

**FY 2009-14 CONSOLIDATED PLAN
PUBLIC INPUT PROCESS**

Chapter 5

PUBLIC INPUT PROCESS

The City of Austin's goal is to ensure that the development of the Consolidated Plan is a collaborative process through which the community, in partnership with the City, creates a unified vision of housing and community development needs, priorities, and actions. An integral element in this process is citizen participation in developing and amending plans and reporting on program performance. Citizen participation is garnered through consultations, public hearings, citizen surveys, stakeholder meetings, and opportunities to provide written comment. This section provides a detailed discussion of the public input process for the Consolidated Plan.

The U.S. Department of Housing and Urban Development's (HUD) Consolidated Plan Regulations require that the public be provided opportunities to participate in the development of the Consolidated Plan. This process contains two distinct periods, the needs assessment and draft comment period. HUD also requires the City to adopt a Citizen Participation Plan (CPP). The City of Austin's CPP provides more opportunities for public input than required by HUD and was formally adopted by the City Council on January 9, 2004. The CPP is included in Appendix I. For this draft Consolidated Plan, the City received public input through the following means:

Needs Assessment Period (*January 1- March 13, 2009*)

- **Citizen Survey**

The City conducted a survey in English and Spanish to receive input on the needs of the community. The survey was available on-line, in all City of Austin Public Libraries, community centers, and local churches.

- **Five Public Hearings**

The City conducted public hearings to hear testimony from the public. The hearings were coordinated through the following entities:

- *January 27* - Community Action Network
- *February 5* - Community Development Commission
- *February 10* - HIV Planning Council
- *March 5* - Austin City Council Meeting
- *March 9* - Community Development Commission

- **Nine Stakeholder Meetings**

Stakeholder meetings were hosted by the City with the following groups to receive general feedback regarding the Consolidated Plan and to receive targeted feedback regarding programs.

- *January 13* - Housing Opportunities for Persons with AIDS (HOPWA)
- *January 16* - Ending Community Homelessness Coalition (ECHO)
- *January 26* - Child Care Providers
- *January 30* - Mayor's Mental Health Task Force Monitoring Committee
- *February 9* - Mayor's Committee for People with Disabilities
- *February 19* - Austin Area Human Services Association

- *March 10* - Tenant Based Rental Assistance (TBRA) Stakeholder Meeting
- *March 11* - Regional Stakeholders Meeting
- *March 12* - Lead Based Paint Hazards Stakeholder Meeting

- **Written Comments**

The City accepted written comments by mail and email from the public.

Draft Comment Period (June 12, 2009 – July 13, 2009)

The Draft Consolidated Plan served as a second opportunity for the city to receive targeted feedback from the public. The 30-day comment period allowed the public the opportunity to give specific feedback on recommended priorities and activities outlined in the draft Plan.

The draft comment period included:

- Two Public Hearings
 - **Thursday, June 18, 2009 at 6:00 P.M.** Austin City Council Meeting at Austin City Hall, City Council Chambers, 301 W. Second St.
 - **Monday, June 29, 2009 at 6:30 P.M.** Community Development Commission Meeting at Austin City Hall, Boards and Commissions Room, 301 W. Second St.
- A 30-day written comment period

The final document was approved by the Austin City Council on July 23, 2009, and submitted to HUD by August 15, 2009.

LEAD AND PARTICIPATING ORGANIZATIONS (91.220)

The Neighborhood Housing and Community Development Office (NHCD) is designated as the City’s lead agency in administering the Community Development Block Grant (CBDG), HOME Investment Partnerships Program (HOME), Emergency Shelter Grant (ESG), and Housing Opportunities for Persons with AIDS (HOPWA) programs. Austin/Travis County Health and Human Services directs the HOPWA and ESG programs. The Housing Authority of the City of Austin (HACA) and the Housing Authority of Travis County (HATC) oversee public housing, which includes the Housing Choice Voucher Program (formerly referred to as Section 8).

As the lead agency, NHCD is responsible for preparing the Consolidated Plan and managing and implementing the CPP. The City is dedicated to including a large number of community members, agencies, groups, and organizations in the public input process. The City has on-going consultations with stakeholders that include mental health professionals; homeless service providers; government agencies, social service providers, lead-based paint abatement providers, and public housing authorities.

COORDINATION/CONSULTATION WITH OTHER AGENCIES (91.200)

In preparation for the Consolidated Plan, the City of Austin consulted with non-profit and for-profit housing developers, community members, advocacy groups, government and industry representatives in order to discuss barriers to affordable and accessible housing. In addition the City conducted consultations with representatives of organizations focused on the elderly, fair housing, childcare and youth services, public housing, and health services. These agencies were specifically invited and encouraged to participate in the public input process and to share notices of meetings and hearings as well as the opportunity to provide written comment with their clients. Entities that participated in the public input process include:

- Austin/Travis County Health and Human Services (HHSD)
- Public Housing Authorities
- Community Development Commission (CDC)
- Community Action Network (CAN)
- Austin/Travis County Ending Community Homelessness Coalition (ECHO)
- Urban Renewal Board
- HIV Planning Council

The stakeholder meeting section included in this chapter contains a complete list of agencies that the City consulted throughout the planning process.

SUMMARY OF NEEDS FROM PUBLIC INPUT

The public input process allows the City of Austin to determine the community needs for housing and community development and to set priorities for how the community will address those needs with limited funding for three specific areas: Housing, Small Business, and Special Needs.¹

The public input process helped identify the key concerns in the community outlined in Exhibit 5-1.

Exhibit 5.1: Summary of Public Input Received during Needs Assessment

Housing	Business	Special Needs
<ul style="list-style-type: none"> ▪ More affordable housing for very low-income individuals (less than \$20,000 per year) ▪ Homeless housing and services ▪ Expansion of Tenant Based Rental Assistance (TBRA), to include seniors, families, disabled persons, youth exiting foster care, and the reentry population ▪ Affordable rental housing units ▪ Foreclosure prevention counseling ▪ Housing for vulnerable populations, including seniors, disabled families, and reentry population 	<ul style="list-style-type: none"> ▪ Financial Assistance for Small Businesses ▪ Job Creation for low/moderate income households 	<ul style="list-style-type: none"> ▪ Child Care programs ▪ Programs that are more flexible with clients who are negatively impacted by poor credit history, criminal backgrounds, and sobriety ▪ Increase services for vulnerable populations of elderly, disabled, and homeless ▪ Expand visitability and accessibility standards beyond S.M.A.R.T Housing™

PUBLIC INPUT PROCESS

For the Consolidated Plan, the City conducted a survey of citizens, five public hearings, a series of stakeholder meetings, as well as provided a written comment period. There are two distinct periods for the public input process: (1) the needs assessment comment period and (2) draft plan comment period.

Needs Assessment

The needs assessment stage of the public input process was conducted from January 1, 2009, through March 13, 2009. The needs assessment included five public hearings, a citizen survey

¹ For more information about priority community needs see the Strategic Plan Chapter.

available in both English and Spanish, a series of stakeholder meetings, and written comments. Information, including the survey, was made available online through the City's website. The following description outlines the public input activities during the needs assessment stage of the FY 2009-14 Consolidated Plan.

