

## **Appendix C:**

### **Monterey Urban County Citizen Participation Plan for the Community Development Block Grant (CDBG) Program**

## **A. Introduction**

### **1. Background**

The County of Monterey, in conjunction with the following participating units of local government, became an entitlement jurisdiction to receive Community Development Block Grants (CDBG) directly from the U.S. Department of Housing and Urban Development (HUD) annually on a formula basis.

#### **Participating Units of Local Government:**

- City of Gonzales
- City of Greenfield
- City of Sand City

Collectively, the County of Monterey (covering the unincorporated areas) and its participating units of local government are known as the “Urban County” for the purpose of the CDBG program.

This Citizen Participation Plan (CPP) sets forth the Monterey Urban County’s policies and procedures for citizen participation for the use of Community Development Block Grants (CDBG). The Citizen Participation Plan provides an opportunity for the community to work in partnership with the Urban County to identify needs and to allocate CDBG funds.

The Monterey Urban County holds the following standards regarding citizen involvement:

1. All citizen participation is to be done openly.
2. Involvement of low and moderate income persons, minorities, project area residents, elderly, handicapped and others is to be evident.
3. Reasonable efforts to ensure continuity of involvement of citizens throughout all stages of the CDBG program are to be evident.
4. Timely and adequate information is to be given to citizens.
5. Citizens are encouraged to submit their views and proposals regarding the Consolidated Plan and use of CDBG funds.

While the Citizen Participation Plan will aim to ensure the participation of all residents, special assurances will be made to ensure the participation of the following groups:

- Extremely low, low, and moderate income persons;
- Persons living in areas where CDBG funds are proposed to be used;
- Residents of publicly assisted housing;
- Minorities;
- Non-English speaking persons;
- Persons with disabilities; and
- Farm workers.

## 2. Lead Agency

The County of Monterey Economic Development Department serves as the lead agency for the Urban County.

## 3. Definitions

For purposes of the CDBG program, the following definitions will apply:

**Amendments:** Changes to the Consolidated Plan and Annual Action Plan are divided into two categories - minor changes and substantial amendments. Changes meeting the substantial amendment criteria outlined in Section B.4 of this document are considered substantial amendments to the Consolidated Plan and Action Plan and adhere to the official amendment process set forth in this document. Changes not meeting the substantial amendment criteria are considered minor changes and can be carried out administratively by Urban County staff.

**Community Development Block Grant (CDBG):** A grant program administered by the U.S. Department of Housing and Urban Development (HUD). This grant allots money to cities and counties for housing rehabilitation, affordable housing assistance, community services, and community development activities (including community facilities and economic development).

**Consolidated Plan (CP):** The Consolidated Plan is a five-year planning document for the CDBG program. The CP must contain a housing and community development needs assessment, a five-year strategic plan to address the needs identified, and a one-year action plan to identify specific activities and planned use of CDBG funds. The CP is due to HUD 45 days before the beginning of a program year. The Monterey Urban County CDBG program begins annually on July 1, making the CP due to HUD no later than May 17.

**Consolidated Annual Performance Evaluation Report (CAPER):** The CAPER is an annual report summarizing the Urban County's progress in implementing the Consolidated Plan and Annual Action Plan. The CAPER is due to HUD 90 days after the close of a program year. For the Monterey Urban County, each program year ends on June 30, making the CAPER due to HUD no later than September 28 of each year.

**Area Median Income (AMI):** HUD surveys major metropolitan areas annually to develop an index of median family income adjusted for household size.

**Low and Moderate Income Households** - Pursuant to HUD regulations, the primary beneficiaries of the CDBG program should be low and moderate income households, defined by HUD as follows:

<i><b>Extremely Low Income</b></i>	0-30% of County Area Median Income (AMI) adjusted for household size.
<i><b>Low Income</b></i>	31-50% of County AMI adjusted for household size.
<i><b>Moderate Income</b></i>	51-80% of County AMI adjusted for household size.

**Low and Moderate Income Area** - Generally defined as a census tract(s) or block group(s) in which 51 percent or more of the residents have an income not exceeding 80 percent of the area median income.

**Slum or Blighted Area** - An area that meets the definition of a slum, blighted, deteriorated or deteriorating area under State or local law or where a substantial number of deteriorating or dilapidated buildings or improvements are present throughout the area.

