

Disclaimer:

This is a **DRAFT**, numbers from programs are not complete and will not be until closer to the end of the year.

For detailed statistics please come to our public meeting, that will be held in the Council Chambers (Building A) December 10th at 3:30 – 4:30 pm on Koop Dr, in Mandeville.

After the meeting, a copy of the presentation and statistics will be available to view online.

DRAFT



Consolidated Annual Performance Report
Health and Human Services
November 28, 2018

Contents

CR-05 - Goals and Outcomes.....	1
CR-10 - Racial and Ethnic composition of families assisted.....	5
CR-15 - Resources and Investments 91.520(a)	6
CR-20 - Affordable Housing 91.520(b)	9
CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)	11
CR-30 - Public Housing 91.220(h); 91.320(j)	14
CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j).....	15
CR-40 - Monitoring 91.220 and 91.230.....	19
CR-45 - CDBG 91.520(c).....	21

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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.

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	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Home Energy Audit & Education Program	Affordable Housing	CDBG: \$	Other	Other	45	0	0.00%			
Homeless and Housing Assistance Program	Homeless	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		15	0	0.00%
Homeless and Housing Assistance Program	Homeless	CDBG: \$	Homelessness Prevention	Persons Assisted	10	0	0.00%	20	0	0.00%
Homeless Veterans Center Site Acquisition	Homeless	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	20	0	0.00%			
Homeowner Septic System Improvements	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	4	0	0.00%			

Homeownership Centers	Affordable Housing	CDBG: \$	Other	Other	50	0	0.00%			
IDA Program Project	Affordable Housing	CDBG: \$	Direct Financial Assistance to Homebuyers	Households Assisted	3	0	0.00%			
Infrastructure Improvements	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	481	0	0.00%	240	0	0.00%
Northshore Housing Initiative	Affordable Housing	CDBG: \$ / Northshore Housing Initiative: \$879669.57	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		4	0	0.00%
Northshore Housing Initiative	Affordable Housing	CDBG: \$ / Northshore Housing Initiative: \$879669.57	Homeowner Housing Added	Household Housing Unit	10	0	0.00%			
Public Services	Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	400	0	0.00%			
Residential Rehabilitation	Affordable Housing	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	35		0	35	
Residential Rehabilitation	Affordable Housing	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	25	0	0.00%	46	0	0.00%

Residential Rehabilitation	Affordable Housing	CDBG: \$	Homeless Person Overnight Shelter	Persons Assisted	0	35		0	35	
Residential Rehabilitation	Affordable Housing	CDBG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
STARC Rural Transportation for the Disabled	Non-Homeless Special Needs	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	10	0	0.00%			
Transit Voucher Program	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	400	0	0.00%	100	0	0.00%

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.

For program year 2017-2018, strategic decisions were made to accommodate a lower funding allotment than the previous year. Funds were distributed based on past program efficiency with the goals of alleviating issues of homelessness, lack of affordable housing, and elimination of poverty. Public Services activities offered direct services to the parish’s LMI population. These services include the St. Tammany Transit (STAR) Voucher Program, Family Promise Emergency Shelter, and the Housing and Homeless Assistance Program. Long range planning efforts led to the formulation of a strategy to mitigate water quality issues. CDBG investments were ear-marked to support four new water and sewer infrastructure projects. A targeted short-term strategy, the Sewer Repair/Replacement Program, identified LMI households possessing non-compliant wastewater discharge systems. These repairs positively impacted the quality of the discharge water, contribute to a cleaner environment, and improve the quality of life and public health. The CDBG program can report the number of successful activities which provide services to repeat clients demonstrating the need for such services in the community. Overall [redacted] Parish residents received [redacted] unique services through CDBG funded programs. In 2015, CDBG funds were reallocated to the NAMI demolition and rehabilitation projects via a substantial amendment published on January 21, 2016. In the first phase, three Hurricane Katrina damaged structures were demolished. Phase 2 the design work and asbestos abatement is currently preceding, and is expected to be completed shortly. The final phase, was completed in Spring of 2018, rehabilitation of one group

home structure used as a day center for mentally and behaviorally impaired clients. These CDBG investments have resulted in decent and safe living conditions for the chronically disabled persons residing on the parish's Safe Haven Campus.

