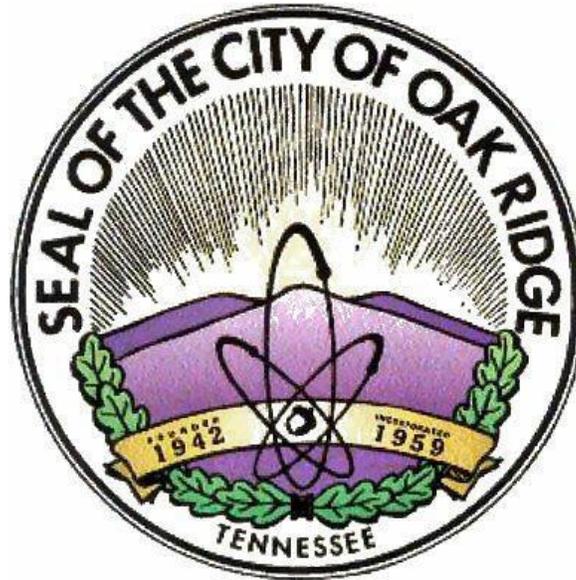


**CITY OF OAK RIDGE COMMUNITY
DEVELOPMENT BLOCK GRANT
ANNUAL ACTION PLAN OF THE CONSOLIDATED PLAN
for
THE PERIOD OF
July 1, 2019 – June 30, 2020**



*Warren L. Gooch, Mayor
Rick Chinn, Mayor Pro-Tem
Jim Dodson
Chuck Hope
Ellen Smith
Derrick Hammond
Kelly Callison*

Mark S. Watson, City Manager

CDBG Committee, Staff
Matt Widner, Community Development
Valarie Emery, Administrative Specialist
Ken Krushenski, Legal
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Table of Contents

Annual Action Plan PY19 / FY20

Set Up

AD-26 Administration of the Annual Action Plan.....	1
AD-50 Verify Grantee/PJ Information in IDIS.....	2
AD-55 Verify Grantee/PJ Program Contacts.....	2

Process

AP-05 Executive Summary - 24 CFR 91.200(c), 91.220(b).....	3
PR-05 Lead & Responsible Agencies - 91.200(b).....	6
AP-10 Consultation - 91.100, 91.200(b), 91.215(l).....	7
AP-12 Participation - 91.105, 91.200(c).....	10

Annual Action Plan

AP-15 Expected Resources - 91.220(c)(1,2).....	12
AP-20 Annual Goals and Objectives - 91.220(c)(3)&(e).....	14
AP-35 Projects - 91.220(d).....	14
AP-50 Geographic Distribution - 91.220(f).....	16
AP-55 Affordable Housing - 91.220(g).....	17
AP-60 Public Housing - 91.220(h).....	18
AP-65 Homeless and Other Special Needs Activities - 91.220(i).....	19
AP-75 Action Plan Barriers to Affordable Housing - 91.220(j).....	21
AP-85 Other Actions - 91.220(k).....	22
AP-90 Program Specific Requirements - 91.220(l)(1,2,4).....	24

Appendix

- A. SF 424 & Certifications
- B. Public Notices
- C. Fair Housing
- D. 711 for Telecommunications Relay Service

Set Up

Annual Action Plans

AD-26 Administration of the Annual Action Plan

AAP Program Year:*

AAP Title:*

AAP Plan Version:*

If Amendment:

Programs included:*
 CDBG
 HOME
 ESG
 HOPWA

Housing Trust Fund Subgrantee:

Is this Annual Action Plan associated with a Consolidated Plan?*

Consolidated Plan Title: City of Oak Ridge, TN CDBG
Consolidated Plan 2017-2020

Consolidated Plan 2017
Beginning Year:

Consolidated Plan 2020
Ending Year:

Consolidated Plan 1
Version:

Grantee/PJ

AD-50 Verify Grantee/PJ Information in IDIS

Grantee Information

Lead Agency: OAK RIDGE

Please review all information below and submit updates to the HUD FO Acceptor.

Year: Start Date: End Date:

*Address:

*City:

*State/Territory:

*Zip Code: -

AD-55 Verify Grantee/PJ Program Contacts

Edit Grantee/PJ Program Contacts

Chief Elected Official (Primary Contact) ⓘ	
Prefix:	The Honorable
First Name:	Warren
Middle Initial:	
Last Name:	Gooch
Suffix:	
Title:	Mayor
Email:	wgooch@oakridgetn.gov
Address 1:	200 S. Tulane Ave
Address 2:	
City:	Oak Ridge
State:	TN
Zip Code:	37830
Telephone:	865-425-3432
Update New Change to Another	

CDBG Contacts			
First contact		Second contact	
Prefix:	Mr	Prefix:	Mr
First Name:	Matthew	First Name:	Wayne
Middle Initial:	W	Middle Initial:	
Last Name:	Widner	Last Name:	Blasius
Suffix:		Suffix:	
Title:	Housing Specialist	Title:	Com Dev Director
Email:	mwidner@oakridgetn.gov	Email:	wblasius@oakridgetn.gov
Address 1:	200 S Tulane Ave	Address 1:	PO Box 1
Address 2:	P. O. Box 1	Address 2:	
City:	Oak Ridge	City:	Oak Ridge
State:	TN	State:	TN
Zip Code:	37831	Zip Code:	37831
Telephone:	865-425-3584	Telephone:	865-425-3531
Update New Change to Another		Update New Change to Another Clear	

Process

AP-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)

1. Introduction

The City of Oak Ridge receives Community Development Block Grant (CDBG) funding administered by the U.S. Department of Housing and Urban Development (HUD). The Annual Action Plan is the document that details action strategies for carrying out the City's three year Consolidated Plan as a requirement to receive funding for the CDBG program. These plans identify community-specific priorities, including housing, and outlines strategies for addressing them. The Consolidated Plan is required to address the following HUD National Objective Categories:

- Rehabilitation of MDO Housing
- Neighborhood Improvement in target areas
- Infrastructure Development & Upgrades in target areas
- Acquisition and/or Removal of Dilapidated Housing in MDO

2. Summarize the objectives and outcomes identified in the Plan

This could be a restatement of items or a table listed elsewhere in the plan or a reference to another location. It may also contain any essential items from the housing and homeless needs assessment, the housing market analysis or the strategic plan.

This year's Annual Action Plan (AAP FY19/PY20) has evolved from prior years to reflect changed priorities as identified by the public participation process and increased market demand in CDBG target areas. This Program Year will focus on two (2) major and one (1) minor objectives to include minimal funding for grant administration. The objectives for this year are as follows:

1. Rehabilitation of Manhattan District Overlay (MDO) Housing (major) – Includes a number smaller projects that will supplement the City's HOME Program by Tennessee Housing Development Agency (THDA) as well as other specific projects designed to repair essential service features to eligible households.
2. Neighborhood Improvement, Infrastructure, Public Spaces (major) – Includes further development of the Woodland Pocket Park as well as public space enhancements in the Scarboro Neighborhood. Also planned, are infrastructure expansion projects to support new affordable housing units in the Highland View Neighborhood.
3. Removal of vacant blighted housing (minor) – Will continue but to a lesser degree due to the changing market.
4. Grant Administration (minor) - For continued cost of administering the CDBG grant.
5. Expenditure of 2014 and 2015 remaining funds (\$64,436.68) in support of items 1 – 3 of this section.

3. Evaluation of past performance

This is an evaluation of past performance that helped lead the grantee to choose its goals or projects.

Certain challenges have slowed the City of Oak Ridge in achieving all of its objectives in the past program year. This is largely due to the recent designation of the City becoming part of the Manhattan Project National Park and rising market demand for housing stock. While both of these developments are actually a good thing, the challenges they present mean fewer eligible and available properties for acquisition or removal of vacant blighted properties. It can be argued that this shortfall in spending is, in part, a result of the City's success in using local and CDBG funding to remove blight.

There is still a considerable amount of work to do in the community with regard to preventing blight and revitalizing neighborhoods. The City has worked steadily for the past seven years to eliminate blight throughout the Manhattan District Overlay (MDO) neighborhoods using various approaches such as: acquisition and demolition of structures found to be dangerous or dilapidated; providing code enforcement services to address property maintenance issues; supporting local land bank initiatives; helping homeless persons and persons at risk of becoming homeless; and assisting in the provision of various housing renovations for low to moderate income families, persons with special needs and the elderly.

The City has continued to transfer parcels of cleared land, to the Oak Ridge Land Bank Corporation (ORLB) for revitalization purposes. The Oak Ridge Land Bank Corporation was created pursuant to the authority of the Tennessee Local Land Bank Pilot Program set forth in Tennessee Code Annotated §13-30-101 et seq. By such statute, the Oak Ridge Land Bank Corporation has authority to create a land bank for real property located within the boundaries of Oak Ridge. For purposes of this plan, "Land Bank" means real property, however obtained or acquired and held by the Oak Ridge Land Bank Corporation. The intent is to acquire and hold real property until such time as the corporation is able to find a willing and able buyer to acquire the real property for renovation or redevelopment of high quality affordable housing. This past year, the Oak Ridge Land Bank has donated five (5) properties to the non-profit organizations. The newly created Oak Ridge Housing Authority Development Corporation (ORHADC) is approved to receive four parcels while Habitat for Humanity of Anderson County (Habitat) received one. ORLB, also agreed to transfer two (2) parcels far below market rate to Aid to Distressed Families of Appalachian Counties (ADFAC). All seven transfers are for the benefit of L/M income households further increasing the city's owner occupancy rate. Additionally the Land Bank has sold five (5) properties at fair market value that supported moderate income owner occupied housing. Nearly half of the 31 current ORLB properties were acquired with CDBG funds.

4. Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

The City of Oak Ridge recognizes the importance of citizen participation and includes it as a goal in the CDBG program. Citizens are informed of public hearings, Community Development workshops, City Council meetings and work sessions, and City sponsored activities throughout April's Fair Housing Month. Information about the CDBG program is also available on the City's website at: <http://www.oakridgetn.gov/department/CommDev/Planning-Division/CDBG-Program>.

The Annual Action Plan is the City's annual guide for the implementation of policies and programs that further HUD's national objectives for the CDBG program. CDBG funds can be used for a variety of activities to help low to moderate (L/M) income people and neighborhoods such as housing rehabilitation, providing public facilities, community services, infrastructure, transitional housing, economic development, code enforcement activities and the elimination of blight. The City of Oak Ridge Consolidated Plan for the years 2017-2020 was developed through a public participation process. The City held four public meetings in 2017 to receive comments and recommendations from citizens, non-profit agencies, faith-based organizations and city staff as follows: Municipal Bldg: Wednesday February 8 at 12:00 p.m. Wednesday February 8 at 5:30 p.m. Scarboro Ctr: Wednesday February 22 at 12:00 p.m. Wednesday February 22 at 5:30 p.m.

This Annual Action Plan is the third of three Annual Action Plans (AAP) during the Consolidated Plan period of 2017-2020. Each of the AAP's describe the City's intent for investing CDBG entitlement funds for the upcoming year. This annual plan was developed from the priorities established in the Consolidated Plan, along with a public participation process. The City held four public meetings, in 2019 as follows: Oak Ridge Municipal Building on Friday, February 1st from noon till 1:30 p.m. and then again from 4:00 p.m. till 5:30 p.m.

The second set of public meetings were held at: City of Oak Ridge Public Library on Monday, February 4th from noon till 1:30 p.m. and then again at the Scarboro Community Center Lobby Area from 4:00 p.m. till 5:30 p.m. There were sixteen (16) total citizens from all four public meetings that signed in and provided input on this year's annual action plan draft.

The 30-day comment period for the City of Oak Ridge CDBG Annual Action Plan (PY19/FY20) began on Wednesday, May 8th, 2019 ending on Friday, June 7th, 2019. A public hearing was held on Monday July 8, 2019 at 7:00 p.m. during the City of Oak Ridge Council meeting at the Oak Ridge Municipal Building. Copies of the DRAFT City of Oak Ridge CDBG Annual Action Plan was made available on May 8, 2019 online at: <http://www.oakridgetn.gov/department/CommDev/Planning-Division/CDBG-Program> CDBG, and were provided for physical review at the following locations: (1) City of Oak Ridge, Community Development Department, 200 S. Tulane Avenue; (2) City of Oak Ridge, City Clerk's Office, 200 S. Tulane Avenue; (3) Oak Ridge Public Library, 1400 Oak Ridge Turnpike; City of Oak Ridge Scarboro Center, 148 Carver Ave.

The use of 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities was advertised for the 30 day public comment period and public hearing.

The CDBG Online Survey for the PY19/FY20 Annual Action Plan can be found online at:

<https://www.surveymonkey.com/r/YSKN3B5> or you can click the hotlink “Take the 2019 CDBG Survey” on the sidebar section of the Community Development Homepage here: <http://www.oakridgetn.gov/department/CommDev/Home>

The Consolidated Plan, Annual Action Plan, (AAP) and Consolidated Annual Performance and Evaluation Report (CAPER) are available for download on the City’s above listed website as well. City staff attempts to stay informed about programs funded through other sources, and makes every effort to inform community organizations of this information.

5. Summary of public comments

This could be a brief narrative summary or reference an attached document from the Citizen Participation section of the Con Plan

While there were not any general citizens present at any of the advertised **Consolidated Plan 2017-2020 public meetings**, citizen did provide feedback via fifteen received online surveys through the web based app “Survey Monkey®” as advertised on the City’s Community Development webpage: <https://www.surveymonkey.com/r/2017CDB>. Information from the HUD surveys can be found in the current Consolidated Plan. In summary, citizens rated abandoned, blighted and foreclosed residential/commercial properties being a problem as “very high.” Survey results revealed all respondents were residents of Oak Ridge who reported that they generally felt safe in their immediate neighborhoods. Youth Services, Services for Persons with Disabilities; Homeless Services and Domestic Violence ranked equally high in the level of need. Nearly all respondent were white females reporting they owned their primary residence and who have not looked for housing in the past five years. The majority of those not having or being persons with special needs in their households. Moderate issues noted from the received surveys included the need for traffic flow improvement and more development on Oak Ridge Turnpike properties. Comments received during the 30 Day Public Comment Period and City Council Public Hearing were generally factual corrections pertaining to TORCH and other non-substantive edits.

In preparing for the FY19/PY20 Annual Action Plan, there were sixteen (16) total citizens from all four public meetings that signed in and provided input on this year’s annual plan. Public input from these meetings came primarily from the Scarboro neighborhood meeting. Nearly all comments received focused on improved property maintenance service for elderly and low income. One letter was also received indicating a need for tree removal for elderly households. The online survey located at: <https://www.surveymonkey.com/r/YSKN3B5> received 4 responses from Oak Ridge resident senior males (2 white & 2 black). (As of July 8, 2019, there were four actual online completed surveys received). Comments received however, have indicated a continued desire to improve livability of target neighborhoods along with “highest need” more code enforcement activity to maintain current properties and expanded youth services. Other suggestions were to bring back rehabilitation of MDO homes programs, improve parks and recreation facilities and increase outreach efforts to inform citizens of city services. Comments received during the 30 day public comment period and City Council public hearing were minor factual points and typographical corrections which were non-substantive edits.

6. Summary of comments or views not accepted and the reasons for not accepting them.

Comments and requests that were not generally accepted were for similar Neighborhood Improvement Projects outside of the MDO and not within CDBG target areas.

7. Summary

In an effort to encourage more citizen participation in consultation process, the City produced public meeting notices in both Spanish and English. Used social media to notify citizens of scheduled events and sent notices to political candidates for next election year. The Community Development Department distributed notices to city employees and non-profit partners to include community organizations.

PR-05 Lead & Responsible Agencies - 91.200(b)

1. Describe agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source

Agency Role	Name	Department/Agency
Lead Agency	OAK RIDGE, TN	
CDBG Administrator	OAK RIDGE, TN <input type="button" value="Change"/> <input type="button" value="Remove"/>	<input type="text" value="Community Development"/>

IDIS Table 1

Narrative (optional):

The City of Oak Ridge is the lead agency and local jurisdiction responsible for overseeing the development of the Consolidated Plan and the administration of CDBG entitlement funds. A modified City Manager-Council form of government governs the City of Oak Ridge. This governing body consists of a seven member City Council that elects one of its members as Mayor to serve as the ceremonial head of the City and presiding officer of the City Council. The City Manager and City Attorney are appointed by the City Council.

Consolidated Plan Public Contact Information:

The City of Oak Ridge Consolidated Plan 2017-2020 and all three PY2017/FY2018; PY2018/FY2019; PY19/FY20 Annual Action Plans are available for review in the City Clerk's office and in the Community Development Department along with in the Oak Ridge Public Library. All plans are located on line at: <http://www.oakridgetn.gov/department/CommDev/Planning-Division/CDBG-Program>. Please contact Matt Widner at mwidner@oakridgetn.gov or 865-425-3584 if you have any questions or comments.



City Of Oak Ridge, Tennessee

Matthew Widner
Community Development

200 S. Tulane Avenue
P.O. Box 1
Oak Ridge, TN 37831
Website: www.oakridgetn.gov

Office: 865-425-3584
Cell: 865-824-8693
Fax: 865-425-3426
Email: mwidner@oakridgetn.gov

AP-10 Consultation - 91.100, 91.200(b), 91.215(l)

Introduction:

The development of the Annual Action Plan involved consultation with public and private agencies that provide assisted housing, health services and social services, including providers to children, elderly people, people with disabilities and their families, and homeless people. Agencies specifically asked for comments included:

- Aid to Distressed Families of Appalachian Counties, Inc. (ADFAC)
- Ridgeview Psychiatric Hospital and Services, Inc.
- National Association for the Advancement of Colored People (NAACP)
- Oak Ridge Neighborhood Watch
- Oak Ridge Housing Authority
- Trinity Outreach Center for Hope (TORCH)
- Tennessee Valley Coalition for the Homeless (TVCH)
- League of Women Voters
- Oak Ridge Land Bank, Inc. (ORLB)

The City also consults with an internal CDBG committee that consists of staff from various departments, as well as community citizens. Employees from Community Development, Finance, Public Works, Legal and the Police Department attempt to meet quarterly to discuss CDBG program initiatives. On occasion, the committee meets with external stakeholders to discuss partnership opportunities that are mutually beneficial.