**Participating Unit of Local Government** - A local city, town, or similar entity participating in the Urban County CDBG program through a Joint Power Authority agreement to receive CDBG funds from HUD on an entitlement basis.

**Publicly Assisted Housing Developments** - Housing projects (either rental or ownership housing) developed with the assistance of public funds such as HOME, CDBG, and redevelopment set-aside funds.

**Urban County Staff** - Urban County staff is comprised of staff representing each participating unit of local government.

## **4. Decision-Making Bodies**

**City Councils of Participating Cities:** Each participating unit of local government is allocated a portion of the CDBG funds based on an agreed upon formula. The city council of each participating city will determine the projects to be funded with its allocation in each program year. In addition, each participating city will make recommendations in regard to public service applications including fair housing.

**Ad Hoc Committee:** Annually the Board of Supervisors will appoint an Ad Hoc Committee to review funding applications and make recommendations to the Board of Supervisors concerning the following:

- Public service applications
- Funding applications for projects in the unincorporated County areas

The Ad Hoc Committee consists of two members from the Board of Supervisors. Staff members representing the participating units of local government will serve in a consulting role to the Ad Hoc Committee.

**Board of Supervisors:** The Board of Supervisors will be the final decision-making body in the approval of and substantial amendment to the Consolidated Plan and Action Plan.

## **B. Citizen Involvement**

### **1. Citizen Participation Plan (CPP)**

The Urban County recognizes that CDBG funds are tax money returned to the Urban County to be used primarily to benefit extremely low, low, and moderate income persons. Urban County staff and officials are stewards of these public monies and will openly discuss all records, except those confidential records protecting a household's privacy. The Urban County presents this Citizen Participation Plan (CPP), in accordance with 24 CFR Parts 91, et al.

The Citizen Participation Plan seeks to involve the participation of residents within the Urban County area, social service agencies, and community stakeholders in the development and adoption of the Consolidated Plan and related documents. In addition, efforts will be made to focus on the involvement of low and moderate income persons, those persons living in slum and blighted areas, persons living in low and moderate income areas, and persons living in areas where CDBG funds

are proposed to be used. The Citizen Participation Plan consists of a number of elements designed to foster community involvement as specified in each section of the Plan.

Pursuant to HUD regulations, the Urban County will conduct a minimum of two public hearings annually at different stages in the CDBG program year (July 1 through June 30). The Urban County will conduct public hearings at locations and at times that are convenient to the public, especially for those persons affected by program resources, and the locations will be equipped to accommodate persons with physical disabilities. As such, all public hearings and meetings will be conducted at the Monterey County, Government Center, 168 W. Alisal Street, Salinas, CA 93901. For non-English speakers, translation services will be provided upon request. These services will be available at all public hearings if requested three (3) days prior to the hearing date. Other requests for reasonable accommodation (such as sign language) must be made three (3) days prior to the hearing date, and the Urban County will provide appropriate assistance to the extent feasible.

**a. Adoption of the Citizen Participation Plan**

Prior to the adoption of this Citizen Participation Plan, implementation of the following public comment, review, and adoption procedures will ensure that all citizens have a chance to participate in development of the Plan.

- i. The Urban County will provide a notice of the 15-day public review period and Public Hearing on the Citizen Participation Plan in the following newspapers:
  - Salinas Californian
  - Monterey Herald
  - Gonzales Tribune
  - El Sol

The notice will be printed in these newspapers a minimum of 15-days prior to the public hearing date.

- ii. The proposed Citizen Participation Plan will be available for public review at the following locations:
  - Monterey County Economic Development Department, Government Center, 168 W. Alisal Street, Third Floor, Salinas, CA 93901
  - Monterey County website at: <http://www.co.monterey.ca.us/>
  - Websites of participating units of local government

Upon request, the Plan will be made accessible to any person with disabilities. The Urban County will provide a reasonable number of free copies of the Citizen Participation Plan to citizens and groups that request copies.

