maintenance, occupancy, utility allowance and fair marketing.

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

CDP programs are open to all including Framingham Housing Authority residents. The department also creates a yearly marketing plan with the purpose of generating outreach to all community members. It also publishes a newsletter disseminated to all current and past clients, including FHA residents. CDP uses the newsletter to educate the community about various housing issues and topics that staff encounters over the course of delivering services. The City does refer clients to the first time homebuyer classes operated by SMOC, MassHousing, and Massachusetts Housing Partnership who also operate a downpayment assistance program.

Actions taken to provide assistance to troubled PHAs

The Framingham Housing Authority is considered a Standard Performer Public Housing Authority. In a 2017 performance evaluation by HUD, FHA earned a score of 79 out of a possible 100 points in HUD's Public Housing Assessment System for the management and condition of its housing units.

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

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

The inclusionary zoning bylaw requires developers to reserve 10% of their units as affordable housing when they build market-rate residential facilities. Inclusionary zoning ensures affordable housing is a part of the housing pool as market rate developments are built. Its best characteristic is that building the units is a mandatory requirement for developers, and for the municipality it ensures an increase in the number of units within the community. In Framingham, the bylaw is flexible in that it has a unit threshold by applying only to new complexes with 10 or more units. Units are restricted to individuals earning 80% or less of the area median income. An agreement between the City and the developer captures the terms and conditions that apply to the unit, in addition to the ones that appear in the bylaw.

Other actions taken by the City include implementing (through the Planning and Community Development Division) the urban center TIF zone that encourages developer investment in the downtown, targeting obsolete properties for new affordable or mixed-income housing. This complements new Downtown zoning passed in 2015. Zoning changes expanded the central business district, reduced parking requirements and setbacks, increased the maximum height and floor area ratio of buildings, instituted design guidelines for new developments, and allowed for stand-alone multi-family residences without a business on the ground floor.

Over the past 2 years, 944 total units and 94 affordable units have come online because of these policies. Many of these units are either online or ready for lease up within this fiscal year.

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

Marketing and outreach continue to be a challenge because the department employs only two full-time staff members. Since the staff is quite small, it is difficult to get out to all of the events and generate new ones to attract eligible clients. Even though the staff is small, the department has conducted outreach at various events to promote departmental programs. Given operational limits on promoting programming through events, satisfaction with services by building a reputation for excellence in service is crucial. Hence, the department relies on the power of word of mouth promotion by past clients to help with outreach. Client satisfaction has been helpful in helping the department attract new eligible participants. Another step CDP takes to ensure clients know about the department's services and programs is by using the City's website, newspapers, and its newsletter to spread the word. Finally, the City has translated many of its materials into Portuguese and Spanish to promote greater awareness of department program to Framingham's Latino Community.

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

The City of Framingham conducts lead hazards assessments on all of the units funded by CDBG funds. All of the units were found to be free of lead hazards; therefore, no lead remediation needed to occur on any of the units. The CDP adheres to state and federal lead laws during projects. The City follows these steps to remediate lead in local homes when their occupants are eligible for housing rehabilitation services:

- Housing consultant reviews for the projected cost of rehabilitation work.
- The consultants request lead testing if the projected cost is \$5K or more for homes built before 1978.
- If the home tests positive for lead contamination, lead paint containment, or full remediation occurs according to applicable laws.
- The department or a partner funds all lead and housing rehabilitation work.

For the past several years, the department has worked with a certified inspector, who conducts testing, risk assessment, and clearance. The department verifies the state certifications of all selected contractors. Homeowner beneficiaries of lead work receive pamphlets and flyers educating them about the process and the risks associated with lead.

If remediation plus rehab costs exceed allowable cap for the rehabilitation program, the department works with the homeowner to apply to MassHousing's Get the Lead Out Funds.

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

The Consolidated plan is a municipal anti-poverty strategy that places a spotlight on the areas of greatest need. It drafts an approach for redressing local challenges. Thus, the strategy primarily proposes a means for reaching and delivering services to community areas with residents transitioning out of difficult circumstances, assimilating into the community as new immigrants or escaping the effects of poverty as service recipients of local-nonprofit agencies.

Framingham's Five-Year Consolidated Plan and yearly action plans outline how the city reaches the underserved. In FY21 it was through the work of the CDP department, public service organizations, economic development services, improved facades of downtown businesses, housing rehabilitation, and tenant based rental assistance that shelter the most vulnerable that the entire target area improved.

The programs implemented in FY21 reduced poverty by helping low-income household members increase their literacy, start businesses, learn English, eat nourishing foods, instill the value of the dignity of work in youths, and more. Beyond public improvement projects, all CDBG-funded initiatives present tangible opportunities for sustained employment, also affecting other areas that generate stability such as housing, health and literacy.

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

Throughout the program year, CDP continued efforts that strengthened institutional structures. The department hosted monthly homeless workshops to learn about housing needs from a regional perspective.