Public Hearings

The City of Austin hosted five public hearings during the needs assessment period in order to gather input from the residents of Austin.²

- **January 27- Community Action Network Meeting**

Attendees: Nine individuals testified during the public hearing. Organizations represented included Austin Tenants' Council, BiGAUSTIN, Caritas, Mary Lee Foundation, Austin Apartment Association, Austin/Travis County Re-Entry Roundtable, Austin/Travis County Mental Health Mental Retardation Center (ATCMHMR), and Green Doors (formerly Community Partnership for the Homeless).

Organization: The Community Action Network (CAN) is a network of institutions in the City of Austin collaborating to achieve sustainable social, health, educational and economic outcomes through engaging the community in a planning and implementation process that coordinates and optimizes private and individual actions and resources. CAN is divided into issue areas: aging, basic needs, early education and care, education, wellness, mental retardation and developmental disabilities, public safety and workforce development, homeless, alcohol and drug addiction, and housing.

Input: The concerns voiced during the hearing included the increased need for affordable housing and supportive programs as citizens encounter the current economic climate. Also the need for more supportive housing programs and services for very low-income, disabled, and ex-offenders was discussed.

- **February 5- Community Development Commission Meeting**

Attendees: Ten individuals testified before the Community Development Commission (CDC). Organizations represented included the Salvation Army, ATCMHMR, Frameworks, Austin Tenants' Council, Mary Lee Foundation, Caritas, Austin/Travis County Re-Entry Roundtable, and Community Partnership for the Homeless

Organization: The CDC participates in the development and review of federally-funded programs through Neighborhood Housing and Community Development Office and the City's Health and Human Services Department. A primary purpose of the CDC is to secure broad community involvement in policy discussions about community needs and to make recommendations to the City Council on the allocation of CDBG and HOME funds.

Input: The concerns voiced during the hearing included the need for more safe, permanent and supportive affordable housing, increased need for additional rental and utility assistance for very low-income households, and foreclosure prevention services.

² A complete summary of public testimony is available in Appendix I.

- **February 10- HIV Planning Council**

Attendees: Nine individuals testified during the hearing. Organizations represented included the Wright House Wellness Center, AIDS Services of Austin, HHSD Communicable Disease Unit, Family Eldercare, ATCMHMR, and the Austin Mayor's Committee for People with Disabilities.

Organization: The mission of the HIV Planning Council is to develop and coordinate an effective and comprehensive community-wide response to HIV/AIDS, through consumer-driven coordinated and collaborative efforts, which address the needs of the community as a whole, including those infected individuals traditionally not served, or who are underserved.

Input: The concerns voiced during the hearing included the barriers to accessible housing for individuals with low-incomes, disabilities, criminal history, substance abuse. The percentage of persons living with HIV/AIDS and poor rent history is high and the need for affordable housing options for these populations is great.

- **March 5- Austin City Council Meeting**

Attendees: Twenty-three individuals testified during the hearing. Organizations represented included FrontSteps, Caritas, ADAPT, AIDS Services of Austin, ATCMHMR, Wright House Wellness Center, National Alliance on Mental Illness, Ending Community Homelessness Coalition, Special Needs Housing Coalition, SafePlace, Community Partnership for the Homeless, and the Council for At-Risk Youth.

Organization: The City of Austin practices a Council-Manager form of government. Regular Council meetings are held on Thursdays. Council meetings provide a format for citizens to communicate with the City leaders.

Input: Key concerns voiced during the public hearing included the need to prioritize preservation and rehabilitation of affordable housing, and to provide homeless prevention and support to families at risk of homelessness. There was also support to increase the inventory of permanent supportive housing. Also, there was a recommendation to create a Bridge rental subsidy program as a viable solution to the lack of affordable housing available to individuals with disabilities, mental illness, and those with substance abuse problems and to support teen violence prevention services.

- **March 9- Community Development Commission Meeting**

Attendees: Twenty-eight individuals testified during this public hearing. Organizations represented included the National Alliance on Mental Illness, PeopleFund, ATCMHMR, Special Needs Housing Coalition, Austin Tenants' Council, ADAPT, FrontSteps, Family Eldercare, Austin Area Interreligious Ministries, Coalition for Shared Governance, Meals on Wheels and More, American Civil Liberties Union (ACLU), and Frameworks CDC.

Organization: (See description of CDC above.) Outreach for this public hearing was targeted to small business and economic development entities. Outreach for the hearing

included targeted email marketing and flyer distribution to more than fifty small businesses and economic development organizations including all of the local Chambers of Commerce.

Input: Concerns voiced during the public hearing included the need for economic opportunity in Austin, specifically for credit services to low-income individuals and small businesses. Comments included a recommendation for the City to adopt a Bridge Rental Subsidies program as a solution to transitional housing for disabled individuals. Testimony supported rental housing, especially for individuals making less than \$20,000 per year; single room and community housing such as boarding houses to alleviate homelessness; and supportive services programs specific to individuals over the age of 75.

Stakeholder Meetings

A series of Stakeholder Meetings were held during the needs assessment period with key persons, agencies, and organizations knowledgeable about the housing and community development needs in the City. Stakeholder meetings included:

- **January 13- Housing Opportunities for Persons with AIDS (HOPWA)**

Objective: To gather feedback on the housing needs of individuals and agencies living and working with HIV/AIDS throughout Austin.

Attendees: Twelve individuals attended the meeting and represented stakeholders concerned and involved with HOPWA. Agencies represented included the City of Austin Communicable Diseases Unit, AIDS Services of Austin, the Care Communities, Project Transitions, Community Action, Inc., The Wright House, and the Austin/Travis County Health and Human Services Department (HHSD).

Input: Key needs discussed during the meeting included additional affordable rental housing for very low-income individuals; additional rental housing, especially for those receiving Social Security; and programs that are more flexible with clients who are negatively impacted by: credit, criminal backgrounds, and sobriety.

- **January 16- Ending Community Homelessness Coalition (ECHO)**

Objective: To gather feedback on community efforts to address homeless issues.

Attendees: Twenty-four individuals attended the coalition meeting and represented public, private, and non-profit entities that are involved in homeless issues. Agencies represented included: LifeWorks, Austin/Travis County Mental Health Mental Retardation (ATCMHMR), Seton Hospital, Austin Independent School District (AISD), Salvation Army, Front Steps, Community Action Network, SafePlace, HHSD, Family Connections, and the Austin/Travis County Reentry Roundtable.

Input: Key needs discussed during the meeting included the need for more permanent, supportive housing that are both single site and scattered site housing, the need for job training activities; and the need to fund more emergency shelter operations with ESG, as most shelters are currently at capacity.

- **January 26- Child Care Providers Stakeholder Meeting**

Objective: To gather feedback on childcare issues in the City of Austin.

Attendees: Twenty-six individuals attended from agencies that provide healthcare and advocates for childcare services from across the city. Agencies represented include: Open Door, Child, Inc., SafePlace, Austin Independent School District, Austin Community College, Any Baby Can, and Raising Austin.

Input: Key concerns discussed during the meeting included increased importance of measuring program performance that will ensure accountability. There was concern expressed that public funding for child care cannot easily be matched by private donors due to the down-turn in the economy. It was stressed as important during these difficult economic times to make local needs for child care known.

- **January 30- Mayor's Mental Health Task Force Monitoring Committee**

Objective: To gather feedback on the housing and community development needs of the mental health community.

Attendees: Representatives from more than 20 agencies including public, private, and non-profit sit on the committee and participated in the meeting.