- iii. Comments or views of citizens received in writing during the public review period or orally at the Public Hearing will be solicited by the Monterey County Board of Supervisors.
- iv. The Draft Citizen Participation Plan will be adopted upon a majority vote of the Monterey County Board of Supervisors at a designated and publicly noticed Board meeting. After adoption of the Plan, a Final Plan will be prepared. The Final Plan will include a summary of public comments and a summary of any comments not accepted and the reasons therefore, all of which will be attached to the final Citizen Participation Plan.

## **b. Schedule of Review and Amendment of the Citizen Participation Plan**

Once adopted, the Citizen Participation Plan is not required to be updated regularly. However, the Urban County will review the Citizen Participation Plan along with the preparation of a five- year Consolidated Plan to ensure its effectiveness and continued appropriateness.

The Urban County will amend its approved Citizen Participation Plan whenever a change in the public participation process, as outlined in this plan, is proposed. The Urban County will provide a notice of the 15-day public review period and Public Hearing on the amendment to this Citizen Participation Plan in the following newspapers:

- Monterey County Weekly
- Gonzales Tribune;
- Greenfield News;
- King City Rustler;
- Soledad Bee; and
- El Sol

The notice will be printed in these newspapers a minimum of 15-days prior to the public hearing date. Appeals concerning the amendment should follow the Appeal procedures outlined in Section H of this document.

It is understood that the Federal Regulations governing the CDBG program (24 C.F.R. 570.307 (g)) require the Urban County to allow participating units of local government to end their participation in the Urban County program by providing notice to the County before the end of Consolidated Planning horizon. It is also understood that the same Federal Regulations require the Urban County to allow units of local government to join the Urban County during the Consolidated Planning horizon. In the event that units of local government are added or deleted from the Urban County during the term of the effective Consolidated Plan, the Citizen Participation Plan will be considered automatically amended to (1) reflect the actual participating units of local government and (2) add or delete the newspapers of general circulation serving those jurisdictions without separate notice or action by the Board of Supervisors.

## **2. Consolidated Plan (Strategic Component)**

### **a. Guiding Principles**

In developing the Consolidated Plan, the Urban County is guided by two leading principles:

- **Customer Service:** focus program efforts on the most critical needs.
- **Comprehensive Approach:** achieve empowerment of individuals and families while ensuring long economic independence.

Inherent in these principals is extensive, relevant, and ongoing citizen participation. The Urban County believes it is essential to have widespread, meaningful participation throughout the planning process to ensure genuine community "ownership" of the plan.

In all cases, the Consolidated Plan and Action Plan seek to minimize the displacement of residents from their homes or places of business.

### **b. Schedule of Review**

The Consolidated Plan must be updated every five years. The schedule for review and adoption of the Consolidated Plan is as follows:

January/February	Public meetings to review programs and projects currently offered and funded with CDBG funds and to solicit input from residents and service providers for housing and community development needs in the Urban County.  Meetings should be geographically located to provide easy access for residents throughout the Urban County area.
February/March	Public Hearings before the Board of Supervisors to review the community needs.
March/April	Consolidated Plan available for 15-day public review.
May	Public Hearing before the Board of Supervisors to adoption of the Consolidated Plan.
May 15	Submittal of the Consolidated Plan to HUD.

**c. Plan Development**

The Urban County will implement the following strategies to solicit meaningful community input in preparation of the Consolidated Plan (Five-Year Strategy). Specifically, the Urban County will:

- i. Review past year performance with the Board of Supervisors and discuss priority needs for upcoming years.
- ii. Consult public agencies including staff from Participating units of local government, adjacent local governments, economic development interests, and State and local health agencies.
- iii. Consult private agencies that provide health services, social services for children, services to the elderly, disabled, homeless, persons with AIDS, victims of domestic violence, and persons with alcohol/drug abuses, etc.
- iv. Conduct at least one public meeting during the development of the housing and community development needs assessment.
- v. Since the Analysis of Impediments to Fair Housing Choice (AI) is a component of the Consolidated Plan, the Citizen Participation requirement for the Consolidated Plan applies. Therefore, the Urban County will solicit meaningful community input in the preparation of its AI.