The City of Oak Ridge values its partnerships with area nonprofit organizations, the Oak Ridge Public Housing Authority (ORPHA), the regional Continuum of Care (CoC), state and federal officials, and the public at large. Coordination among the aforementioned entities, in addition to City staff and HUD regional staff, is essential to the community's ability to provide a plethora of much needed services.

Provide a concise summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(l)).

The City of Oak Ridge has ongoing relationships with many housing providers working on housing development activities the city also works with the ORHA to utilize Section 8 vouchers from the federal government to address the housing needs of the city's lowest income households. Through the Continuum of Care (CoC) processes, the City of Oak Ridge maintains relationships with mental health providers, homeless shelter and services providers, and other state/local government agencies with specific responsibilities for homeless individuals and families. The city also participates in a variety of other groups that seek to address other issues that relate to housing and service needs. The Oak Ridge Land Bank (ORLB) is also the first of its kind in Tennessee. Together, the City and ORLB is working to enhance and modify state laws to further support the elimination of blight and reduce rate of deterioration facing our WWII era housing stock.

Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness.

The City is an active member of the Tennessee Valley Coalition for the Homeless (TVCH), the lead agency in the regional Continuum of Care (CoC). The City's Senior Planner and/or Housing Specialist attends monthly CoC meetings and serves on additional sub-committees. Coordination with the CoC is invaluable as it provides the City an opportunity to participate in dialog with numerous organizations that are committed to addressing the needs of the homeless population.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS.

The City of Oak Ridge no longer receives Emergency Solution Grant (ESG) funds from the State of Tennessee's Tennessee Housing Development Agency (THDA). Oak Ridge is currently benefitting from TORCH using its direct awarded ESG funds for rapid rehousing activities within the Oak Ridge city limits and Anderson County as a whole. Rapid rehousing involves activities that place clients who are experiencing homelessness in housing. Examples of assistance provided by the ESG program are payments for rent for housing, deposits for various housing related resources, mortgage and utilities. TORCH records the number of clients they serve on a monthly basis and this information is available upon request.

TORCH is a member of the Tennessee Valley Coalition for the Homeless (TVCH), and they have the required Certification of Participation with Continuum of Care, certifying that their application is aligned with the Continuum of Care's strategies for preventing and ending homelessness and creating housing stability. More information about TORCH is available at: <http://www.oakridgetorch.org>. TORCH acknowledges that agencies using ESG grant funds to provide services must coordinate with other agencies by entering information into the Homeless Management Information System (HMIS). HMIS helps prevent the duplication of community services to the same individuals. The TVCH provides TORCH quarterly monitoring reports for data entered in the HMIS system. The City works with TVCoC and its members each year to discuss the success of their program and determine a mutual path forward.

2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction's consultations with housing, social service agencies and other entities

Sort*	Agency/Group/Organization*	Agency/Group/Organization Type*	What section of the Plan was addressed by Consultation?*
1	<div style="border: 1px solid gray; padding: 2px; width: fit-content;">Select Organization</div> <div style="border: 1px solid gray; padding: 2px; width: fit-content; margin-top: 2px;">City of Oak Ridge</div>	<input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> PHA <input checked="" type="checkbox"/> Services - Housing <input type="checkbox"/> Services-Children <input type="checkbox"/> Services-Elderly Persons <input type="checkbox"/> Services-Persons with Disabilities <input type="checkbox"/> Services-Persons with HIV/AIDS <input type="checkbox"/> Services-Victims of Domestic Violence <input checked="" type="checkbox"/> Services-homeless <input type="checkbox"/> Services-Health <input type="checkbox"/> Services-Education <input type="checkbox"/> Services-Employment <input checked="" type="checkbox"/> Service-Fair Housing <input type="checkbox"/> Services - Victims <input type="checkbox"/> Health Agency <input type="checkbox"/> Child Welfare Agency <input type="checkbox"/> Publicly Funded Institution/System of Care ⓘ <input checked="" type="checkbox"/> Other government - Federal <input type="checkbox"/> Other government - State <input type="checkbox"/> Other government - County <input checked="" type="checkbox"/> Other government - Local <input checked="" type="checkbox"/> Regional organization <input checked="" type="checkbox"/> Planning organization <input type="checkbox"/> Business Leaders <input checked="" type="checkbox"/> Civic Leaders <input type="checkbox"/> Business and Civic Leaders <input type="checkbox"/> Other <div style="border: 1px solid gray; height: 15px; width: 100%; margin-top: 5px;"></div> <p>Optional Designation(s)</p> <input checked="" type="checkbox"/> Community Development Financial Institution <input type="checkbox"/> Foundation <input type="checkbox"/> Grantee Department <input type="checkbox"/> Major Employer <input checked="" type="checkbox"/> Neighborhood Organization <input type="checkbox"/> Private Sector Banking / Financing	<input checked="" type="checkbox"/> Housing Need Assessment <input checked="" type="checkbox"/> Public Housing Needs <input type="checkbox"/> Homeless Needs - Chronically homeless <input type="checkbox"/> Homeless Needs - Families with children <input checked="" type="checkbox"/> Homelessness Needs - Veterans <input type="checkbox"/> Homelessness Needs - Unaccompanied youth <input checked="" type="checkbox"/> Homelessness Strategy <input checked="" type="checkbox"/> Non-Homeless Special Needs <input type="checkbox"/> HOPWA Strategy <input checked="" type="checkbox"/> Market Analysis <input checked="" type="checkbox"/> Economic Development <input type="checkbox"/> Lead-based Paint Strategy <input type="checkbox"/> Anti-poverty Strategy <input checked="" type="checkbox"/> Other <div style="border: 1px solid gray; padding: 2px; width: fit-content; margin-top: 5px;">Acquisition; Remove dilapidation</div>

IDIS Table – 2

Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?

In preparing the Consolidated Plan, Annual Action Plans and CAPER, the City of Oak Ridge values the input of its citizens, public agencies and all other interested parties. Public comments will be accepted for at least 30 days for the Consolidated Plan and/or Annual Action Plans prior to submission of the documents to HUD for review and approval. All citizen comments provided to the City either orally or in writing will be considered prior to City Council approving the Consolidated Plan and/or Annual Action Plans.

Public comments will be accepted for at least 15 days for the CAPER prior to submission of the document to HUD. A summary of these citizen comments will be included in the CAPER prior to submitting the document to HUD. If a major project, such as the construction or expansion of a public facility, uses CDBG funds, additional public meetings will be held along with the acceptance of public comments, specific to the project.

All Oak Ridge City Council agendas include the opportunity for citizen comments that are not related to an agenda item. Citizens can use this forum to express their comments concerning the City’s CDBG program. All Oak Ridge City Council members have email addresses that are accessible from the City’s website at <http://www.oakridgetn.gov/departmentpg/CityClerk/City-Council/Meet-City-Council>

In addition to holding public meetings, the City of Oak Ridge reached out to many community organizations to take note of any comments about community development programs in Oak Ridge. Feedback focused on the following:

- Acquisition and demolition of blighted properties and its impact in neighborhoods
- Partnerships to rehabilitate deteriorated structures in neighborhoods
- Homeless prevention activities and the impacts on the community
- Rapid rehousing activities
- Transfer of select properties to the Oak Ridge Land Bank Corporation for revitalization purposes

The City has also consulted with the State of Tennessee Historic Commission and the East Tennessee Development District to manage the SHPO 106 mitigation process which has become one of the major barriers to Oak Ridge’s effort to acquire and remove blighted structures using CDBG funds.

Identify any Agency Types not consulted and provide rationale for not consulting:

The City advertised all four public meetings for input and one public hearing during City Council meeting after the required 30 day public comment period in the local newspapers and on the City’s website to include social media outlets and physical posting throughout the City in public and community businesses. The City also notified the Continuum of Care (CoC) about the planning phase of this Annual Action Plan. All agencies were invited to consult with the City of Oak Ridge. Not all agencies chose to participate by their own accord. This plan was created in an open and transparent manner.

Describe other local/regional/state/federal planning efforts considered when preparing the Plan.

Describe other local/regional/state/federal planning efforts considered when preparing the Plan.

Sort*	Name of Plan*	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?	Action
1	Continuum of Care	TVCEH	ded care and create systemic change within our region. dentify gaps in the services, unmet needs, and what future services might be required.	
<input type="button" value="Add Plan Effort"/> (Optional)				

IDIS Table – 3

“The TVCOC serves a dual purpose in the arena of homeless service delivery. This dual approach is through a regional planning body that addresses the service delivery system. Our CoC plans, develops and implements collaborative services designed to provide needed care and create systemic change within our region. Members of the Tennessee Valley CoC

work together to address the larger picture and identify gaps in the services, unmet needs, and what future services might be required.”

Narrative (optional):

The City of Oak Ridge values its partnerships with area nonprofit organizations, the Oak Ridge Public Housing Authority (ORPHA), the regional Continuum of Care (CoC), state and federal officials, and the public at large. Coordination among the aforementioned entities, in addition to City staff and HUD regional staff, is essential to the community’s ability to provide a variety of much needed services.

AP-12 Participation - 91.105, 91.200(c)

1. Summary of citizen participation process/Efforts made to broaden citizen participation

Summarize citizen participation process and how it impacted goal-setting.