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)

St. Tammany Parish does not receive HOME or HOPWA funds.

	CDBG
White	57
Black or African American	20
Asian	0
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
Total	77
Hispanic	0
Not Hispanic	77

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

Narrative

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	CDBG	980,322	
Continuum of Care	Continuum of Care	2,290,000	
Other	Other	15,523,874	

Table 3 - Resources Made Available

Narrative

The Parish's Community Action Agency administers the CSBG, LIHEAP, and ESG programs. The St. Tammany Transit LMI voucher program is administered jointly by the Health and Human Services (DHHS) and Grants Departments. The Department of Grants also administered numerous CDBG-DR projects that were funded through the HUD-DR office and the Louisiana Office of Community Development Disaster Recovery Unit. These projects included the construction of an Emergency Communications Tower, a public fishing pier, drainage improvements, numerous sewer system improvement projects, and an affordable housing assistance program.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Browns Village Road Area			
Highway 190/433 Area	31		
West 30's			

Table 4 – Identify the geographic distribution and location of investments

Narrative

For program year 2017-2018, St. Tammany Parish distributed its CDBG Entitlement funds to organizations and residents living in all sections of the parish. Three public service programs were administered:

1. Housing & Homeless Assistance Program (HHAP) provided emergency rental assistance and utility for homeless prevention services to all parish residents.
2. St. Tammany Transit distributed free vouchers for transportation services.
3. Family Promise Emergency Shelter helped provide case management and transportation to homeless families in St Tammany Parish

The Residential Rehabilitation Program was comprised of three activities.

1. The Sewer Repair and Replacement activity offers maintenance, repairs, and full replacements for non-compliant septic systems throughout the parish.
2. The Home Rehabilitation Program provided repairs for LMI homeowners in the parish.

Building upon the recommendations of the 2014 Watershed study, CDBG investments were directed to environmental, engineering and design, and master planning services for water and sewer infrastructure projects. Two North Slidell area waterlines, Alton and Ben Thomas are currently indefinitely on hold depending upon additional funding. A master planning consultant was hired for the Ben Thomas

neighborhood near Slidell, on the east-side of the parish needing infrastructure improvements. Design work for a community sewer project is pending final plan review. External funding sources are being sought to fund the construction phases of these projects.

A new collaborative effort between the Departments of Environmental Services and DHHS was established to leverage CDBG & EPA funds for neighborhoods identified as major hot spots for non-source pollution. CDBG funds were allocated to repair and/or replace non-compliant septic systems with individual mechanical treatment systems in neighborhoods throughout the Parish.

In response to the behavioral health crisis, St. Tammany Parish seized the opportunity to revive the Southeast Louisiana Hospital site and create a new "Safe Haven" behavioral health campus. In collaboration with NAMI, four Hurricane Katrina damaged buildings were demolished. The rehabilitation of a day center to be utilized by persons with chronic mental illness is in design.

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.

As part of a multi-year Federal Transportation Agency grant, \$8,000,000.00 has been allocated to fund a local transit system. Each year CDBG funds are leveraged to provide services for low to moderate income clients through the St. Tammany Transit voucher program. Free transportation vouchers are distributed to local non-profit and government agencies who distribute the vouchers to their low- to moderate-income clients. For PY 2017-2018, monthly transit vouchers were distributed for ___daily vouchers.

The Community Action Agency (CAA) leverages multiple sources of funds for its Emergency Support Grant (ESG), Supportive Housing Program (SHP), Low Income Home Energy Assistance Program (LIHEAP), and Community Service Block Grant (CSBG).

DHHS also leveraged its CDBG funds with St. Tammany Parish Departments of Environmental Services (DES) and Development-Engineering (DoD-E) in an effort to optimize assistance to LMI populations targeting their respective grant projects. DHHS is providing CDBG funds to repair and replace homeowner sewer treatment units for qualified LMI residents. DES is conducting individual homeowner sewer treatment unit Inspections and Education. DoD-E is coordinating sampling to demonstrate water quality improvement from the Inspection and Repair and Replace Programs. DES has been awarded \$447,500 in federal and non-federal funds for Pollution Source Tracking in three watershed locations; Bayou Liberty, Abita River, and Ponchitolawa Creek.