**d. Plan Adoption**

The following procedures will ensure that all residents and community stakeholders will have a chance to influence the final Plan. Specifically, the Urban County will:

- i. Publish a notice announcing the 15-day public comment period and Public Hearing on the Draft Consolidated Plan. The notice will be published in the following newspapers:
  - Monterey County Weekly;
  - Gonzales Tribune;
  - Greenfield News;
  - King City Rustler,
  - Soledad Bee; and
  - El Sol

The notice will include a summary of the Draft Consolidated Plan that describes the contents and purpose and a list of the locations where copies of the Draft Plan may be examined. The notice will be published at least 15-days prior to the Public Hearing.

- ii. The Draft Consolidated Plan will be available for public review at the following locations:
  - Monterey County Economic Development Department, Government Center, 168 W. Alisal Street, Third Floor, Salinas, CA 93901
  - Monterey County website at: <http://www.co.monterey.ca.us/>
  - Websites of participating units of local government

Upon request, the Draft Consolidated Plan will be made accessible to any person with disabilities. The Urban County will provide a reasonable number of free copies of the Draft Consolidated Plan to citizens and groups that request copies.

- iii. The Monterey County Board of Supervisors will conduct a Public Hearing on the Draft Consolidated Plan.
- iv. At the end of the 15-day review period, the Board of Supervisors will consider adoption of the Draft Consolidated Plan. The Draft Consolidated Plan will be adopted upon a majority vote of the Board of Supervisors. After adoption of the Plan, the Final Consolidated Plan will be submitted to HUD. The Final Plan will include a summary of public comments and a summary of any comments not accepted and the reasons therefore, all of which will be attached to the Final Plan.

### 3. Annual Action Plan

#### a. Annual Action Plan Schedule of Review

The Action Plan must be updated annually. The schedule for review and adoption of the Annual Action Plan is as follows:

October	Notice of Funding Availability.
November	Application workshops and community needs consultation.
December	Applications for funding due.
January/February	Urban County staff deliberation of applications and reports to respective elected officials for funding recommendations.
February/March	Board of Supervisors decision on funding allocation.
March/April	Action Plan available for 15-day public review.
May	Public Hearing to adopt the Action Plan by the Board of Supervisors.
May 15	Submittal of Action Plan to HUD.

#### b. Plan Development

The Urban County will implement the following strategies to solicit meaningful community input in preparation of the Annual Action Plan. Specifically, the Urban County will:

- i. Review past year performance with the Board of Supervisors and discuss priority needs for the upcoming year.



- ii. Consult public agencies including staff from Participating units of local government, adjacent local governments, economic development interests, and State and local health agencies.

**c. Plan Adoption**

The following procedures will ensure that all residents and community stakeholders will have a chance to influence the final Plan. Specifically, the Urban County will:

- i. Publish a notice announcing the 15-day public comment period and Public Hearing on the Draft Action Plan. The notice will be published in the following newspapers:
  - Monterey County Weekly
  - Gonzales Tribune;
  - Greenfield News;
  - King City Rustler;
  - Soledad Bee; and,
  - El Sol

The notice will include a summary of the Draft Action Plan that describes the contents and purpose and a list of the locations where copies of the Draft Plan may be examined. The notice will be published at least 15-days prior to the Public Hearing.

- ii. The Draft Action Plan will be available for public review at the following locations:
  - Monterey County Economic Development Department, Government Center, 168 W. Alisal Street, Third Floor, Salinas, CA 93901
  - Monterey County website at: <http://www.co.monterey.ca.us/>
  - Websites of participating units of local government

Upon request, the Draft Action Plan will be made accessible to any person with disabilities. The Urban County will provide a reasonable number of free copies of the Draft Action Plan to citizens and groups that request copies.

- iii. The Monterey County Board of Supervisors will conduct a Public Hearing on the Draft Action Plan.
- iv. At the end of the 15-day review period, the Board of Supervisors will consider adoption of the Draft Action Plan. The Draft Action Plan will be adopted upon a majority vote of the Board of Supervisors. After adoption of the Plan, the Final Action Plan will be submitted to HUD. The Final Plan will include a summary of public comments and a summary of any comments not accepted and the reasons therefore, all of which will be attached to the Final Plan.

## **4. Substantial Amendment to the Consolidated Plan and Action Plan**

The Urban County may officially amend the adopted Consolidated Plan and Action Plan through a substantial amendment process if changes to the Consolidated Plan and Annual Action Plan meet the substantial amendment criteria outlined below. The following also outlines the procedures to be used when substantially amending the Consolidated Plan and Action Plan. Other changes to CDBG programs and activities not meeting these criteria are considered minor changes not subject to this Citizen Participation Plan and can be undertaken by staff administratively.