Input: Key issues discussed during the meeting included the need for increased funding for youth services programs, specifically the Youth and Family Assessment Center (YFAC). Support for the criminal justice re-entry population was given due to concerns about the lack of affording housing after their release date. Also, there should be consideration for housing options that provide an alternative for individuals in recovery who would have difficulty accessing housing. Populations with mental illness should also be prioritized.

- **February 9- Austin Mayor's Committee for People with Disabilities**

Objective: To gather feedback on the housing and community development needs of persons with disabilities.

Attendees: The committee is comprised of nine local residents appointed by the Austin City Council. Another 26 citizens (Associate Members) volunteer their skills and knowledge and work alongside Committee Members in pursuing AMCPD goals.

Input: Key issues discussed during the meeting included persons with disabilities experiencing a difficult time locating accessible and affordable rental housing. Support was given for the Architectural Barrier Removal Program and the Austin Tenants' Council as providing vital services. Also, there was support for the City's small business programs to assess job creation for people with disabilities.

- **February 19- Austin Area Human Services Association Meeting**

Objective: To gather feedback from human service providers regarding supportive services programs and housing.

Attendees: Austin Area Human Services Association (AAHSA) is a network of more than 70 non-profit community-based health and human service organizations representing a broad spectrum of critical and essential services in our community.

Input: Key issues shared with NHCD staff included: the need to include people with brain injuries on TBRA's special needs priority list; the need for increased funding for recovery-oriented and crisis services including safe housing for the mentally ill; youth violence prevention; HIV/AIDS specific housing; the need for funding the TBRA program for youth who are formerly homeless; and those aging out of the foster care system, and/or are young parents and the need for consideration for elderly needs and services.

- **March 10- Tenant Based Rental Assistance (TBRA) Stakeholder Meeting**

Objective: To gather feedback on the needs and objectives of the Tenant Based Rental Assistance program and services with individuals who had shared testimony or written comments throughout the needs assessment period.

Attendees: The meeting was attended by 25 individuals representing agencies and organizations that have expertise and interest in TBRA. Agencies that were represented include: Salvation Army, Foundation Communities, SafePlace, Blackland CDC, ATCMHMR, HHSD, Green Doors (formerly Community Partnership for the Homeless), Caritas, Mary Lee Foundation, Austin/Travis County Reentry Roundtable, LifeWorks, and AIDS Services of Austin.

Input: Key issues discussed during the meeting included support to revise program guidelines to relax the screening criteria since many of the clients that could access TBRA are deemed automatically ineligible due to felony convictions (mostly drug-related). Participants suggested that the City should spend all of the current budgeted HOME dollars on TBRA and consider opening the program up to additional agencies in the current fiscal year. There was also support to create a Bridge subsidy program.

- **March 11- Regional Stakeholder Meeting**

Objective: To gather feedback on how the regional agencies and the City can collaborate further to define and address the housing and community development needs.

Attendees: The meeting was attended by three agencies: Capital Area Council of Governments, Envision Central Texas, and the Housing Authority of Travis County.

Input: Key issues discussed during the meeting included the lack of affordable housing as a regional concern and the need for continued collaboration on infrastructure and development plans throughout the region. Participants identified planning tools and strategies to improve regional planning for affordable housing.

- **March 12- Lead Based Paint Hazards Stakeholder Meeting**

Objective: To gather feedback on the strategy and needs of the City as it addresses lead-based paint hazards.

Attendees: The meeting was attended by eight individuals who are working with the current Lead Hazard Control Grant (LHCG). Individuals represented NHCD staff including, Lead Inspection and Risk Assessors, Intake Specialist and Construction Supervisor, and individuals from HHSD's Community Health Initiative Unit including the Director and Program Nurse.

Input: Key concerns discussed during the meeting indicated the need to expand the program to commercial properties such as daycares and schools that may have lead present. This is due largely to restrictions of the LHCG guidelines. LHGC staff recommended that the service area be extended outside of the city limits to include communities in the counties surrounding the Austin metropolitan area.

The Stakeholder meetings were conducted for the purpose of gathering information and data on the housing and community development needs in Austin from key persons, agencies, and organizations most familiar and with industry trends. More than 150 individuals attended the Stakeholder meetings representing more than 200 affiliations. A broad spectrum of the City's housing and human services organizations were represented. All meeting attendees were encouraged to participate further and share information with contacts and clients. A summary of the stakeholder meetings is included in Appendix I.

CITIZEN SURVEY

On January 1, 2009, a survey was distributed to citizens as a tool to gather feedback on the community's assessment on how NHCD should allocate its resources for programs and services during the next five years. This is an important communications component of the Citizen Participation Plan (CPP) that helps identify community needs during the needs assessment period.

Survey responses assist in determining how funding is spent by providing information that helps City staff categorize needs as "high," "medium" and "low" based on all public input through the needs assessment. This includes survey responses that asked Austin residents to rank services and programs that address affordable housing, small business assistance, and other services including youth and childcare activities and job creation.

The survey was distributed to a number of locations throughout the community including:

- All 20 Austin Public Library locations
- 31 neighborhood and recreation centers
- All Stakeholder meetings and public hearings
- Other facilities and public buildings including Austin City Hall, Housing Authority of the City of Austin, and the NHCD main office.

Surveys were designed to be easily mailed to the NHCD office or physically delivered to City of Austin library staff who forwarded surveys to NHCD. Surveys were available in English and Spanish and were also available on the City's Web site, on its main page and on the City's housing Web site for efficient access to the public. The City's main page received over 200,000 unique web-hits while the survey was featured on the front page. The survey was available on the City's Web page throughout the public comment period. NHCD staff received 370 survey responses, which included

197 online responses and 173 surveys submitted by mail or in person. A copy of the survey is included Appendix I.

The URL address for the citizen survey was advertised in all public notices, flyers and numerous electronic publications distributed by community stakeholders. A full listing of the locations where the hard copy surveys were distributed is included in the marketing and outreach section of this chapter.

ANALYSIS OF SURVEY FINDINGS

An analysis of the data gathered from the citizen survey was performed and used to assist with determining needs and setting priorities for the City's Consolidated Plan. Exhibits 5-2 through 5-5 provide a brief analysis of each question and the findings.

Exhibit 5-2

Rate the need for the following housing programs/services in the Austin community using the scale of very high-4 to very low-1.