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	15	0
Number of Non-Homeless households to be provided affordable housing units	40	0
Number of Special-Needs households to be provided affordable housing units	0	0
Total	55	0

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	15	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	20	0
Number of households supported through Acquisition of Existing Units	0	0
Total	35	0

Table 6 – Number of Households Supported

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

DHHS and CAA homeless prevention programs have seen a rise in rental rates, which puts further financial strain on families. Since area incomes are not keeping pace with the cost of living, families are consolidating households, resulting in multiple family members living in crowded conditions. DHHS collaborates with a number of non-profit organizations to deliver housing solutions.

The Housing and Homeless Program (HHAP) offered three months of housing and utility assistance for homeless families. This program successfully stabilized ___ families and exceeded its goal of __, while enabling adults to find suitable work. St. Tammany Parish CDBG residential rehabilitation programs addressed the sustainability, affordability, and substandard housing issues that impact parish LMI homeowners. Its CAA provided emergency funds to help families with rental, mortgage and/or utility assistance payment to prevent homelessness. These programs also help to alleviate poverty by enabling families to achieve sustainability, self-sufficiency, and in some cases, stability of home ownership.

Discuss how these outcomes will impact future annual action plans.

CDBG funds will be targeted to fill the financial gaps for local services providers enabling them to continuously deliver services to their LMI clients. The Community Land Trust program, previously

funded by CDBG-E and currently funded through CDBG –DR, enables low to moderate income households to purchase a home and reduce their mortgage payments.

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	0	0
Low-income	0	0
Moderate-income	0	0
Total	0	0

Table 7 – Number of Households Served

Narrative Information

St. Tammany Parish CDBG Entitlement Program is reporting __ unduplicated beneficiaries, of whom are 100% low to moderate income. All programs are designed to benefit low to moderate income families. According to the Community Data Center study, St. Tammany rents are the highest in the metropolitan New Orleans region. Twenty percent of St. Tammany renters experience a severe cost burden of 50% of their income on rents and the median gross rent is \$1,005.00 per month. Contrary to the need for affordable units, the newly constructed units target higher income families. Since 2005, over 1,300 new luxury-style apartments were built in the parish.

For this reason, our programs are designed specifically to aid these families chronically living with poverty and struggle to find affordable housing. While home ownership in St. Tammany Parish exceeds the national average of 78% vs 63%, homeowners do experience a severe cost burden of 9%, consistent with the national average of 10%.

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

CDBG staff participates in the monthly meetings of the Commission on Families, Northlake Homeless Coalition and the St. Tammany Housing and Homeless Alliance. These meetings help parish staff stay current with the issues that are affecting the homeless population and the organizations that serve them.

A successful outcome of the St. Tammany Housing and Homeless Alliance efforts is the establishment of a local affiliate of the national Family Promise organization. The local chapter was successfully launched in May 2015 with assistance provided by the Public Health Millage and CDBG-DR funds. Family Promise provides shelter, case management, life skills education, and transportation assistance for homeless families. The program is designed to ensure children attend school, families stay together, and case management guides them to self-sufficiency.

The Homeless and Housing Assistance Program (HHAP) successfully helped 21 families by providing rental and utility assistance for 3 months in 2017. Families also participated in money management classes. Through intensive case management, 97% of the families have achieved self-sufficiency.

Addressing the emergency shelter and transitional housing needs of homeless persons

The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) requires Continuums of Care (CoCs) to develop a centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals. St Tammany Parish Community Action Agency (CAA) has been working in a concerted effort with our CoC, the Northlake Homeless Coalition, by participating in the coordinate access system. This is to ensure that this population is identified, assessed for vulnerability, and provided with real strategy to ensure housing stability. The goal being people have a fixed address and housing that is appropriate, and includes required supportive services as needed.

In order to address the needs of homeless persons, the Parish has provided rental, mortgage and utility assistance directly to clients in need, and has provided transitional and supportive housing to those who have become homeless.