**a. Substantial Amendment Criteria**

**Consolidated Plan (Strategic Plan):** The Urban County will amend its approved Consolidated Plan (Strategic Plan component) whenever a decision is made to propose a substantial change in allocation priorities. For the purpose of the Consolidated Plan (Strategic Plan), a “substantial change” will constitute a cumulative change equal to or in excess of 25 percent of the Urban County’s CDBG entitlement for a program year.

Changes in funding priority needs in the Consolidated Plan not amounting to more than 25 percent of a program year will not be considered a substantial change to the Consolidated Plan; no formal amendment to the Consolidated Plan requiring public review and comment will be warranted. (For example, an amendment to the Consolidated Plan is needed if the Strategic Plan identifies only a low priority need for historic preservation, but during the timeframe of the Consolidated Plan, the Urban County decides to establish a CDBG-funded historic preservation program that amounts to more than 25 percent of the Urban County’s annual allocation.)

**Annual Action Plan** - The Urban County will amend its approved Action Plan whenever one of the following decisions is made to:

1. Carry out an activity not previously described in the Action Plan;
2. Cancel an activity previously described in the Action Plan;
3. Increase the amount to be expended on a particular activity from the amount stated in the Action Plan by more than 25 percent or \$25,000, whichever is smaller; or
4. Substantially change the purpose, scope, location, or beneficiaries of an activity.

Changes in funding for an existing activity (project) not amounting to more than 25 percent or \$25,000 will not be considered a substantial change to the Action Plan; no formal amendment to the Action Plan requiring public review and comment will be warranted.

**Backup Projects:** The Urban County may include a backup list of projects in the Action Plan. Should funding become available, the backup projects will be activated. Approval of the Action by the Board of Supervisors and by HUD will be considered as approval for the backup projects. Activating the backup projects does not constitute a substantial amendment to the Action Plan.

**Delays in Implementation:** Delays in implementing a project is not considered a significant change to the Action Plan. No amendment or substantial amendment is required.

**b. Substantial Amendment Process**

The following procedures will ensure that all residents and community stakeholders will have a chance to comment on the proposed amendment to the Consolidated Plan and Action Plan.

- i. When necessary, a request for written concurrence is sent to the Project Manager at the San Francisco Field Office for HUD.
- ii. Publish a notice of the 15-day public comment period on the proposed amendment to the adopted Consolidated Plan and/or Annual Action Plan. The notice will be published in the following newspapers:
  - Notices for Substantial Amendments that affect projects in the cities of Gonzales and Greenfield will be noticed in the Gonzales Tribune, Greenfield News, King City Rustler, and the Soledad Bee.
  - Notices for Substantial Amendments that affect projects in the City of Sand City will be

- noticed in the Monterey County Weekly.
- Notices for Substantial Amendments that affect projects in the unincorporated areas of Monterey County will be noticed in the Monterey County Weekly.
- All notices of Substantial Amendments will be noticed in the El Sol newspaper.

The notice will include a summary of the amendment and where copies of the proposed amendment may be examined.

- iii. The proposed amendment will be available for public review at the following locations:
  - Monterey County Economic Development Department, Government Center, 168 W. Alisal Street, Third Floor, Salinas, CA 93901
  - Monterey County website at: <http://www.co.monterey.ca.us/>
  - Websites of participating units of local government

Upon request, the amendment will be made accessible to any person with disabilities.

- iv. At the end of the 15-day review period, the Monterey County Board of Supervisors will conduct a public hearing and consider adoption of the amendment upon a majority vote of the Board of Supervisors.
- v. A copy of the approved amendment will be sent to the San Francisco Field Office for HUD.

#### c. **Back-up Projects**

The Annual Action Plan contains a list of projects to be funded for the program year with funding anticipated. During each program year, however, additional funding may become available as a result of program income, projects completed below budget, or projects canceled or delayed due to a variety of reasons. A list of capital improvement or affordable housing projects may be included in the Annual Action Plan and approved by the Board of Supervisors for funding as back-up projects. The Urban County may activate these back-up projects at any time when funding becomes available. The Urban County receives HUD approval for these back-up projects along with the approved and funded projects as part of its approval for the Annual Action Plan. Initiation and funding of these projects would not constitute a “substantial amendment” defined above.