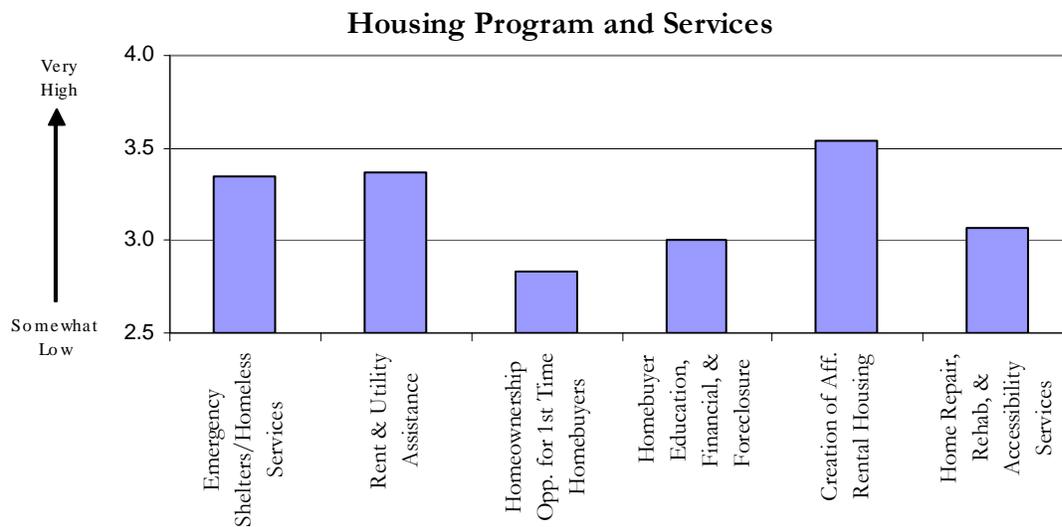
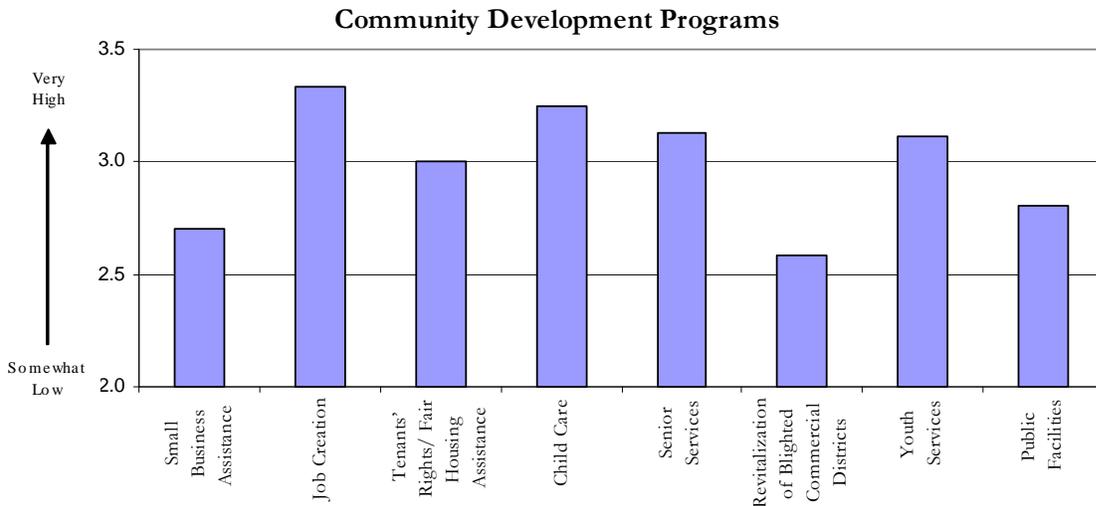


Exhibit 5-2 depicts the average numerical response among all respondents for the housing programs. Rental Housing was rated the top need in the Austin Community, as evidenced by the 3.5 rating. The need for First Time Homebuyers was the lowest rated housing need with a score of 2.8 and the only need with a rating below 3.0.

Exhibit 5-3

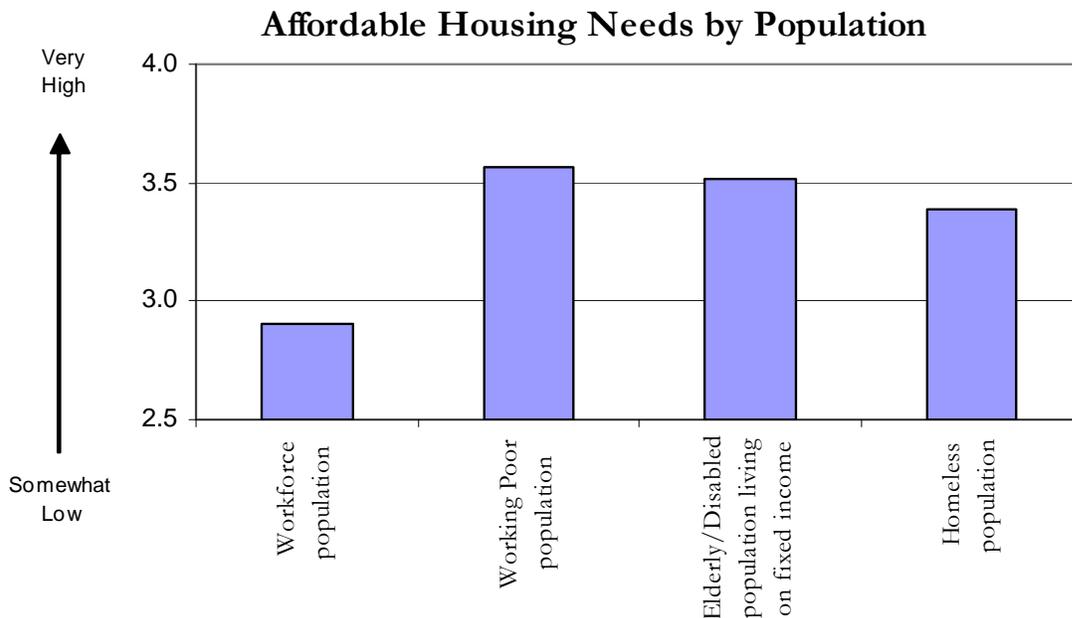
Rate the need for the following community development programs/services in the Austin community using the scale of very high-4 to very low-1.



As illustrated in Exhibit 5-3, the need for five community development programs (Job Creation, Tenants' Rights and Housing Assistance, Child Care, Senior Services and Youth Services) hit or surpassed the 3.0 mark. The need for job creation was the highest rated need among all community development programs with a rating of 3.3, with the need for child care a very close second. The revitalization of blighted commercial districts was the lowest rated need with a score of 2.6.

Exhibit 5-4

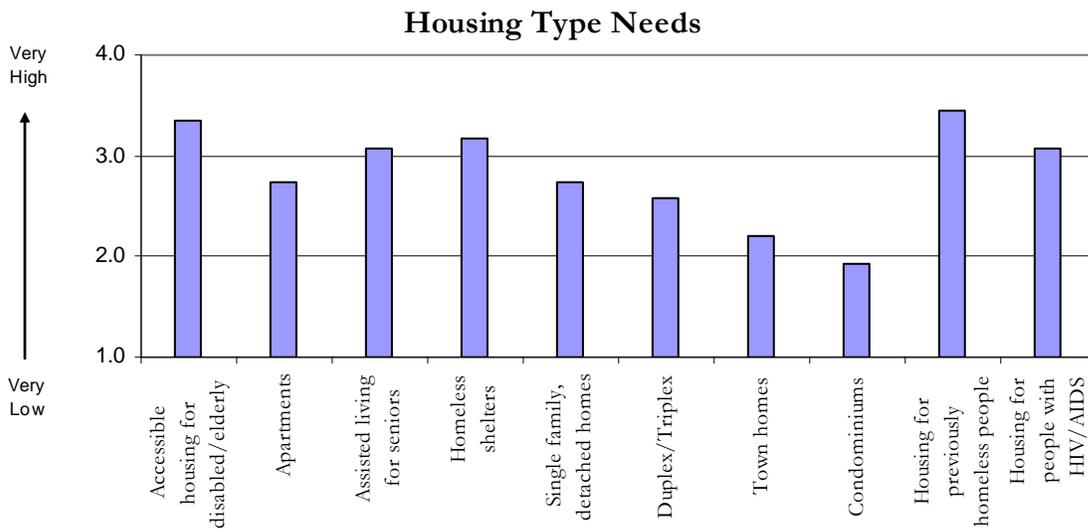
Rate affordable housing needs of Austin residents using the scale of very high-4 to very low-1.