CAA helps eliminate barriers to affordable housing for homeless families with children by providing a Supportive Housing Program (SHP) and the Emergency Solutions Grant (ESGP). While providing rent and utility assistance, these programs also help adults gain job skills, education, permanent employment, parenting skills, counseling, day care for children, and any other services deemed appropriate that will lead to self-sufficiency of the family. As the families develop stability and no longer need the financial services, CAA continues a relationship with them so they are not isolated from the community again.

In addition to in-house efforts to reduce homelessness, DHHS staff members are active participants in the St. Tammany Housing and Homeless Alliance which was an integral part of developing a local Family Promise chapter. The Alliance focuses on case management and permanent solutions to homelessness. DHHS also participates in the Northlake Homeless Coalition meetings and initiatives, and St. Tammany Parish's CAA manager serves on the board.

HHAP, in its third year, successfully helped 21 families by providing rental and utility assistance for 3 months. Ten families also participated in money management classes and intensive case management.

CAA reports that 97% of the families have achieved self-sufficiency.

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

Non-profit organizations in the parish have provided transitional housing to homeless persons. The Northshore branch of Volunteers of America receives HUD funds that are used to provide supportive and transitional housing to the homeless. These funds are distributed to homeless individuals and families throughout the Parish and can be used to provide transitional housing.

CAA helps families make the transition to permanent housing by eliminating barriers to affordable housing for homeless families with children through SHP. Program participants will have the opportunity to gain employment and soft skills necessary to live independently. DHHS staff members actively participate in the St. Tammany Housing and Homeless Alliance which focuses on immediate needs, lack of sheltering options, and also removing barriers to affordable housing and permanent solutions to homelessness.

Low Income Home Energy Assistance Program (LIHEAP) funds provided utility payment assistance to low-income homeowners to avoid service disconnections. LIHEAP, World Changers, and both House Repair Programs help prevent homelessness by making housing sustainable. St. Tammany Parish has partnered with the non-profit organization, Project Homecoming, to address the home repair needs of the disabled, elderly, and low-income populations. Through the Residential Rehabilitation program, the Parish provides home repairs and weatherization assistance to low- to moderate-income homeowners. The elderly, disabled, large families and those of very low income status receive priority assistance. This program also allows for handicap accessibility improvements to be performed.

St. Tammany Parish provides referrals to the homeless centers, such as Safe Harbor for women who are survivors of domestic violence, Sunshine House for those with mental illness, and Miramon Center for homeless males, along with other shelters that may open during the project period. Parish funding priority will be given to shelters with supportive services that serve victims of domestic violence, the severely mentally ill, and substance abusers. Helping house the homeless and providing assistance that will help them achieve independent living status will be given priority.

St. Tammany Parish Government is addressing the needs of the homeless population through the active participation in groups that work to end homelessness. The Housing and Homeless Alliance serves the homeless by actively addressing the homeless/sheltering needs of the Parish. Through coordination with DHHS and local organizations, the Housing and Homeless Alliance has established a faith based family shelter initiative where homeless families could stay together and rotate through a series of church-run mini-shelters. DHHS staff members also actively participate in the Northlake Homeless Coalition and the CAA Manger serves on the board. The NHC has developed a 10-year plan to reduce chronic homelessness. St. Tammany Parish supports the development and operation of permanent supportive housing for the mentally ill by providing Public Health Millage funds to the National Alliance on Mental Illness (NAMI) St. Tammany. Funding received by NAMI St. Tammany is used to support the operation of their housing units for the mentally ill. NAMI St. Tammany has two housing options: group homes and apartments. The NAMI St. Tammany apartments are permanent supportive housing for persons who are able to live

independently. The housing manager is on site during regular business hours and helps coordinate transportation and other supportive services.

DHHS continues its partnerships with Florida Parishes Human Services Authority and the Northlake Homeless Coalition to develop additional permanent supportive housing options for persons with mental disabilities as the mentally ill are a large segment of the homeless population. NAMI St. Tammany runs and operates both group homes and apartment homes that serve the mentally ill who might otherwise be homeless due to their conditions. NAMI provides case management and support to all who participate in their programs.