The City of Oak Ridge is an entitlement jurisdiction receiving Community Development Block Grant (CDBG) funds directly from the U.S. Department of Housing and Urban Development (HUD). Pursuant to the CDBG program regulations, the City is required to prepare an Annual Action Plan before the beginning of every program year that addresses goals and priorities established in the three year Consolidated Plan. The City is also required to prepare a Consolidated Annual Performance Evaluation Report (CAPER) on an annual basis to evaluate the previous year’s performance.

The Citizen Participation Plan (CPP) establishes the City of Oak Ridge’s policies and procedures for citizen participation in the development of the CDBG Consolidated Plan, Annual Action Plans, including any subsequent amendment(s) and the CAPER. The CPP provides an opportunity for nonprofit service agencies and the community to work in partnership with the City to identify needs and allocate the CDBG funds. The CPP encourages participation from all citizens. Preparation of the Annual Action Plan includes the involvement of community development staff, an internal CDBG Committee, the City Manager and City Council. Currently, the City’s CDBG administrator is Matt Widner. The CDBG program administrator records the CDBG committee’s recommendations, tracks CDBG expenditures and serves as the City’s contact person for the CDBG program.

The CDBG committee is comprised of the City’s CDBG program administrator, representatives from various City departments, and community citizens. This committee serves as an advisory group to the City Manager and City Council on planning, implementation and assessment of CDBG programs/activities through the following tasks:

- Collection of citizen input with respect to neighborhood/community needs;
- Consultation with potential CDBG sub-recipients during the application process;
- Review of applications and proposed projects for CDBG funding;
- Review of required HUD documents (Consolidated Plan, Annual Action Plan and CAPERs);
- Recommendations for staff to provide to the City Manager for City Council’s approval;
- Review of progress on projects/programs

As noted above, the CDBG committee provides program and funding recommendations to the City Manager for City Council’s review and approval. The City Council is responsible for executing the procedures established in the Consolidated and Annual Action Plans. The City Council makes the final determination about the priority of various community needs each year when allocating CDBG funds through the approval of the Annual Action Plan.

The City of Oak Ridge staff and elected officials recognize that CDBG entitlement funds are taxpayer money returned to the City to be used primarily to benefit extremely low, low and moderate-income residents. City staff and elected officials are stewards of this public money and will openly discuss all records, except for those confidential records protecting a household’s privacy.

Citizen Participation Outreach

The City of Oak Ridge provides opportunities for citizens, public agencies, and other interested parties, including citizens directly affected, adequate information on the CDBG program, including the anticipated amount of CDBG funds that are available for the current fiscal year and the range of activities that the City may undertake with the funds. Citizens are

provided the opportunity to submit comments to the City on any of the identified housing and community development needs, the amount of funds received, and the activities undertaken to assist with the identified needs.

All meetings and public hearings related to the CDBG program will be held in locations accessible to those with physical disabilities and upon notice and in compliance with the American with Disabilities Act, the City will attempt to provide for individuals needing special accommodations (including auxiliary communicative aids and services) during the hearings.

Sort	Mode Of Outreach:	Target Of Outreach:
1	<input type="radio"/> Public Meeting <input type="radio"/> Public Hearing <input type="radio"/> Newspaper Ad <input type="radio"/> Internet Outreach <input checked="" type="radio"/> Other <input type="text" value="All the above"/>	<input checked="" type="checkbox"/> Minorities <input checked="" type="checkbox"/> Non-English Speaking - Specify other language: <input type="text" value="Spanish"/> <input checked="" type="checkbox"/> Persons with disabilities <input checked="" type="checkbox"/> Non-targeted/broad community <input checked="" type="checkbox"/> Residents of Public and Assisted Housing <input checked="" type="checkbox"/> Other <input type="text" value="housing community leaders"/>
Summary of response/attendance		<input type="text"/>
Summary of Comments Received		<input type="text"/>
Summary of comments not accepted and reasons		<input type="text"/>
URL if applicable: <input type="text"/>		

IDIS Table 4

Substantial Amendments

Once approved by City Council and HUD, the City of Oak Ridge may amend the Consolidated Plan and Annual Action Plans if the need arises. Any amendments to the Consolidated Plan and/or Annual Action Plan shall include a 30-day public comment period. The City will give reasonable notice and an opportunity for citizens to comment on proposed amendment(s). All comments provided to the City, either orally or in writing, will be considered prior to City Council approval of the amendment(s). A summary of the citizen comments and the City's response with respect to their acceptance will be included with the substantial amendment(s) document prior to submission to HUD.

The City of Oak Ridge will amend the approved Consolidated Plan whenever a decision is made to propose a substantial change in funding priorities and/or a substantial change in the method of the distribution of funds. A "substantial change" is defined as a change equal to or in excess of 50% of the City's CDBG entitlement funds for the current program year.

The City of Oak Ridge will amend an approved one-year Annual Action Plan whenever one of the following decisions is made:

- to carry out an activity that was not included or approved in the one-year Annual Action Plan;
- to cancel an activity, prior to the end of the plan year, that was included and approved in the one-year Annual Action Plan;
- to increase or decrease the amount to be expended on a particular activity from the amount stated in the one-year Annual Action Plan by more than 50%;
- to change the purpose, scope, specific location or beneficiaries of an activity that was included and approved in the one-year Annual Action Plan.

Annual Action Plan

AP-15 Expected Resources - 91.220(c)(1,2)

Introduction:

This section provides an overview of the potential resources available for programs that benefit Oak Ridge residents. This section does not include the CDBG Entitlement funds. The City of Oak Ridge and community non-profits consistently search for funding sources through grant opportunities, community organizations and other philanthropic groups.

Currently there are areas within the city limits of Oak Ridge that qualify for low-income tax credits which are being utilized by private developers. The City of Oak Ridge does not have an activity utilizing low-income tax credits at this time.

State of Tennessee Programs

The City of Oak Ridge began contracting the operation of a demand response van transit system during February 1993. The City's current contractor for operating the transit system is East Tennessee Human Resources Agency (ETHRA). The City of Oak Ridge appropriated \$213,125 for this program in addition to a Taxi Cab Coupon program in the amount of \$55,000 in the FY2020 budget. The primary source of revenue for this program has been a special one-cent-per-gallon inspection fee levied on all petroleum products bought, sold or stored in the state, and an operating assistance grant from the State of Tennessee, Department of Transportation (TDOT).

City General Fund Resources:

Housing Initiatives – COR General Fund

Oak Ridge City Council approved the FY2020 budget authorizing that \$132,500 be allocated to the Housing Initiatives Budget. Housing Initiative became the primary funding source for Code Enforcement Actions to include acquisition of properties not otherwise eligible for CDGB funding.

Social Services Program

The City of Oak Ridge budgeted \$162,895 (ADFAC) during FY2020 for the Social Services. The program was developed to assist City residents with short-term housing and prescription drug needs. Assistance guidelines were adopted by the Oak Ridge City Council in the Social Services Policy and include payments for rent, utilities for eligible Oak Ridge residents.

Healthy Start Program

The City of Oak Ridge FY2020 budget contains an appropriation for \$26,850 as a grant for the Healthy Start Program. This program assists first time mothers who are assessed as "at risk" of not being an effective parent due to family history and the mother's current status. The program provides assistance using Family Support Workers who visit participating families in their homes at least weekly for three to five years, or until the child starts school.

Capital Improvement Programs (CIP)

Every year, city of Oak Ridge staff prepares a Capital Improvements Program (CIP) that provides detailed information on capital projects for the upcoming six-year period (FY2016-FY2021). The capital projects are to maintain and enhance city facilities, parks, utility infrastructure and streets. The amount included in the CIP for FY2020 for these programs totals \$38,781,966 Funding for all capital projects is provided by several agencies within the federal and state governments and funding resources by the City of Oak Ridge.

Affordable Housing Fee Adjustments

In order to facilitate the provision of affordable housing in the City of Oak Ridge, zoning and permit fees are adjusted for residential construction (including renovation) projects.

Priority Table

Priority Table

Source of Funds	Source	Uses of Funds	Expected Amount Available	Expected Amount Available Remainder of Con Plan	Narrative Description
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	Annual Allocation: \$ 239094.00 Program Income: \$ 0 Prior Year Resources: \$ 226438.64 Total: \$ 465532.64	\$ 76070.85	2014-2017 funds remaining
Other Housing Initiatives	public - local	Acquisition Housing Public Improvements	\$ 100000	\$ 0	Local funds for acquisition, demolition and reme < >

IDIS Table - 5

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied:

No Federal funds will be leveraged.