As illustrated in Exhibit 5-4, there was a narrow range of responses to this question. Providing affordable housing for the workforce population (e.g . nurses, teacher, firefighters) was the lowest rated need with a score of 2.9. The need for affordable housing for the working poor population (child care workers, janitors, food service workers) was rated the highest priority with a rating of 3.6. The need to focus on persons with disabilities and the elderly living on fixed income also surpassed the 3.5 rating.

Exhibit 5-5

Rate the need for the following housing types in the Austin community using the scale of very high-4 to very low-1.



As illustrated in Exhibit 5-5, there was a wide disparity in ratings among different housing types. Condominiums were rated the lowest need with a score of 1.9, while housing for the homeless population was the highest priority with a rating of 3.5. In total, five housing types (accessible housing for disabled/elderly people, assisted living for seniors, homeless shelters, housing for previously homeless people and housing for people with HIV/AIDS) surpassed the 3.0 rating threshold.

The survey results were used to help determine the needs and priorities of housing and community development for the Consolidated Plan. See Appendix I for the complete survey report.

SUPPLEMENTAL SURVEY

As part of the Comprehensive Housing Market Study, BBC Research & Consulting with the assistance of Davis Research, conducted two citizen survey efforts to understand more about the housing needs of Austinites. The complete Housing Market Study can be found at www.cityofaustin.org/housing.

- Telephone Survey*

Between mid-November and early December 2008, Davis Research interviewed 484 residents in Austin. The interviews were conducted to obtain two samples of Austin residents: 1) Those earning less than \$55,000 per year; and 2) All Austin residents. About 7 percent of the surveys were completed in Spanish; the rest were completed in English.
- Online Survey*

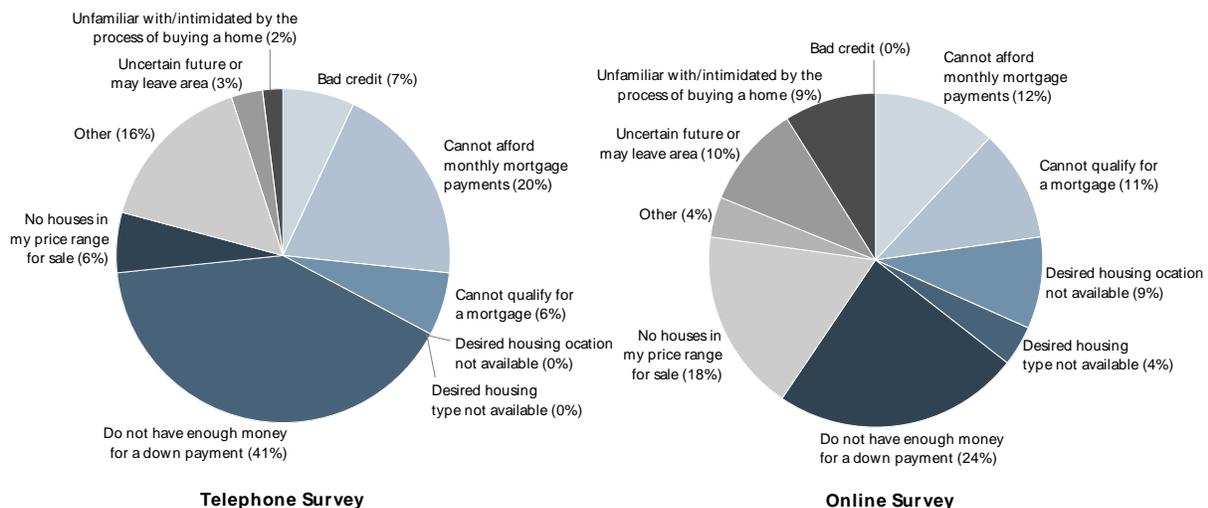
Between mid-November and mid-December 2008, an online survey was available on the City of Austin’s Neighborhood Housing & Community Development website, which linked to a separate URL (www.cityofaustin.org/housing) that contained the survey, as well as the City’s main website which receives an average of 4,000 unique visits monthly. Respondents were able to complete and submit the 10-minute survey online. The survey was restricted to residents living within city boundaries and making less than \$100,000 per year. Three hundred and eighteen citizens completed the survey.

An analysis of the surveys and graphs to illustrate the questions surrounding housing and community development needs are included below.

Barriers to Reentry

Renters were asked what their primary barriers to buying were. The most common responses were “do not have enough for a down payment,” “cannot afford monthly mortgage payments,” and “no houses in my price range for sale” as shown in Exhibit 5-6.

**Exhibit 5-6
Renters' Barriers to Homeownership**



Neighborhood Services

Respondents were also asked a series of questions about their preferences for neighborhood services, housing types and social services. This section reports their answers to these questions. As shown below, low-income residents were most likely to choose “services for low-income residents” and “health care services.” The online survey respondents were more likely to show preferences for local businesses and grocery stores.

Exhibit 5-7 If you could add one more of the following services to your neighborhood, which would you choose?

Source:
Austin Resident Surveys, 2008.

	Telephone Survey		Online Survey
	Full Sample	Low Income	
Childcare providers	6%	7%	4%
Grocery stores	11%	10%	23%
Healthcare services	14%	20%	6%
Local businesses	11%	10%	29%
None of these	10%	10%	0%
Parks/recreation opportunities	28%	17%	24%
Social services for low-income residents	20%	25%	13%

Housing Product Preferences

Online respondents were most favorable to attached housing. Low-income respondents ranked the needs of formerly homeless persons higher.

Exhibit 5-8 Which housing types are most needed in your community?

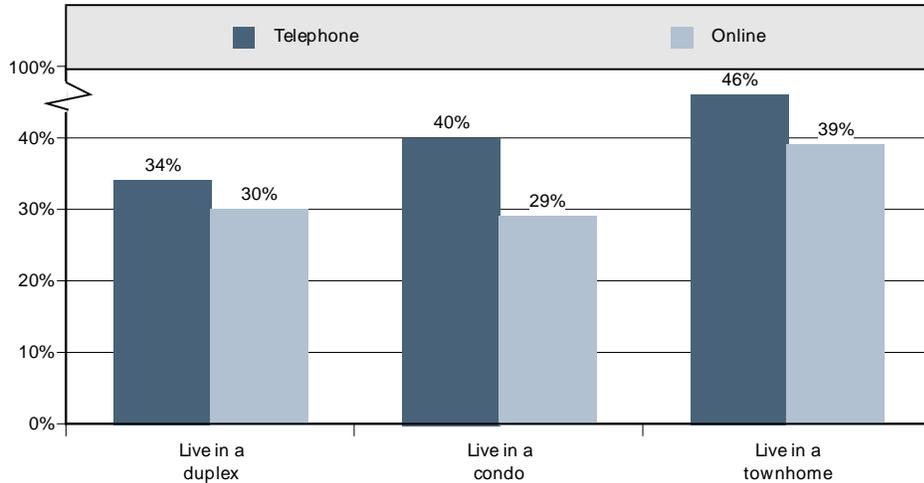
Source:
Austin Resident Surveys, 2008.