Another shelter for homeless referrals, Giving Hope Retreat is located near Hwy 433 and 190 in Lacombe, at the site of the former K-Bar-B youth ranch. The location was acquired by New Orleans Mission Foundation in May 2015, and targets homeless veterans with the intention of providing a safe location for respite and rehabilitation. The facility delivers transitional case management to enable veterans to return to self-sufficiency and productivity. The types of services available are vocational and education training, behavioral therapy, and medical services.

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

ESG funds are administered by CAA to provide homeless prevention assistance through rent or mortgage assistance. LIHEAP funds were used to provide utility assistance to low-income homeowners so that their homes would be made comfortable in the summer and winter. LIHEAP, World Changers, and both House Repair Programs help prevent homelessness by making housing sustainable. St. Tammany Parish has partnered with the Project Homecoming to address the home repair needs of the disabled, elderly, and low-income populations. Through the Residential Rehabilitation program, the Parish provides home repairs and weatherization assistance to low- to moderate-income homeowners. The elderly, disabled, large families and those of very low income status receive priority assistance. This program also allows for handicap accessibility improvements to be performed.

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

Actions taken to address the needs of public housing

Public Housing funds of St. Tammany Parish are controlled by two communities, Covington and Slidell Housing Authorities. Neither is part of the Parish's Consolidated Plan. DHHS invited both authorities to participate in all activities for fair housing, community needs assessment focus groups and outreach events, and public hearings. For the Community Needs Assessment and Affirmative Fair Housing Study, DHHS made special efforts to receive input from both authorities. DHHS continues to seek better communication with both housing authorities and attempts to collaborate with both agencies to combat housing deficiencies for low-income families.

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

St. Tammany Parish CDBG also works with local non-profit organizations to increase the number of affordable and decent housing units within the Parish. New Day Homeownership Center offered homeownership counseling for public housing residents seeking the option of home ownership. In addition, homeownership counseling is offered to all parish residents. The mission of New Day is to provide decent, safe, and affordable housing by supporting their efforts and programs. Habitat for Humanity also operates homeownership centers and provides education and training for public housing resident and all low-income persons to assist in purchasing affordable homes.

DHHS provides resources and referral information to public housing residents and all citizens and local organizations who contact the office looking for resources. This information is posted on the Parish's website and regularly updated.

Actions taken to provide assistance to troubled PHAs

There are two public housing developments in St. Tammany Parish in the municipalities of Slidell and Covington. Slidell receives its own CDBG allocation and is responsible for the Housing Authority. Through the Housing and Homeless Alliance and the Commission on Families, successful outreach efforts to establish better communication and collaboration are possible.

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)

Overall, affordability is a barrier to homeownership. The cost of home ownership can be expensive in St. Tammany Parish compared to other Louisiana parishes. The median price of a house in St. Tammany is \$210,700 and the median household income is \$63,300. In comparison, on the state level, the median price of a house in Louisiana is \$ 158,000 and the median household income is \$45,146. The high costs of land, elevation requirements, homeowners insurance, and for some areas, of flood insurance, increase the barriers to home ownership. Renters also experience a high cost burden. The median gross rent is \$1,013 per month.

Several housing related activities were designed to overcome the barriers to affordable housing. Residents successfully completing the Homeless and Housing Assistance Program (HHAP) are directed to the homeownership centers as part of the pathway from homelessness to self-sustainability and home ownership. These homeownership centers provided homebuyer training and Individual Development Account (IDA) information to families seeking to stabilize their housing situation and aid in the prevention of homelessness. These services include pre-purchase counseling, credit repair, money management classes, and homebuyer training classes.

DHHS collaborated with several agencies to host a Make a House Your Home event where over 20 vendors and agencies met with the public to discuss the steps required for home ownership. Some agencies that attended included USDA, Louisiana Housing Corporation, East St Tammany Habitat for Humanity, St Tammany West Habitat for Humanity, and Northshore Housing Initiative.