If appropriate, describe publically owned land or property located within the jurisdiction that may be used to address the needs identified in the plan:

As of February, 2019 - 31 properties are held by the City of Oak Ridge and the Oak Ridge Land Bank, Inc. City Council has established goals and objectives to prioritize the disposition of properties currently held that support the needs identified in this plan as follows:

- Develop programs and partnerships that promote owner occupied housing, new home ownership, and encourage private investment;
- Return property acquisitions to viable tax producing status as soon as practical;
- Acquire residential and commercial property through foreclosures, donations, and negotiations in strategic locations that create a stabilizing impact on adjacent property and residential neighborhoods;
- Establish a streamlined procedure that provides tax benefits and incentives for residents and absentee owners to consider dedicating property to the Oak Ridge Land Bank;
- Determine highest and best use of acquired property, which when privatized, will maximize return on investment, and consideration may also be given for properties to be used for municipal purposes;
- Through acquisitions, property management, investments, and property sales, develop a business model that is financially sustainable and encourages environmental stewardship;
- Partner with the City of Oak Ridge, Anderson County, the Oak Ridge Housing Authority, and non-profit organizations to ensure actions do not duplicate existing efforts or create deterrents to home ownership or environmental code compliance

Discussion: No Further Discussion

AP-20 Annual Goals and Objectives - 91.220(c)(3)&(e)

List of goals on page 15

Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.215(b)

Many older and affordable homes in Oak Ridge available to low or moderate-income residents require some type of financing or subsidy when purchasing a home, which includes inspection of the home prior to purchase. Methods to address the barriers to affordable housing are stated in AP-75:

- Use of innovative approaches and cooperative partnerships with other public agencies and private organizations to meet the need for new affordable housing.
- Promote housing rehabilitation programs for older homes so that an increased number of houses meet the 2012 International Property Maintenance Code or other programs available through the City's Non-Profit housing partners.

It is estimated that 6 new affordable housing units will be constructed between the Oak Ridge Land Bank and Non-Profit partners along with 10 renovations by the City of Oak Ridge - THDA HOME Program.

AP-35 Projects - 91.220(d)

*Introduction:

The Manhattan District Overlay (MDO) is a historic district built by the Federal Government to house employees and their families during the Manhattan Project. These units were not intended to be permanent residential structures, but as the Project came to a close, the Federal Government sold all housing units to willing buyers. To date, many of these structures are still occupied and have had few improvements. The MDO area includes the following neighborhoods: Highland View, Scarboro, East Village and Woodland.

Projects

Sort*	Project Title	Action
1	Acquisition / Removal of vacant blighted housing	View Edit Remove
2	Neighborhood Improvement Projects	View Edit Remove
3	Rehabilitation of MDO Housing	View Edit Remove
4	Grant Administration	View Edit Remove

IDIS Table - 6

Below is a table that provides a summary of the City's PY19/FY20 Project/Goals for the CDBG program.

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Addresses	Funding	Goal Outcome Indicator
1	Removal of vacant blighted housing	July 2019	June 2020	Acquisition and demolition -- community development	Within the Manhattan District Overlay (MDO)	Prevent Eliminate Slum/Blight	Allocation \$10,000	Improvement, stabilization, and revitalization of neighborhoods in the MDO district
2	Neighborhood Improvement Projects	July 2019	June 2020	Non-housing	Within the Manhattan District Overlay (MDO)	Activities Benefitting L/M Area	\$165,000	Provide/Upgrade neighborhood public spaces, sidewalks, Public Parks & Transportation access and infrastructure
3	Rehabilitation of MDO Homes	July 2019	June 2020	Housing community development, non-homeless community development	Within the Manhattan District Overlay (MDO)	Activities Benefitting L/M Area	\$60,000	Provide supporting funds to City THDA Home Program and other essential service repairs for elderly and LM Households
4	Grant Administration	July 2019	June 2020	Non-housing community development	200 S. Tulane Ave		\$4,094	Provide funding and training for CDBG admin to ensure compliance with program-related HUD regulations
PY19/FY20 Allocation TOTAL:							\$239,094	

- **Funds from 2014 – 2015 = \$64,436.68 will be allocated as needed to supplement the above listed projects**

Describe the reasons for allocation priorities and any obstacles to addressing underserved needs:

Due to Oak Ridge's WWII era housing and the legacy neighborhoods design, core housing stock and infrastructure have been deteriorating at the same rate. A significant number of these residential and commercial structures have become blighted and/or vacant which leads to their eventual dilapidation due to neglect. The remaining occupied dwellings have increasingly become rentals and public assistance housing. The effort to acquire and remove dilapidated housing is vital to neighborhood stabilization that is not otherwise occurring in the open market. Because MDO properties are part of the historic Manhattan Project, mitigating the adverse effect identified by the SHPO 106 process have become very time consuming and cumbersome thus causing excessive delays in the removal of dilapidated housing.

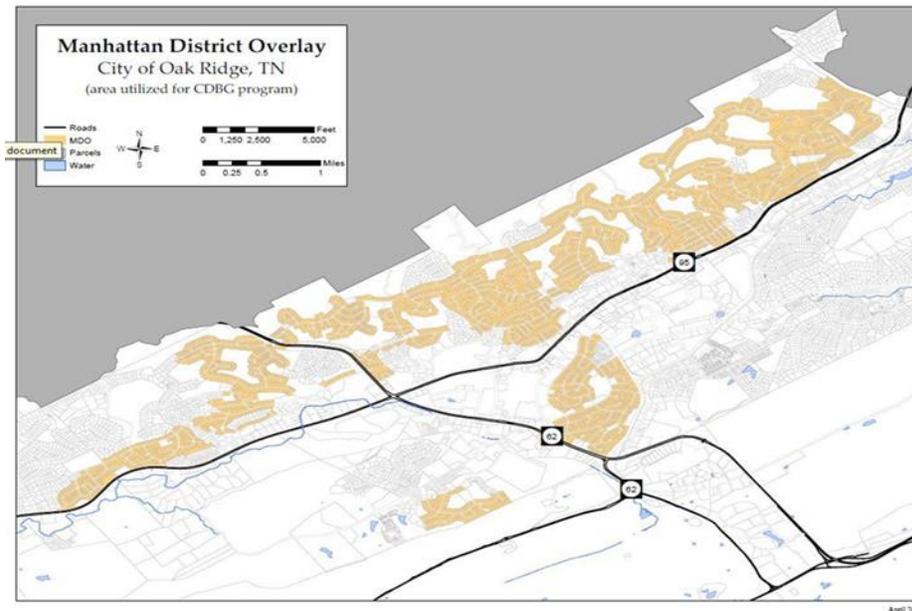
AP-50 Geographic Distribution - 91.220(f)

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed

The City of Oak Ridge is concentrating its revitalization efforts within the Manhattan District Overlay (MDO). The MDO is a historic district where the majority of the structures were originally built by the Federal Government in the early 1940s to house employees and their families during the Manhattan Project. Many of these units were not intended to be permanent residential structures, but as the Project came to a close, the Federal Government sold all housing units to willing buyers. To date, the majority of these structures are still occupied and many need improvements. The MDO area includes the following neighborhoods: Highland View, Scarboro, East Village and Woodland.

This area is in the north central part of the city, much of which is along a ridge known as Black Oak Ridge. The borders for this area are Outer Drive and West Outer Drive to the north and much of the housing south to Oak Ridge Turnpike (but not all). The eastern border is East Drive at the eastern city limits. The western border at Outer Drive is Jefferson Avenue. There is also a portion to the west that runs between Robertsville Road and Oak Ridge Turnpike. The southern portion also includes the Woodland Neighborhoods, which is between Lafayette Drive to the east and South Illinois Avenue to North and South Purdue Avenue. Manhattan Avenue bisects this area. The Scarboro Neighborhood lies west of Woodland and is historically a black community.

Geographic Distribution



Rationale for the priorities for allocating investments geographically

Graph: "Specific Areas Low Income and Minority Populations" The areas shaded above indicate the Census Block Groups within the City of Oak Ridge in which the median household income is below \$30,000 per year. Block Group 020500-2 is roughly bound by West Outer Drive, Highland Avenue, Robertsville Road, and North Illinois Avenue. Block Group 020100-2 is roughly bound by the Oak Ridge Turnpike, Vanderbilt Drive, South Illinois Avenue, Tuskegee Drive, D O E North Patrol Road, and the Anderson/Roane County line. Census Block Group 020400-2 (shaded in red) is roughly bound by West Outer Drive, New York Avenue, Pennsylvania Avenue, Hillside Drive and Highland Avenue. Census Block Group 020100-1 (shaded in yellow) is an irregularly-shaped area. Its north portion is roughly bound by the Oak Ridge Turnpike, Lafayette Drive, North Purdue Avenue, South Illinois Avenue, and East Vanderbilt Drive. Its south portion is roughly bounded by Tuskegee Drive, South Illinois Avenue, and the D O E North Patrol Road.

Discussion

100% of all CDBG funds are invested into the defined MDO neighborhoods/target areas with exception of minimal associated Grant Administration costs.

AP-55 Affordable Housing - 91.220(g)

Introduction:

There will always be a difference in the City of Oak Ridge's goals and actual numbers with regards to the number of homeless who were provided affordable housing units due to the current non-profit agencies that directly assist the City in providing services to the homeless. The City of Oak Ridge's primary mechanism to assist homeless individuals and families is Trinity Out-Reach Center for Hope (TORCH). TORCH primarily uses Emergency Solutions Grant (ESG) funding from Tennessee Housing Development Agency (THDA). ADFAC and Habitat for Humanity of Anderson County produces affordable housing units on properties purchased by City CDBG funds. After the City transfers properties to the Oak Ridge Land Bank (ORLB), they are often donated or sold at very low rates to assist non-profit housing partners to provide affordable housing units. ORLB also works with contractors to provide new affordable owner occupied housing units.