	Telephone Survey		Online Survey
	Full Sample	Low Income	
Accessible housing for disabled/elderly	18%	13%	16%
Apartments	6%	7%	8%
Assisted living for seniors	14%	13%	12%
Attached housing units (condos, townhomes)	17%	21%	31%
Homeless shelters	7%	9%	4%
Housing for people with HIV/AIDS	5%	4%	2%
Housing for previously homeless people	12%	20%	10%
None of these	7%	0%	0%
Single family detached homes	14%	13%	17%

The majority of the respondents to the survey lived in single family detached housing. Exhibit 5-9 shows that many of those currently living in single family detached units would be willing to move into attached housing if it were located in their neighborhood of choice, and that townhomes are preferred over other types of attached housing.

Exhibit 5-9

If you could live in your neighborhood of choice, but you had to make a trade off to afford it, would you be willing to.....



This question was also examined separately for respondents with children. About half of the respondents with children would be willing to live in a duplex. Condominiums and townhomes were less desirable options for families.

Social Services

The top needs were similar among the survey samples. Most significant were after school activities for youth and employment services.

Exhibit 5-10
Which social services are most needed in your community?

Source:
Austin Resident Surveys,
2008.

	Telephone Survey		Online Survey
	Full Sample	Low Income	
Afterschool care/youth activities	13%	11%	12%
Childcare	8%	7%	6%
Community workshops/neighborhood activities	8%	8%	10%
Emergency rent/mortgage and utility assistance	8%	11%	8%
Employment services/job training	10%	10%	10%
ESL training	4%	4%	4%
Food bank	5%	6%	2%
Home repair	6%	8%	10%
Homebuyer education	6%	3%	7%
Homeless services	5%	5%	5%
Legal services	6%	7%	2%
None of these	4%	3%	0%
Personal financial training	7%	4%	8%
Services that help certain populations	7%	8%	8%
Tenants' rights assistance	3%	4%	8%

Respondents ranked these needs very similarly—the top needs, in their opinions, are employment-related services and community centers/libraries.

Exhibit 5-11
Which community development activities are most needed in your community?

	Telephone Survey		Online Survey
	Full Sample	Low Income	
Community centers/libraries	35%	27%	37%
Job creation and training	30%	32%	24%
Neighborhood commercial revitalization	11%	14%	22%
None of these	8%	5%	0%
Small/minority business loans and training	16%	22%	18%

Source:
 Austin Resident Surveys, 2008.

WRITTEN COMMENTS

The public submitted written comments in the form of mail and email to NHCD. Twenty letters were received during the needs assessment period. In summary, issues addressed included:

- Support of services provided by funding from HOPWA
- Increase priority of Youth Violence Prevention
- Need for more affordable housing, especially among very low-income
- Support of expansion of TBRA eligibility criteria
- Need for continued and increased funding for elderly housing and support services
- Need for more resources to provide treatment, support services, and housing for persons with disabilities, particularly the mentally ill.

All written comments provided during the needs assessment were considered in preparing the Consolidated Plan. The written comments received can be viewed in Appendix I.

DRAFT COMMENT PERIOD (June 12, 2009- July 13, 2009)

The City released a draft fiscal year 2009-14 Consolidated Plan, as well as a draft fiscal year 2009-10 Action Plan for public comment from June 12, 2009, through July 13, 2009.

Summary of Comments Received during Draft Comment Period:

- Requests for additional data on persons exiting correctional institutions and persons with mental illness
- Increase rental housing assistance for households making less than \$20,000
- Fund supportive housing and services for the homeless & vulnerable populations
- Expand home rehabilitation and repair assistance
- Continue sustainability fund contribution to Housing Trust Fund, committing majority to rental housing
- Shift funds from homeownership to rental housing development
- Concerns that proposal weakens commitment to accessibility
- Increase transparency of administration, including application processes

Public Hearings – Draft Comment Period

The City of Austin hosted two public hearings during the draft comment period in order to gather feedback on the draft.

- **June 18, 2009 - Austin City Council**

Attendees: Nine individuals testified during the public hearing. Organizations represented included Caritas of Austin, American Civil Liberties Union, Austin Tenants' Council, National Alliance on Mental Illness, Mary Lee Foundation, the Austin Re-entry Round Table, AIDS Services of Austin, and Family Eldercare.

Organization: The City of Austin practices a Council-Manager form of government. Regular Council meetings are held on Thursdays. Council meetings provide a format for citizens to communicate with the City leaders.

Input: Testimony included support for staff's inclusion of the reentry population in the Special Needs Section of the Plan. Requests were made for the City to not cut NHCD's general fund allocation and to restore the Housing Trust Fund. Additional concerns included lack of data regarding persons with Mental Illness, funding for the Willows projects, the immediate need for short-term housing for persons with HIV/AIDS and a request to not cut Senior Services.

- **July 29, 2009 – Community Development Commission**

Attendees: Seventeen people testified during the public hearing. Organizations represented included Family Eldercare, Mary Lee Foundation, and the American Civil Liberties Union.

Organization: The CDC participates in the development and review of federally-funded programs through Neighborhood Housing and Community Development Office and the City's Health and Human Services Department. A primary purpose of the CDC is to secure broad community involvement in policy discussions about community needs and to make recommendations to the City Council on the allocation of CDBG and HOME funds.

Input: The concerns voiced during the hearing focused on concerns regarding possible budget cuts to the general fund for NHCD, including public services and specifically the senior services program. Other concerns were proposed cuts to the S.M.A.R.T. Housing™ program and the Housing Trust Fund. Mary Lee also requested funding for their Willows project for fiscal year 2008-09.

Written Comments – Draft Comment Period

The public submitted written comments in the form of mail and email to NHCD. Nine letters were received during the draft comment period. The written comments received can be viewed in Appendix I. In summary issued addressed include:

- Concern about the lack of support for accessibility issues, including lack of appropriate data,
- Support for level or increased funding for the Tenant Based Rental Assistance program, and support to expand the populations served to include the reentry population,
- Request the city make rental housing for less than 30 percent of median family income a priority,
- Request for the city to reapply for the Lead Smart grant,

- Request to make the NHCD application process more transparent and to make the plans, specifically the budget, easier to understand,
- Request to add repaid S.M.A.R.T. Housing™ fee waivers and program income to the Housing Trust Fund,
- Concern regarding budget cuts to NHCD, including to the public service programs,
- Request to engage stakeholders to develop a preservation program, and
- Request for the city to support and increase the capacity of non-profit affordable housing developers.

Paper copies of the draft plan were made available at the locations in Exhibit 5-12.

Exhibit 5-12

Locations of Draft FY 2009-14 Consolidated Plan

Neighborhood Centers	Public Libraries	Agencies and Offices
East Austin Neighborhood Center 211 Comal Street Austin, TX 78702	Faulk Central Library 800 Guadalupe Austin, TX 78701	Housing Authority of the City of Austin (HACA) 1124 S IH 35 Austin, TX 78704-2614
Rosewood-Zaragosa Neighborhood Center 2800 Webberville Road Austin, TX 78702	Pleasant Hill Branch 211 E. William Cannon Drive Austin, TX 78745	Austin Resource Center for the Homeless (ARCH) 500 East 7 th Street Austin, TX 78701
St. John's Community Center 7500 Blessing Avenue Austin, TX 78752		AIDS Services of Austin 7215 Cameron Rd # A Austin, TX 78752
South Austin Neighborhood Center 2508 Durwood Austin, TX 78704		NHCD Office 1000 E. 11 th Street Austin, TX 78702 <i>Online report available at: www.cityofaustin.org/housing</i>

Notification of the availability of the draft plan was published in three local newspapers: the Villager, El Mundo, and the Austin Chronicle. Notification of the draft plan and the opportunities to comment was also made through email distributions to stakeholders and community members as listed in the marketing and outreach section.