Community Land Trust

The Northshore Housing Initiative (NHI), St. Tammany Community Land Trust, is tasked with developing more affordable housing. NHI also received CDBG funds from the Louisiana Office of Community Development Disaster Recovery Unit that are used for the acquisition of the land. NHI purchases the land while the homebuyer finances the cost of the house (less the cost of the land) making the purchase more affordable. For three years, CDBG Entitlement funds were used to supplement the salary and benefits of the NHI's executive director who provided assistance to the homebuyer before, during and after the home buying process. NHI helps the LMI homebuyer locate a home or property, seek financing, and receive all the applicable education and homebuyer counseling services.

The Biggert-Waters Act (BWA)

St. Tammany is a recipient of Hazard Mitigation and Severe Repetitive Loss funds from FEMA. The Parish uses these funds to assist homeowners in elevating their homes to the appropriate level as indicated by FEMA. Ideally, this will help prevent certain homes from becoming unaffordable due to the new BWA laws.

NIMBYISM

Many of the Parish's elected officials agree that there is a need for affordable workforce housing in our community. The forthcoming Community Needs Assessment and Affirmatively Furthering Fair Housing studies will provide data and guidance to develop anti-Nimbyism strategies. Toward the goal, a 4 part educational campaign for first time homebuyers was developed by St. Tammany Parish's Public Information Office, the Northshore Housing Initiative and New Day Homeownership Services and was broadcasted via Cable Access Television. Increasing the number of community focused activities, such as Farmer's Market's, neighborhood festivals highlighting local culture and flavor, and grass roots efforts to address local issues, unite the array of communities and provide opportunities to reduce barriers,

facilitate community networks and develop positive working relationships to dispel preconceived prejudices.

High Cost of Land

The Parish is collaborating with NHI by providing non-entitlement CDBG funds received from the State Office of Community Development. These funds enabled NHI's Community Land Trust Program to provide financial assistance to qualified homebuyers for the purchase of homes by covering the cost of and retaining ownership of the land on which the home resides. This effort decreases the purchase price for the homebuyer and makes the home more affordable to future buyers.

HMGP

The Hazard Mitigation Grant Program provides funds to enable homeowners to elevate their homes in areas of the Parish which were hardest hit by hurricanes. By elevating a home, a homeowner can reduce the expense of their FEMA flood insurance. This allows families to remain in the homes, and protect their asset and investment, while preventing the permanent de-population of flood prone neighborhoods and ensuring a healthy and vibrant community. Many of these communities are populated by long term residents who have been forced to evacuate each time a major storm has impacted the area. By providing the option of elevation, families who have experienced repeated flooding will now be able to return home quickly and resume to their normal activities.

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

Community Action Agency (CAA) helps eliminate barriers to affordable housing for homeless families with children through its Supportive Housing Program (SHP). This program helps adults gain job skills, education, permanent employment, parenting skills, counseling, day care for children, and any other services deemed appropriate that will lead to self-sufficiency of the family. As the families develop stability and no longer need the financial services, CAA continues a relationship with them so they are not isolated from the community again. CAA uses funds from its Emergency Solutions Program (ESP) and SHP to assist homeless families and individuals in securing housing through rapid re-housing.

DHHS will continue to provide resource and referral information to public housing residents and all citizens and local organizations who contact the office looking for resources. This information is posted on the Parish's website and regularly updated.

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

DHHS staff has purchased lead paint testing equipment used for the Weatherization Assistance Program and Home Repair Program. In order to reduce lead-based paint hazards, the parish distributes informational lead-based paint brochures to any person or family who received housing, weatherization, or public assistance from the Parish. Lead-based paint hazard information was also posted in all Parish offices that are open to the public. Public libraries and non-profit organizations have the option to post and distribute this information.

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

CAA helps eliminate barriers to affordable housing for homeless families with children through SHP. This program helps adults gain job skills, education, permanent employment, parenting skills, counseling, day care for children, and any other services deemed appropriate that will lead to self-sufficiency of the family. As the families develop stability and no longer need the financial services, CAA continues a relationship with them so they are not isolated from the community again. CAA uses funds from ESP and SHP to assist homeless families and individuals in securing housing through rapid re-housing.

The Housing and Homeless Program offered three months of housing and utility assistance for the homeless families. This program successfully stabilized families while enabling adults to find suitable work. These programs have seen a rise in rent, which put a further financial strain on the families with limited

income. Families are consolidating households, resulting in multiple family members living in crowded conditions.