One Year Goals for the Number of Households to be Supported:

Homeless:	<input type="text" value="25"/>
Non-Homeless:	<input type="text" value="50"/>
Special-Needs:	<input type="text" value="15"/>
Total:	<input type="text" value="90"/>

One Year Goals for the Number of Households Supported Through:

Rental Assistance:	<input type="text" value="15"/>
The Production of New Units:	<input type="text" value="3"/>
Rehab of Existing Units:	<input type="text" value="3"/>
Acquisition of Existing Units:	<input type="text" value="8"/>
Total:	<input type="text" value="29"/>

IDIS Table - 8

Discussion:

The City of Oak Ridge recognizes the need for affordable housing and wants to either facilitate or directly assist everyone who is in need, particularly the homeless and those with special needs. It is also recognized that there are partners that specialize in this effort who really need the City's support instead of the City competing within the same neighborhoods. There have been planning meetings between non-profits and the City to identify and reduce the number of duplicated services. Future annual action plans will continue to reduce blight and provide safe, livable neighborhoods while supporting our housing partners to assist the homeless and create new affordable housing.

AP-60 Public Housing - 91.220(h)

Introduction:

Residents of the City of Oak Ridge are served by the Oak Ridge Housing Authority (ORHA), which was incorporated September 5, 1969 under the "Housing Authorities Law" Chapters 8 through 11 Title 13 TCA Sections 801 through 1113. ORHA has several Capital Fund Projects currently in the works or planned for the coming year. These projects include new roofs for two sites, solar for the ORHA administrative building, replacement of meter bases, and replacement of toilets with low-flow models. ORHA also plans to begin affordable housing projects within the City to address the need for affordable housing.

Actions planned during the next year to address the needs to public housing:

The Oak Ridge Housing Authority (ORHA) is again currently looking for a new Executive Director. The City of Oak Ridge and the Oak Ridge Land Bank have formed a new partnership to create the development arm of ORHA known as Oak Ridge Housing Authority Development Corporation (ORHADC). It is the goal of all partners to create a mix of public housing, affordable housing and market housing in the Highland View neighborhood. An effort to revitalize the Highland View redevelopment initiative is beginning to take shape. ORHADC plans to construct three (3) new owner occupied homes on Waddell Place that was donated by the Land Bank. ORHA has a healthy public housing inventory to which the City of Oak Ridge regularly refers potential residents for their public housing program. Actions taken to address the needs of public housing in the City include providing admission based on eligibility and providing preferences to the follow groups of people:

- Working families and those unable to work because of age or disability
- Individuals and families displaced by government action
- Individuals and families displaced by HCV holders due to lack of funding
- Veterans, disabled persons
- Individuals who lost employment due to downsizing as a prevention to homelessness

ORHA's new Development arm will present residents with more homeownership options. ORHA also plans to have its FSS coordinator receive training in homeownership counseling, and provide this service to its residents seeking homeownership. ORHA continues to engage residents in work with the housing authority, currently ORHA employs 3 residents.

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

The Oak Ridge Housing Authority provides self-sufficiency through their Family Self-Sufficiency Program (FSS). Through this program, ORHA has disbursed over \$30,000.00 in Escrow to 16 families in five years who are no longer reliant on public housing because they have gone through several trainings to provide them with skills to save and secure their own financial security. ORHA's new Development arm will present residents with more homeownership options. ORHA also plans to have its FSS coordinator receive training in homeownership counseling, and provide this service to its residents seeking homeownership. ORHA continues to engage residents in work with the housing authority, currently ORHA employs 3 residents.

If the PHA is designated as troubled, describe the manner in which financial assistance will be provided or other assistance:

The Oak Ridge Housing Authority is not designated as "troubled".

Discussion:

There have been no formal actions taken to assist the ORHA based on repairing troubled PHA's. The City and its housing partners however are very involved in the creation of ORHA's first development corporation. This is a ground-breaking effort for Oak Ridge and the Housing Authority. Everyone is working in good faith to make this redevelopment effort successful.

AP-65 Homeless and Other Special Needs Activities - 91.220(i)

Introduction:

In the 2018-2019 fiscal year approximately 212 adults to include 81 children were identified in Anderson County as literally homeless, meaning that they were staying outside, on the streets, in a car, or were being sheltered. Approximately 80% of these were in Oak Ridge.

The homeless population in Oak Ridge is a heterogeneous group, which includes single individuals, families with children, and unaccompanied runaway and homeless youth. It is recognized that solving the problem of homelessness requires a combination of homeless prevention, homeless outreach, housing services, affordable housing and wrap around support services to insure once someone obtains housing they retain housing.

The city does not provide any direct funding to assist with homeless projects, but did provide funding to ADFAC for rent assistance.

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including:

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

The City of Oak Ridge will continue to provide technical assistance and support to the Trinity Out-Reach Center of Hope (referred to as TORCH). TORCH provides street outreach to those who are homeless. Using their ESG funded Street Outreach program, they seek to locate and provide services to those living in their cars, on the street or in shelter. Those who are homeless may also meet with a case manager at their Outreach Office without an appointment. Street Outreach services are provided by one part time case manager and 3 volunteers. During FY19/FY20, 140 individuals are expected to be assisted with face to face outreach services. Another 500 individuals who may be homeless or are precariously housed will be assisted by telephone. TORCH has applied for \$11,000 for 2019 to be used to fund Homeless Outreach programs.

The city recognizes and supports other agencies who come in contact with or serve the homeless as well such as Agape House, Ridgeview, Helen Ross McNabb Center, Aid to Distressed Families, the Oak Ridge School System, local churches, and others routinely communicate and exchange referrals.

The city will support the efforts of the COC-Tennessee Valley Coalition for the Homeless and TORCH as they implement the coordinated assessment system in Oak Ridge, a system which was developed to reduce the amount of time a person identified as homeless receives services.

Addressing the emergency shelter and transitional housing needs of homeless persons.

Oak Ridge does not currently have a homeless shelter. The city lends its support and technical assistance to the efforts of TORCH who provide emergency hotel vouchers for families who are staying outside with a child, or those suffering from a severe disability. Approximately \$15,000 is allocated for this program per year, however in 2018 this program exceeded this budget by almost \$20,000 for a total of approximately \$35,000. There are no grants that pay for these vouchers. TORCH funds these vouchers 100% with donations collected throughout the year. The city also recognizes the contributions of other local resources such as the Agape House, which provides temporary transitional housing for up to 2 families at a time. Apart from these services, transitional housing is available through Ridgeview for up to 8 individuals who suffer from a mental illness. Lastly, local YWCA uses scattered site transitional housing vouchers to house those who are homeless due to domestic violence. In 2018, approximately 27 families were recipients of these vouchers.

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

In 2018 the city assisted in the creation of a system whereby clients who are homeless are given a preference when applying for income based housing at the Oak Ridge Housing Authority. This is expected to shorten the time a homeless individual is on a wait list for public housing. The city will continue to monitor the success of this initiative over the coming year.

The City of Oak Ridge also lends support and technical assistance to TORCH, who utilizes ESG funding to operate their Rapid Rehousing program. This program is currently staffed by 2 full time employees (Director) and several volunteers. Families with children and the disabled are given preference for these services, but individuals are frequently enrolled as well. For 2019, TORCH has applied for \$70,000 to operate this program. Approximately 45 households received transitioned from homelessness into permanent housing with ESG Rapid Rehousing assistance. It is expected that 55 households will receive housing utilizing rapid rehousing funds in 2018. (These numbers have decreased from last year due to the fact that TORCH was previously only providing move in assistance for only one month. To decrease recidivism TORCH now provides longer term rental assistance, but number of total families assisted decreased as a result.) TORCH also receives funding through a partnership with the United Way that provides additional case management and financial support once a household has obtained housing to insure that the household does not become homeless again.

The city recognizes that in Oak Ridge veterans may apply for HUD-Vash Vouchers directly from the Veteran's Administration in Knoxville, which issues vouchers for our area. Victims of Domestic Violence are served by the YWCA in Knoxville, which provides outreach workers to service our area. TORCH can provide linkage to these agencies through their Outreach services.

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

Aid For Distressed Families Social Services program provides assistance emphasis on the prevention of homelessness and the development of self-sufficiency. They are the primary provider of assistance those seeking help with past due utility bills, and rent/mortgage assistance to prevent an eviction that might lead to homelessness. ADFAC also provides short term counseling to help those who might need help understanding budgeting and finance.

Discussion: No further discussion

AP-75 Action Plan Barriers to Affordable Housing - 91.220(j)

Introduction:

The regulations for the Annual Action Plan require an explanation of whether the cost of housing or the incentives to develop, maintain or improve affordable housing are negatively affected by public policies, including tax policies, land use controls, zoning ordinances, building codes, fees and charges, growth limits and policies that affect the return on residential development.