PUBLIC NOTIFICATION AND MARKETING STRATEGY

The City did extensive marketing of the public input process to ensure comprehensive and inclusive public participation in the Consolidated Plan. The public was notified through English and Spanish advertisements and flyers including a web link to the survey, contact information for written comment, and a list of public hearings. Marketing Materials used may be viewed in Appendix I.

Marketing/ Outreach

Flyers, Email Distributions, and web sites were updated daily to reflect the most current dates and information. Targeted email distributions were sent to promote each of the public hearings to stakeholders and community members listed in Exhibits 5-13 through 5-18. Also, the NHCD website was updated on a weekly basis to include summaries of each of the stakeholder and public meetings and copies of the written comments for public review. Flyers were also distributed during each of the public hearings and stakeholder meetings described earlier in this chapter. March 2009 outreach focused on economic development agencies and small businesses to promote the March 9, 2009 public hearing before the Community Development Commission.

Efforts to include special populations

The marketing and outreach strategy included efforts to target and include non-English speaking individuals, minorities and persons with disabilities throughout the public input process. All marketing materials as well as the survey were available in both English and Spanish. In addition, the electronic version of the survey met Americans with Disabilities Act accessibility requirements as well as each of the Public Hearings. Interpreters attended public hearings and meetings upon request.

Formal Distribution Channels

A public notice was published in three Austin newspapers in accordance with the Citizen Participation Plan. Other formal outreach activities included displaying the needs assessment activities on governmental and stakeholder websites as well as information featured on the City of Austin’s cable television channel, Channel 6. A complete list of formal outreach sources are listed in Exhibit 5-13.

Exhibit 5-13

Public Notification Venues

Newspapers	Websites	Television
Austin Chronicle	City of Austin - www.cityofaustin.org	Channel 6
The Villager	NHCD- www.ci.austin.tx.us/housing/conplan_09-14.htm	(Local Cable Access)
El Mundo	Travis County- www.co.travis.tx.us	
	NOKOA/The Observer – www.nokoatheobserver.com	
	Austin Tenants’ Council- www.housing-rights.org	
	News 8 Online Calendar - www.news8austin.com	

Weekly and Monthly Email Distributions

Each month an email and flyer was distributed to a group of more than 200 affordable housing and community development stakeholders announcing the needs assessment period activities. Exhibits 5-14 through 5-18 list the many organizations, businesses, City of Austin departments, and community stakeholders that were included in the distributions.

Each of the organizations contacted were asked to share the information with their members and clients in order to ensure a comprehensive public input process.

An email notice was also sent to all of the current 560 neighborhood associations voluntarily registered with the City of Austin. Many of the neighborhood associations included information about activities related to the needs assessment period in their newsletters.

Exhibit 5-14: Non-Profits Contacted

Area Nonprofit Agencies and Stakeholders		
4-H CAPITAL	Department of Veterans Affairs	Rawson-Saunders School
Abakadoodle	Developmental Counseling Center	Reading is Fundamental of AISD
ACC Child Development Department	Diocese of Austin	Recovery Community Outreach
Accountable Aging	Disability Services of Central Texas	Revolution, Inc.
Active Life	Downtown Austin Alliance	RIF
Advocacy Services	Downtown Austin Comm. Court	RSVP
AIDS Services of Austin	Dream Center Austin	Rush Center of Johnson Institute
Alliance for Public Transportation	Drug Policy Forum of Texas	SafePlace
Alzheimer's Association, Capital of Texas Chapter	Easters Seals Disability Services	Salvation Army
American Civil Liberties Union (ACLU)	Eastside Community Connection	Samaritan Center
American Youth Works	El Buen Samaritano	Services for the Elderly, Inc.
Anew Entry	Eternal Awakenings	Seton Shoal Creek Hospital
Any Baby Can	Extend-A-Care for Kids	Skillpoint Alliance
Arc of the Capital Area	Faith in Action Caregivers	Spark a Life Foundation
ARCIL	Faith Partners	St. David's Community Health Foundation
Area Agency on Aging of the Capital Area	Family Connections	St. Louis House
Austin Area Urban League	Family Eldercare	Success by 6
Austin Child Guidance	Farm to Market Grocery	Sustainable Food Center
Austin Drug and Alcohol Abuse	Fieldinglecht Gallery	Theatre Action Project
Austin Film Society	Foundation Communities	Texas Bus Association
Austin Groups for the Elderly	Foundation for the Homeless	Texas Department of Assistive & Rehabilitative Services
Austin Human Rights Commission	Front Steps	Texas Homeless Network
Austin Impact	Gateway Church	Texas Interagency Interfaith Disaster Response
Austin Independent School District	GENAustin	Texas Parents & Teachers Association
Austin Partners in Education	Good Shepherd Episcopal Church	Texas Rio Grande Legal Aid
Austin Recovery	Goodwill Industries of Central Texas	The ARC of the Capital Area
Austin Stand Down	Gray Panthers	The Austin Project
Austin Tenants' Council	Greater Austin Collaboration for Alzheimer's Respite and Enrichment	The Care Communities
Austin/Travis County MHMR	Heart House Austin	The Children's Courtyard
Austin Voices for Education and Youth	Hill Country Transit District	The Salvation Army
Austin/Travis County Health & Human Services	Hispanic Mother-Daughter Program	The Wright House Wellness Center
BCASA	Housing Authority of the City of Austin	Travis County Health and Human Services and Veterans Affairs
Big Brothers Big Sisters of Central Texas	Human Services Technology	Travis County District Attorney's Office
Boys and Girls Club of Capital Area	Jewish Family Service	Travis County Juvenile Probation Dept.
CAMPO	KOOP Radio Diversity Committee	Travis County Re-Entry Roundtable
CAPCOG	LifeWorks	Travis County Underage Drinking Council
Capital Area Food Bank	Mainspring Schools	Trinity CDC
Capital Metro	Manor ISD	Trinity Center
Caritas of Austin	Marbridge	TXDOT, Austin District
CARTS	Marywood Children & Family Services	United Way Capital Area
Casey Family Programs	Meals on Wheels and More	VA-Readjustment Counseling Services
Catholic Charities of Austin	Mental Health Association of Texas	Vaughn House
Child Care Council	MHA Texas	Volunteer Legal Services of Central Texas
Child, Inc.	Micah 6	WAP
Children's Partnership	Older Adult Rural Services	Waterloo Counseling Center
College Forward	Open Door Preschools	West Austin Caregivers
Communities In Schools	Our Lady of Guadalupe Catholic Church	Workforce Solutions
Community Child Care	PARTS	Yellow Cab
Community Court	Pax United	YMCA of Austin
Council on At Risk Youth	Phoenix House	Your Community Guide
Creating Conscious Communities	Physicians for Social Responsibility	Youth Advocacy
D.A.P.A.		
Deaf Abused Women and Children		