#### d. **Interim Assistance Activities**

Interim Assistance Activities are those immediate activities typically involving a quick repair or temporary alleviation of a sudden emergency by performing work that would otherwise be considered ineligible. There are two types of interim assistance activities.

1. **Immediate Interim Repairs** - These activities are to prevent further deterioration of public improvements and facilities. Permanent improvements must be made as soon as practicable. Examples are: repairing streets, sidewalks, parks, playgrounds, utilities and public buildings and neighborhood cleanup programs.
2. **Alleviating Emergency Conditions which Threaten Public Health and Safety** - These activities require a determination by the Board of Supervisors that an emergency condition exists and requires immediate resolution. Examples include those listed above, except parks and playgrounds, and are limited to the extent necessary to alleviate the emergency.

Due to their emergent nature, interim assistance activities are exempt from the citizen participation, public hearing and legal noticing processes. The Board of Supervisors is required to document the emergency nature of the activities by minute order at the time it is asked to approve the activity for

funding. However, these projects are not exempt from Davis-Bacon wage rates. All interim assistance activities must still meet at least one of the national objectives of the CDBG Program to be eligible.

## **5. Consolidated Annual Performance and Evaluation Report (CAPER)**

### **a. Schedule of Review**

The CAPER is due annually, following the following schedule:

August/September	CAPER available for 15-day public review.
August/September	Participating units of local government report to respective city councils for progress and accomplishments.
September	CAPER included in the Board of Supervisors meeting as a Consent Calendar item.
September 28	Submittal of CAPER to HUD.

### **b. Public Review**

The Consolidated Annual Performance and Evaluation Report (CAPER) details the accomplishments of the Consolidated Plan and the Action Plan. The following procedures will ensure that all residents and community stakeholders will have a chance to comment on the CAPER.

- i. Publish a notice of the 15-day public comment period on the draft CAPER. The notice will be published in the following newspapers:
  - Monterey County Weekly;
  - Gonzales Tribune;
  - Greenfield News;
  - King City Rustler;
  - Soledad Bee; and
  - El Sol

The notice will include a list of locations at which the draft CAPER can be reviewed.

- ii. The draft CAPER will be available for public review at the following locations:
  - Monterey County Economic Development Department, Government Center, 168 W. Alisal Street, Third Floor, Salinas, CA 93901
  - Monterey County website at: <http://www.co.monterey.ca.us/>
  - Websites of participating units of local government

Upon request, the CAPER will be made accessible to any person with disabilities.

## **C. Public Notification of Public Hearings**

Staff will ensure adequate advance notice of all public hearings. Adequate noticing will include:

- Printing notices in accordance with the noticing requirements as specified for the different Consolidated Planning processes outlined earlier.
- Notices will be available for review at the following locations:
  - Monterey County Economic Development Department, Government Center, 168 W.

- Alisal Street, Third Floor, Salinas, CA 93901
- Monterey County website at: <http://www.co.monterey.ca.us/>
  - Websites of participating units of local government

## **D. Access to Records**

The Urban County will provide residents, public agencies, and other interested parties with reasonable and timely access to information and records relating to the Consolidated Plan documents and the use of CDBG funds during the preceding five years.

At all times during the County Government Center operating hours, all information regarding the HUD programs will be made available upon request, including the Federal Regulations governing the CDBG program, a year-by-year breakdown of the program expenditures, the minutes of the most recent public meeting, the most recent monthly report of the program activities, mailings and promotional material, prior years' applications, letters of approval from HUD, grant agreements, this Citizen Participation Plan, reports required by HUD, and any other documents regarding important program requirements by HUD.

During the period of planning for the next program year, information will be made available to the public and will include such items as the amount of funds available to the Urban County, the range of activities that may be undertaken with these funds, the kind of activities previously funded in the Urban County, the process of developing the Consolidated Plan and related documents, the role of Urban County residents in the CDBG program and any other information necessary for the Urban County's residents and community stakeholders to participate in the process fully. The use of CDBG funds shall be announced in a newspaper serving the non- English speaking communities in the Urban County, including but not limited to Spanish in a local Spanish newspaper.