Actions it planned to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment:

The City of Oak Ridge has and continues to be actively involved in issues concerning the housing market. The adoption and enforcement of zoning and subdivision regulations and building codes has shaped the growth of neighborhoods and influenced the design, quality, and cost of the community's housing stock. The Community Development Department administers these policies, which have made Oak Ridge a planned and livable city. During the last several years, City of Oak Ridge officials and staff have been determined to reduce the perception that the regulations and policies are detrimental to residents and residential developers. These policies and the methods to reduce the barriers to affordable, quality housing include:

- Building codes and standards – The City of Oak Ridge has adopted the 2018 International Building Code and International Residential Code as published by the International Code Council
- Building permits and fees – The City of Oak Ridge has an administrative policy D-200 titled Fees and Municipal Services and Supplies Section 2.110, Affordable Housing Fee Adjustments eliminates any zoning fees, moving fee and demolition fee and reduces to \$25.00 the permit fees. Item a, of Section 2.110 will be updated to reference the CDBG target areas utilizing data from the most recent U.S. Census
- Property tax abatement – City Council approved a resolution authorizing a local option property tax freeze program for taxpayers 65 years of age or older based on income and ownership of eligible property and other guidelines as set forth in the resolution.
- Increasing knowledge of available programs and resources – The City of Oak Ridge will continue efforts to communicate information concerning available programs and resources through the website and newspaper notices and articles.
- Nationwide affordable housing trends - The private housing market does not generally provide new or updated affordable housing without some type of subsidy or incentive and older housing units that are affordable often have physical problems that make the units ineligible for financing from private lending institutions.
- Property Maintenance – The City of Oak Ridge continues to enforce the 2012 International Property Maintenance code. This is a minimal property standard that does not often change which reduces confusion as to what rules apply when maintaining both residential and commercial properties.

Discussion:

In addition to these barriers, many older and affordable homes in Oak Ridge available to low or moderate-income residents require some type of financing or subsidy when purchasing a home, which includes inspection of the home prior to purchase. Methods to address the barriers to affordable housing that are stated above include:

- Use of innovative approaches and cooperative partnerships with other public agencies and private organizations to meet the need for new affordable housing.
- Promote housing rehabilitation programs for older homes so that an increased number of houses meet the 2012 International Property Maintenance Code.

AP-85 Other Actions - 91.220(k)

Introduction:

Planning has been central to the development of the City of Oak Ridge from the very beginning. Early in its history as the centerpiece of the Manhattan Project in World War II, a plan for the development of the city was prepared by Skidmore, Owings and Merrill. A planning commission was established and staff employed when the city was transferred to civilian control and became a public entity after the war. Since then a variety of long range plans and policy documents have been developed. The adoption of a zoning ordinance and subdivision regulations were important milestones along the way. Public guidance of land development activities has become a routine part of local government activity in Oak Ridge.

The completed City Blue Print process is all about resident empowerment, neighborhood stabilization and revitalization, pedestrian mobility and public safety. Resident empowerment strategies will focus on employment and life skills training, increasing educational attainment, youth programming to reduce gang and criminal activity. The neighborhood stabilization strategy will focus on reducing the number of deteriorated and vacant/abandoned properties, encouraging resident involvement in neighborhoods, increasing owner-occupied units, and decreasing highly concentrated areas of rentals. Pedestrian mobility and public safety strategies will include improved sidewalks, access to public transportation, community policing, improving crime analysis, and increasing resident engagement.

Actions planned to address obstacles to meeting underserved needs:

One of the key obstacles to meeting the underserved needs in the City of Oak Ridge is lack of adequate funding or other non-financial resources to adequately address a particular problem. Insufficient funding precludes the City from appropriately addressing every worthy project and often includes allocating funding at less than an optimal amount.

The City does not fund programs which duplicate the work of other programs.

Non-financial resource limitations include insufficient numbers of trained volunteers or staff to provide expertise and support for programs and language barriers. The City will also partner with the non-profits and others to consolidate resources. The City is part of the TVCOC which works to consolidate resources, financial and non-financial, to meet the needs of all East Tennessee.

Actions planned to foster and maintain affordable housing:

The City of Oak Ridge will continue to regulate residential rental property using the Rental Registration Program in the MDO target area which has the highest concentration of rental property. Property Maintenance and other environmental code enforcement actions to improve the quality of life in all city neighborhoods are one of the highest priorities to maintain desirable and affordable housing. The Community Development Department and Non-Profit partners will continue to seek new funding opportunities along with existing sources to assist in rehabilitation of homes and encourage construction of new affordable houses in older neighborhoods. The Oak Ridge Land Bank and Oak Ridge Housing Authority have also agreed to partner in development opportunities that will create new affordable housing units in underdeveloped areas.

Actions planned to reduce lead-based paint hazards:

Childhood lead based paint poisoning is a significant problem nationally. On September 15, 2000, HUD regulation (24 CFR Part 35) took effect streamlining, modernizing and consolidating all lead-based paint requirements in federally-assisted housing to ensure that children are adequately protected from lead poisoning. The regulation prescribes certain action by HUD grantees to identify, stabilize or remove lead-based paint hazards in any housing receiving HUD assistance.

The rule only affects residential structures built before 1978. The scope of activities required by HUD is dependent upon the type of housing impacted and the amount of federal assistance being provided, with rehabilitation activities using in excess of \$25,000 of HUD funds requiring the highest level of treatment.

The City of Oak Ridge includes a detailed and strict requirement in the CDBG sub recipient agreements pertaining to the treatment of lead-based paint. The article of the sub recipient agreement specifies the Lead-Based Paint Poisoning Prevention Act and the HUD Lead-Based Paint Regulations. The City of Oak Ridge also verifies with all sub recipients that information concerning lead-based paint hazards is provided to their clients. Matt Widner, the Housing Remediation Specialist, is certified as an EPA Lead Inspector. He is certified & licensed to conduct all lead-based paint initial inspections and risk assessments.

The City of Oak Ridge and partners will continue to address the hazards of lead-based paint in the activities receiving HUD funding, in compliance with the prescribed regulations and for the health, safety and welfare of our citizens.

Actions planned to reduce the number of poverty-level families:

The City's primary tools to address poverty are currently limited to tax policies, social service programs, housing assistance and economic development programs. When these are combined with the provision of life safety programs such as police and fire protection and the construction and maintenance of city infrastructure (streets, parks and utilities) they help create the kind of environment where citizens can concentrate on positive life activities and outcomes (working, taking care of themselves, their families and their property).

The City, in conjunction with other public agencies and private organizations, will seek to provide very low- and low-income households with various opportunities to gain the knowledge, skills and motivation to become fully self-sufficient. The City of Oak Ridge will continue to pursue resources and innovative partnerships to promote the development of affordable housing, assist with strategies that help with homeless prevention, provide emergency assistance, support health services and transportation; all with the intent of building a community that is empowered to provide a constructive quality of life for all its citizens.

Actions planned to develop institutional structure:

A requirement of the Annual Action Plan is to describe the organizations that assist the City of Oak Ridge to provide the housing and community development-related programs. Institutional structure is defined as the private, public and non-profit organizations through which a jurisdiction will carry out the Consolidated Plan activities. City of Oak Ridge staff and officials, non-profit organizations, businesses, faith-based organizations, neighborhood groups and citizens are all vital partners in the housing and community development delivery system.

The Knoxville HUD Community Planning and Development (CPD) office provides advice and assistance with statutory and regulatory requirements and technical assistance for the CDBG entitlement program. The Knoxville HUD CPD office also helps with marketing and outreach efforts to promote community development and affordable housing in the East Tennessee region. The Tennessee Housing Development Agency (THDA) provides advice and assistance with statutory and regulatory requirements for the Emergency Solutions Grant (ESG) program. The City of Oak Ridge is also a member of the applicable HUD Continuum of Care (CoC) for our region: TN-512, Claiborne, Blount, Sevier, Campbell, Cocke, Granger, Hamblen, Jefferson, Monroe, Union, and Anderson Counties. The Tennessee Valley Coalition for the Homeless, a regional non-profit, leads our CoC and provides training, outreach and access to other services and data. One example of a benefit from partnering with the CoC is access to regional data in the Homeless Management Information System (HMIS). This information helps the City understand the extent and type of resident need in the community.

Actions planned to enhance coordination between public and private housing and social service agencies:

The City of Oak Ridge Community Development Specialist or a backup staff person attend monthly TVCOC meetings and coordinates between various public and private agencies that are in attendance as well as other local agencies to better understand the state of our housing situation from an individual family level to an overarching community wide level. In addition to the TVCOC coordination, there are newly formed relationships between the Oak Ridge Housing Authority (ORHA), Oak Ridge Land Bank (ORLB), the Oak Ridge Chamber of Commerce and the City of Oak Ridge who all believe that housing is one of the most critical issues that face the city today. Public meetings regularly reveal that citizens all feel they are concerned about their neighborhoods and attribute the declining housing stock as a major factor in their safety concerns.

The City of Oak Ridge uses CDBG entitlement funds along with the City’s general fund dollars to assist with HUD’s national goals of the CDBG program. Leadership begins with the City’s elected officials and the approval of the Annual Action Plan activities.

Effective program delivery would not be possible without the coordination of Federal, State and local partners. The City of Oak Ridge staff and officials rely on the area non- profit organizations (social service agencies), as well as state and federal officials to provide insight with respect to the needs of our residents. The non-profit organizations in our community are vital partners for the delivery of services and programs to Oak Ridge residents. The organizations throughout the region and particularly here in Oak Ridge work and coordinate together to provide necessary resources to everyone in Oak Ridge who is need of them.