The Parish has been awarded \$10,914,916 from a CDBG-DR Hurricane Isaac allocation for planning and infrastructure projects that will enable local students and residents the opportunity to advance necessary skills for the high skill/high wage jobs of the future. CDBG-DR funds have also been used to support program delivery for Family Promise.

DHHS will continue to provide resource and referral information to public housing residents and all citizens and local organizations who contact the office looking for resources. This information is posted on the Parish's website and regularly updated.

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

The Grants Project Manager- CDBG regularly updates the Administrative Manual to keep current on the latest updates from HUD and from other related governmental agencies.

The Parish initiated a Process Improvement Task force in December 2013 to address inefficiencies in standard operating procedures. This process is intended to identify areas of operations for improvement and deliver high quality services to the tax paying public.

In order to ensure compliance with programs and comprehensive planning requirements during the last year, the Parish has completed the following:

- Evaluated and revised policies and procedures;
- Sought technical assistance from HUD representatives;
- Developed standardized checklists and forms;
- Monitored subrecipients monthly through reporting and annual site visits;
- Communicated monthly and provided technical assistance to subrecipients regarding their progress in reaching their goals;
- Completed the 2017 – 2018 Annual Plan;
- Held two public hearings, two stakeholder meetings for development of the consolidated and annual plans. All comments were recorded.

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

There are two public housing developments in St. Tammany Parish in the municipalities of Slidell and Covington. Slidell receives its own CDBG allocation. Through the Housing and Homeless Alliance and the Committee on Families, successful outreach efforts to establish better communication and collaboration are possible.

DHHS will continue to provide resource and referral information to public housing residents and all citizens and local organizations who contact the office looking for resources. This information is posted on the Parish's website and regularly updated. In accordance with the planning process, two public hearings six community needs public meetings, and three focus groups, and parish wide survey were held during the Plan development stage. Meeting notices for the public hearings were publicized in the *St. Tammany Farmer* (the official St. Tammany Parish journal) and on the Parish's website. E-mails were also distributed to local government agencies and non-profit organizations to alert them of the hearings as well. The hearings were in the afternoon and evening hours on different days of the week in an effort to accommodate both those who attended during working hours on behalf of their employers and those who attended after working hours as Parish citizens. An additional 30 day public review process was provided for the public to have a chance to review and comment upon the Annual Action Plan document before it was sent to HUD.

Identify actions taken to overcome the effects of any impediments identified in the

jurisdictions analysis of impediments to fair housing choice. 91.520(a)

St. Tammany Parish is in process of revising its Fair Housing Policies as directed by HUD.

To date it has found three primary impediments to fair housing. These impediments are:

1. Limited choice in affordable housing due to unit availability;
2. Negative public opinion of affordable housing; and
3. A lack of public information regarding fair housing and housing assistance.

These impediments to fair housing are all currently being addressed by either the Parish or by other institutions or organizations who intend to create more fair and affordable housing within the Parish. The Parish currently has a fair housing ordinance. Through seminars and regular communication with the Greater New Orleans Fair Housing Action Center, DHHS was able to bring more information about Fair Housing to the business community and residents throughout the parish. In addition, local non-profit organizations and government municipalities have formed a St. Tammany Housing and Homeless Alliance which DHHS and CAA actively participate in. This Alliance was created to specifically address issues in St. Tammany Parish such as this impediment to fair housing and the others that exist in our jurisdiction.

CDBG staff continue to seek opportunities to deepen their knowledge of Fair Housing by attending seminars to learn more about laws and compliance. Residents are able to obtain information about housing rights and counseling through referrals and literature available through the DHHS office. The Parish has Fair Housing posters advertised in government buildings around the area. Calls received by DHHS with questions about housing assistance are referred to an organization that is able to help them. Program flyers are available in both English and Spanish, to those who may be eligible for the housing repair assistance. Additionally, DHHS and CAA staff members participate in coalitions, alliances, and networking groups to help address this problem.