CDP also is active in the Framingham Community Partners Consortium. This group is dedicated to strengthening families and community systems through collaboration. The Framingham Public School's Office of Community Resource Development convenes bi-monthly with education, health, social service and human service providers to exchange information and share resources. This Committee includes representatives from the Massachusetts Public Health Association, Callahan Center, the YMCA, Framingham Housing Authority, US Senator Markey's office, US Department of Health and Human Services, Wayside Youth & Family, Advocates, and others.

The department also holds its orientation at the start of the program year to familiarize nonprofit and City department partners with CDP processes. Staff hosted site visits to monitor sponsored project progress and track program development.

In the case of major housing rehabilitation initiatives, CDP maintained the tradition of holding project-scoping meetings as a form of technical assistance to partners so they meet HUD requirements from the project identification phase through completion.

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

The department fulfilled its goal of supporting the efforts of various nonprofit agencies, the Framingham Housing Authority, and the South Middlesex Opportunities Council - the community's sole local Community Development Housing Organization recognized by HUD. It did so to increase the affordable housing pool and dismantle barriers to affordable housing.

Community needs for TBRA increased as evidenced by the uptick in the number of clients to receive services in the program year. To administer the program effectively, CDP established partnerships with numerous local public and private housing as well as social service agencies. Staff successfully established rapport with local housing complexes and private proprietors so they accept TBRA vouchers and open their facilities up for Housing Quality Standards (HQS) inspections and other program requirements that ensure their facilities are safe for clients to live. CDP continued its collaboration with the Framingham Housing Authority to conduct in-kind HQS inspections in an effort to contain program costs.

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

Many of Framingham's Fair Housing Committee meetings raised awareness about local conditions so that the city develops the tools to address them. The Fair Housing Committee has been feverishly working on projects that will reduce some of the barriers and on how to obtain resources needed to keep and obtain housing. Some projects being worked on is the development of a housing task force to enhance the coordination of services amongst the various social service providers and to work on a plan to reduce homelessness within the community. Additionally, the task force, supposed to be committee, will be working on creating materials that will provide information on various resources within the community.

For Fair Housing complaints, department staff asks residents to complete the housing complaint form. Program staff reviews the complaint and takes appropriate action such as contacting SMOC or FHA for section 8 matters or making referrals to legal service or other social service providers.

CR-40 - Monitoring 91.220 and 91.230

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

As the municipal department responsible for administering CDBG and HOME grant funds, CDP regularly reviews programs for their compliance with stated goals outlined in the consolidated plan.

Housing Programs

- CDP works with the housing rehabilitation consultant and Inspectional Services Department to ensure that any request for payment from contractors hired for housing rehabilitation are tagged to satisfactorily performed work.
- The department reviews and approves bills after receiving authorization to release payment from Inspectional Services and the housing rehab consultant.
- It holds payment if there are deficiencies discovered as a contractor requests payment.

Public Services

- The department reviews and approves bills for payment request submitted by public service agencies by ensuring the services delivered are in accordance with those outlined in their contracts.
- CDP holds an orientation to familiarize agencies with expectations about outcomes and reporting early in the fiscal year.
- It also holds monitoring site visits in November to assess for program progress and provide technical assistance if adjustments were needed.

Procurement

- The department created a list compiled from HUD's Section 3 database to advertise procurement opportunities to a diverse pool of contractors that includes small, as well as women and minority owned businesses. The SDBE Office performs a variety of functions to fulfill its mission of providing equal opportunity.
- It advertised procurement opportunities on larger HOME projects to past clients.
- It issues Davis-Bacon wages to vendors for construction projects.
- Staff also conducts field interviews with workers on construction sites to determine whether their wages are correct.

Economic Development

- Hold contract signing to ensure that building owner, merchant and contractor understand the short- and long-term implication/impact of sign and facade project before project start.
- Close out sign and facade projects after receiving certified payrolls from contractors showing that Davis-Bacon prevailing wages were paid.
- Ensure that inspectional services closes out the permits on projects before issuing payment to vendors.
- Take pictures to document installation for the record after project conclusion.

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

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

According to the Citizen Participation Plan, every public hearing requires public notice with the department taking the following steps to fulfill the public notification requirements:

- Post notice in one local newspaper. Notice is published for one day, although current departmental practice is to publish the notice for two days in the newspaper.
- Hearing postings, which include access to interpretative services, are in City Hall with the City Clerk and at the public library for meetings held in City Hall - accessible to individuals with physical disabilities and centrally located within the City.
- Meetings are accessible to low-income residents, by minorities and non-English speaking persons, as well as people with disabilities.
- With advance notice, interpretive services are available in multiple languages and special assistive adaptations.

All comments were accepted that were received.

CR-45 - CDBG 91.520(c)

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

The City of Framingham continued to operate its two main COVID programs, Emergency Income Payment Program and the small business assistance program. As previously discussed the city created the full TBRA program to assist those homeless families in securing housing.

Due to the lack of housing rehab applications, the city shifted its focus from housing rehabilitation to continue the needs of small businesses during program year 2021.

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

No

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

N/A