Exhibit 5-15: City Boards and Commissions and Chambers Contacted

Boards and Commissions	Chambers of Commerce
2006 Bond Oversight Committee	Greater Austin Chamber of Commerce
African American Resource Advisory Commission	Austin Gay and Lesbian Chamber of Commerce
Animal Advisory Commission	Briarcliff Village Chamber of Commerce
Arts Commission	Capital City African American Chamber of Commerce
Asian American Resource Center Advisory Board	Greater Pflugerville Chamber of Commerce
Austin Airport Advisory Commission	Hispanic Chamber of Commerce of Austin/Travis County
Austin Area Comprehensive HIV Planning Council	Lake Travis Chamber of Commerce
Austin Community Education Consortium	Manor Chamber of Commerce
Austin Community Technology and Telecommunications Commission	Texas Asian American Chamber of Commerce
Austin Mayor's Committee for People with Disabilities	Texas Association of Business
Austin Music Commission	Texas Association of Mexican American Chambers of Commerce
Austin-Travis County EMS Advisory Board	Women's Chamber of Commerce of Texas
Austin-Travis County MHMR Board of Trustees	
Board of Adjustment	
Building and Fire Code Board of Appeals	
Building and Standards Commission	
Commission for Women	
Commission on Immigrant Affairs	
Community Development Commission	
Construction Advisory Committee	
Design Commission	
Downtown Austin Community Court Advisory Committee	
Downtown Commission	
Early Childhood Council	
Electric Board	
Electric Utility Commission	
Environmental Board	
Ethics Review Commission	
Firefighters' and Police Officers' Civil Service Commission	
Historic Landmark Commission	
Housing Authority of the City of Austin	
Human Rights Commission	
Impact Fee Advisory Committee	
Library Commission	
MBE/WBE and Small Business Enterprise Procurement Program Advisory Committee	
Mechanical, Plumbing and Solar Board	
Mexican American Cultural Center Advisory Board	
Parks and Recreation Board	
Planning Commission	
Renaissance Market Commission	
Residential Design and Compatibility Commission	
Resource Management Commission	
Robert Mueller Municipal Airport Plan Implementation Advisory Commission	
Salttillo District Redevelopment Project Community Advisory Group	
Sign Review Board	
Solid Waste Advisory Commission	
Sustainable Food Policy Board	
Travis Central Appraisal District Board of Directors	
Travis County Healthcare District Board of Managers	
Urban Forestry Board	
Urban Renewal Agency	
Urban Transportation Commission	
Waller Creek Citizen Advisory Committee	
Water and Wastewater Commission	
Zoning and Platting Commission	

Physical Distribution

Hard copies of the Consolidated Plan public input process flyers were distributed and displayed throughout the City of Austin. Exhibits 5-16 and 5-17 list many of the locations where NHCD makes information available about the public input process.

Exhibit 5-16: Locations of Community Outreach

Neighborhood and Recreation Centers	Churches	Health Clinics
Blackland Neighborhood Center	Greater Mt. Zion Baptist Church	A. K. Black Community Health Center
East Austin Neighborhood Center	Metropolitan AME	Health Care for the Homeless (HCH)
Montopolis Neighborhood Center	David Chapel Missionary Baptist	CHC Dental Clinic
South Austin Neighborhood Center	Grant Chapel AME	David Powell Clinic
Rosewood-Zaragoza (RZ) Neighborhood Center	Rosewood Avenue Baptist	East Austin Community Health Center
St. John's Community Center	Mt. Olive Baptist	Montopolis Community Health Center
Givens Recreation Center	Ebenezer Baptist	Northeast Austin Community Health Center
Northwest Recreation Center	Holy Cross Catholic Church	Oak Hill Community Health Center
Virginia L. Brown Recreation Center	Olivet Baptist Church	Red River Community Health Center
Alamo Recreation Center	Wesley United Methodist Church	Rosewood Zaragoza Community Health Center
Dottie Jordan Recreation Center	Zion Rest Missionary Baptist Church	South Austin Community Health Center
Rosewood Recreation Center	New Hope Baptist Church	William Cannon Community Health Center
Parque Zaragoza Recreation Center	Our Lady of Guadalupe Catholic Church	
A.B. Cantu/Pan-Am Recreation Center	Mt. Zion Baptist Church	
Metz Recreation Center		
Hancock Recreation Center		
Austin Recreation Center		
McBeth Recreation Center		
South Austin Recreation Center		
Camacho Activity Center		
Montopolis Recreation Center		
Dittmar Recreation Center		
Dove Springs Recreation Center		
Doris Miller Auditorium		
Gus Garcia Recreation Center		
Pickfair Community Center		
Northwest Recreation Center		
Turner Roberts Recreation Center		
Conley-Guerrero Senior Activity Center		
Mexican American Cultural Center		

Exhibit 5-17: Locations of Community Outreach

East Austin Businesses	City of Austin Departments	Austin Public Libraries
Gene's New Orleans Style Po-Boys	Mayor and City Council	Faulk Central Library
Blue Dahlia Bistro	City Manager	Carver Branch
East Side Pies	Austin Energy	Cepeda Branch
Juan in a Million	Austin Water Utility	Hampton Branch @ Oak Hill
Progress Café	Aviation Department	Howson Branch
Café Mundi	City Auditor	Little Walnut Creek Branch
Hot Mama's Espresso Café	City Clerk's Office	Manchaca Road Branch
Bossa Nova Coffee House and Bakery	Community Court	Milwood Branch
Mr. Natural	Contract and Land Management	Oak Springs Branch
El Azteca	Convention Center	Old Quarry Branch
	Economic Growth and Redevelopment Services Office	Pleasant Hill Branch
	Emergency Medical Services Department	Ruiz Branch
	Financial and Administrative Services	St. John Branch
	Fire Department	Southeast Austin Community Branch
	Government Relations Office	Spicewood Springs Branch
	Health and Human Services	Terrazas Branch
	Human Resources	Twin Oaks Branch
	Integrity Office	University Hills Branch
	Law Department	Windsor Park Branch
	Municipal Court	Yarborough Branch
	Municipal Court Judges	
	Office of Homeland Security and Emergency Management	
	Office of Police Monitor	
	Parks and Recreation	
	Public Works Department	
	Austin Police Department	
	Solid Waste Services	
	Transportation Department	
	Small & Minority Business Resources	
	Watershed Protection and Development	
	Review Department	

Publicity

In addition to the distribution of materials, the Consolidated Plan needs assessment activities were featured in the print and electronic publications as indicated in Exhibit 5-18.

Exhibit 5-18: Locations of Print and Electronic Community Outreach

Print Publications	Electronic Publications
Community Impact Newspaper <ul style="list-style-type: none"> ○ Two features print and online ○ http://www.impactnews.com/northwest-austin/recent-news/3146-city-seeks-citizen-input-on-five-year-consolidated-plan 	City Source Online Edition <ul style="list-style-type: none"> ○ Distribution of 10,000 City Employees
Austin Chronicle Feature Story	CAN e-newsletter, featured five times <ul style="list-style-type: none"> ○ Distribution of 2,000 agencies and individuals
Neighborhood Association Newsletters <ul style="list-style-type: none"> ○ Pecan Springs ○ Heritage Hills 	CDC and Council Hearings broadcast live on Channel 6 Austin City News