Through our Residential Rehabilitation program, we have historically partnered with local non-profit organizations who have provided repairs to the most vulnerable segments of our community: the elderly, the disabled, families with children, and households with limited incomes that are at a higher risk of housing discrimination. Through our programs and partnerships, the collective outreach efforts reflect a deep knowledge and comprehensive experience in providing community based rehabilitation. When an applicant applies for assistance, a prioritization of the persons is performed, assessing the resources available to their organization, and evaluating their ability to provide the required repairs. In addition, the Parish's home repair and weatherization programs, targets health and safety issues for owner occupied residences. Of the total residents receiving benefits from CDBG-funded programs, 100% are extremely low or low-income individuals and families.

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

In order to ensure compliance with programs and comprehensive planning requirements during the last year, the Department of Health and Human Services has completed the following:

- Evaluated and revised policies and procedures;
- Sought technical assistance from HUD representatives;
- Developed standardized checklists and forms;
- Monitored subrecipients monthly through reporting and annual site visits;
- Communicated monthly and provided technical assistance to subrecipients regarding their progress in reaching their goals;
- Completed the 2017 – 2018 Annual Plan;
- Held two public hearings, two stakeholder meetings for development of the consolidated and annual plans. All comments were recorded.

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.

The three branches of the Department of Health and Human Services (DHHS) – CDBG, Public Health, and Community Action Agency (CAA) - and St. Tammany Parish staff maintain consistent communication throughout the year with local organizations that have specific interests in on-going efforts to address the community's concerns regarding workforce housing, neighborhood improvement, and economic opportunities. The data gathering process occurs throughout the year. In preparation of the Annual Action Plan, public hearings, emails, dialogues, formal and informal gatherings, and one on one meeting was utilized to generate discussions and comments which ultimately facilitated the development of the plan.

St. Tammany Parish Government adopted a new Citizen Participation Plan in 2017. In these meetings, the summary of the Annual Action planning process was presented, and opportunities for citizen input was allotted. Written, phone-in, and e-mailed comments were also encouraged. This year, two public hearings were held in order to solicit community input:

- July 17th, 2018 at the Parish Council Chambers
- December 10th, 2018 at the Parish Council Chambers

In accordance with the planning process, two public hearings were held during the planning and development stages. Meeting notices for the public hearings were publicized in the ***St. Tammany Farmer*** (the official St. Tammany Parish journal) and on the Parish's website. E-mails were also distributed to local government agencies and non-profit organizations to alert them of the hearings as well. An additional 30 day public review process was provided for the public to review on the parish website and comment upon the Annual Action Plan document before it was sent to HUD.

Input from the community contributed to the establishment of housing and community development goals. Parish staff reviewed public input and comments as they were submitted. Staff weighed the priorities of parish administration in conjunction with citizen input, and then presented a proposed

project plan to parish administration for consideration and approval. A draft of the Annual Action Plan and projects proposed for the Annual Action Plan were posted on the Parish's website on June 28th, 2018 and summaries were presented at a public hearing held that evening. A 30-day comment period ran through July 27th, 2018. Citizens, public agencies, or other interested parties wishing to comment on the plans can do so by e-mail or by mail to DHHS.

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.

In 2013-2014, the parish allocated \$522,000.00 of CDBG funds to address some of the areas in need of infrastructure improvements that were highlighted in the Watershed Management study, completed in June, 2014. The study was commissioned to identify specific sites and neighborhoods where outflow of contaminated water is evident. As a result, the parish will leverage its funds to provide sewer upgrades in the Slidell Manor and Ben Thomas neighborhoods. Waterline improvements will be completed in the Alton and the Ben Thomas neighborhood contingent on future funding availability.

The emerging behavioral health crisis has prompted the parish to take considerable note of the need for a comprehensive system of behavioral health care. In addition to funding the demolition and rehabilitation of the National Alliance on Mental Illness (NAMI) facilities, the parish has purchased the Southeast Louisiana Campus in May 2015. In November, St. Tammany Parish announced the purchase of Northlake Behavioral Health, as part of its vision of developing the Safe Haven campus. Ultimately, the campus will be designed as a place where behavioral health care clients can find the appropriate care and support to begin their path to recovery.