Requests for information and records must be made to the Urban County in writing. Staff will respond to such requests within 30 working days or as soon as possible thereafter.

## **E. Technical Assistance**

Upon request, staff will provide technical assistance to groups representing extremely low, low and moderate income persons to develop funding requests for CDBG-eligible activities. Technical assistance will be provided as follows:

- i. Answer, in writing or verbally, all inquiries received from residents or representative groups relating to funding requests.
- ii. Meet with groups or individuals as appropriate, to assist in identifying specific needs and to assist in preparing request/application for assistance.
- iii. Provide translation in Spanish on an as needed basis.

## **F. Comments and Complaints**

### **1. Comments**

Residents, community stakeholders, as well as agencies providing services to the community are encouraged to state or submit their comments on the CDBG program. Written and verbal comments

received at Public Hearings or during the comment period will be considered, summarized, and included as an attachment to the appropriate plan documents. Written comments should be addressed to:

County of Monterey  
Housing Program Manager  
168 W. Alisal Street, 3<sup>rd</sup> Floor, Salinas, CA 93901  
Phone: (831) 755-5390

A written response will be made to all written comments within 30 working days, acknowledging the letter and identifying a plan of action, if necessary. Every effort will be made to send a complete response within 30 working days to those who submit written comments.

## **2. Complaints**

Residents and community members with complaints concerning the Consolidated Plan, the Annual Action Plan, substantial amendments, or the CAPER should contact the County of Monterey personnel by phone or in writing within 30 days from the date the document is published for comment. Complaints concerning any CDBG-funded program in which the person believes access has been limited or denied must be made within 30 days from the date of the occurrence. Staff will review each complaint based on the information provided within the complaint and provide a complete written response to the complaint within 30 working days from the date of their complaint when practicable.

The Urban County will accept written complaints provided they specify the following:

- The description of the objection, and supporting facts and data
- Provide name, address, telephone number, and a date of complaint

Complaint should be sent to:

County of Monterey  
Housing Program Manager  
168 W. Alisal Street, 3<sup>rd</sup> Floor, Salinas, CA 93901  
Phone: (831) 755-5390

A record will be maintained of all complaints received that will include the nature of the complaint, staff investigation of facts and evidences, referrals made, and the final disposition.

Residents and community members may contact HUD directly if they wish to object to any part of the Consolidated Plan, Annual Action Plan or Consolidated Annual Performance and Evaluation Report, or if they feel that they have been aggrieved by any program, activity or procedure funded through the CDBG funds. Such objections should be made to:

Program Manager  
Community Planning and Development Division  
Department of Housing and Urban Development  
San Francisco Field Office  
One Sansome Street  
San Francisco, CA 94109

## **G. Bilingual Opportunities**

Translation services will be provided upon advance request to the extent feasible. Translation

services at public hearings and meetings will be provided in Spanish if translation services are requested at least three (3) days prior to the meeting date. Other languages may be accommodated to the extent feasible.

## **H. Reasonable Accommodation**

The Monterey County Government Center is accessible to the disabled. Persons with disabilities can call the County of Monterey (831) 755-5390 to request a specific accommodation.

## **I. Appeals**

Appeals concerning the CDBG program or decisions, statements, recommendations of the Urban County staff, or disposition of complaints should be made first to:

County of Monterey  
Housing Program Manager  
168 W. Alisal Street, 3<sup>rd</sup> Floor, Salinas, CA 93901

Thereafter appeals should be made to the County Board of Supervisors. If concerns are not addressed, appeals may be made to the San Francisco Field Office of HUD.

## **J. Anti-displacement/Relocation**

In the event that any residential displacement and relocation must take place in order to carry out a program activity, the Urban County ensures that it will develop an Anti-displacement and Relocation Plan in connection with that project as applicable per Federal regulations.

In the event that any acquisition and relocation must take place in order to carry out a program activity, the Urban County will also comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended and implementing regulations of 49 CFR Part 24.

## **K. Assurances**

The Urban County assures that the most diligent effort will be made to comply with the process and procedures outlined in this CPP.