The Knoxville HUD office is also a valuable resource that provides advice and assistance with statutory and regulatory requirements, technical assistance, and training for staff and officials to better understand the CDBG entitlement program. The Knoxville HUD office also helps with marketing and outreach efforts to promote community development and affordable housing for the region.

City of Oak Ridge residents appreciate the dedicated service and support of their state and federal elected officials.

Discussion:

The City of Oak Ridge uses a CDBG committee approach instead of assigning one staff member and/or one department with the full responsibility for the CDBG program. The City’s internal CDBG committee generally reviews all CDBG program activities and makes recommendations to the City Manager for his evaluation and prioritization to City Council.

This Annual Action Plan 2018 – 2019 reflects input by city staff, officials, non- profit agencies and residents. The Community Development Department was tasked with the responsibility of conducting public meetings, collecting data, documenting the process and drafting the Annual Action Plan.

AP-90 Program Specific Requirements - 91.220(l)(1,2,4)

Introduction:

The City of Oak Ridge does not generate Program Income from CDBG grant.

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

<p>1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed</p>	<input style="width: 100px; border: 1px solid black;" type="text" value="0"/>	
<p>2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee’s strategic plan.</p>	<input style="width: 100px; border: 1px solid black;" type="text" value="0"/>	
<p>3. The amount of surplus funds from urban renewal settlements</p>	<input style="width: 100px; border: 1px solid black;" type="text" value="0"/>	
<p>4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan.</p>	<input style="width: 100px; border: 1px solid black;" type="text"/>	
<p>5. The amount of income from float-funded activities</p>	<input style="width: 100px; border: 1px solid black;" type="text"/>	
Total Program Income:		<input style="width: 100px; border: 1px solid black;" type="text" value="0"/>
Other CDBG Requirements		
<p>1. The amount of urgent need activities</p>	<input style="width: 100px; border: 1px solid black;" type="text" value="0"/>	
<p>2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income</p>	<input style="width: 100px; border: 1px solid black;" type="text" value="0"/> (##.##)	

Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Actiuon Plan.

IDIS Table - 9

Discussion: No further discussion

APPENDIX

- A. SF 424 & Certifications
- B. Public Notices
- C. Fair Housing, Community Development
- D. 711 for Telecommunications Relay Service

Application for Federal Assistance SF-424

* 1. Type of Submission:

- Preapplication
 Application
 Changed/Corrected Application

* 2. Type of Application:

- New
 Continuation
 Revision

* If Revision, select appropriate letter(s):

* Other (Specify):

* 3. Date Received:

4. Applicant Identifier:

5a. Federal Entity Identifier:

B-19-MC-470010

5b. Federal Award Identifier:

State Use Only:

6. Date Received by State:

7. State Application Identifier:

8. APPLICANT INFORMATION:

* a. Legal Name:

City of Oak Ridge

* b. Employer/Taxpayer Identification Number (EIN/TIN):

62-6018662

* c. Organizational DUNS:

0494671520000

d. Address:

* Street1:

200 S. Tulane Ave

Street2:

PO Box 1

* City:

Oak Ridge

County/Parish:

Anderson

* State:

TN: Tennessee

Province:

* Country:

USA: UNITED STATES

* Zip / Postal Code:

37831-000

e. Organizational Unit:

Department Name:

Community Development

Division Name:

f. Name and contact information of person to be contacted on matters involving this application:

Prefix:

Mr.

* First Name:

Matthew

Middle Name:

* Last Name:

Widner

Suffix:

Title:

Community Development Specialist

Organizational Affiliation:

Full Time Employee

* Telephone Number:

865-425-3584

Fax Number:

865-425-3426

* Email:

mwidner@oakridgetn.gov

Application for Federal Assistance SF-424

*** 9. Type of Applicant 1: Select Applicant Type:**

C: City or Township Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

* Other (specify):

*** 10. Name of Federal Agency:**

U.S. Dept. of Housing and Urban Development

11. Catalog of Federal Domestic Assistance Number:

CFDA Title:

*** 12. Funding Opportunity Number:**

* Title:

13. Competition Identification Number:

Title:

14. Areas Affected by Project (Cities, Counties, States, etc.):

Add Attachment

Delete Attachment

View Attachment

*** 15. Descriptive Title of Applicant's Project:**

Community Development Block Grant (CDBG) Entitlement

Attach supporting documents as specified in agency instructions.

Add Attachments

Delete Attachments

View Attachments

Application for Federal Assistance SF-424

16. Congressional Districts Of:

* a. Applicant

* b. Program/Project

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment

Delete Attachment

View Attachment

17. Proposed Project:

* a. Start Date:

* b. End Date:

18. Estimated Funding (\$):

* a. Federal	<input type="text" value="239,094.00"/>
* b. Applicant	<input type="text" value=""/>
* c. State	<input type="text" value=""/>
* d. Local	<input type="text" value="135,000.00"/>
* e. Other	<input type="text" value=""/>
* f. Program Income	<input type="text" value=""/>
* g. TOTAL	<input type="text" value="374,094.00"/>

*** 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

- a. This application was made available to the State under the Executive Order 12372 Process for review on
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

*** 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

- Yes
- No

If "Yes", provide explanation and attach

Add Attachment

Delete Attachment

View Attachment

21. *By signing this application, I certify (1) to the statements contained in the list of certifications and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

** I AGREE

** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

Authorized Representative:

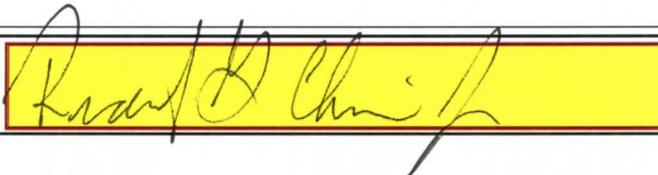
Prefix: * First Name:
Middle Name:
* Last Name:
Suffix:

* Title:

* Telephone Number: Fax Number:

* Email:

* Signature of Authorized Representative:



* Date Signed:

CERTIFICATIONS

In accordance with the applicable statutes and the regulations governing the consolidated plan regulations, the jurisdiction certifies that:

Affirmatively Further Fair Housing --The jurisdiction will affirmatively further fair housing.

Uniform Relocation Act and Anti-displacement and Relocation Plan -- It will comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, (42 U.S.C. 4601-4655) and implementing regulations at 49 CFR Part 24. It has in effect and is following a residential anti-displacement and relocation assistance plan required under 24 CFR Part 42 in connection with any activity assisted with funding under the Community Development Block Grant or HOME programs.

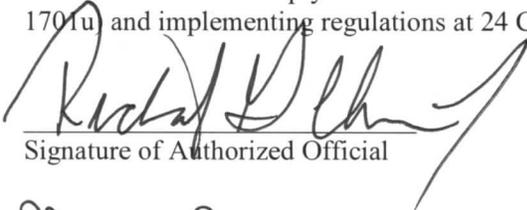
Anti-Lobbying --To the best of the jurisdiction's knowledge and belief:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of it, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement;
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, it will complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; and
3. It will require that the language of paragraph 1 and 2 of this anti-lobbying certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

Authority of Jurisdiction --The consolidated plan is authorized under State and local law (as applicable) and the jurisdiction possesses the legal authority to carry out the programs for which it is seeking funding, in accordance with applicable HUD regulations.

Consistency with plan --The housing activities to be undertaken with Community Development Block Grant, HOME, Emergency Solutions Grant, and Housing Opportunities for Persons With AIDS funds are consistent with the strategic plan in the jurisdiction's consolidated plan.

Section 3 -- It will comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) and implementing regulations at 24 CFR Part 135.


Signature of Authorized Official

7/16/19
Date

Mayor Pro Tem
Title

Specific Community Development Block Grant Certifications

The Entitlement Community certifies that:

Citizen Participation -- It is in full compliance and following a detailed citizen participation plan that satisfies the requirements of 24 CFR 91.105.

Community Development Plan -- Its consolidated plan identifies community development and housing needs and specifies both short-term and long-term community development objectives that have been developed in accordance with the primary objective of the CDBG program (i.e., the development of viable urban communities, by providing decent housing and expanding economic opportunities, primarily for persons of low and moderate income) and requirements of 24 CFR Parts 91 and 570.

Following a Plan -- It is following a current consolidated plan that has been approved by HUD.

Use of Funds -- It has complied with the following criteria:

1. Maximum Feasible Priority. With respect to activities expected to be assisted with CDBG funds, it has developed its Action Plan so as to give maximum feasible priority to activities which benefit low- and moderate-income families or aid in the prevention or elimination of slums or blight. The Action Plan may also include CDBG-assisted activities which the grantee certifies are designed to meet other community development needs having particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community, and other financial resources are not available (see Optional CDBG Certification).

2. Overall Benefit. The aggregate use of CDBG funds, including Section 108 guaranteed loans, during program year(s) 2017 - 2020 [a period specified by the grantee of one, two, or three specific consecutive program years], shall principally benefit persons of low and moderate income in a manner that ensures that at least 70 percent of the amount is expended for activities that benefit such persons during the designated period.

3. Special Assessments. It will not attempt to recover any capital costs of public improvements assisted with CDBG funds, including Section 108 loan guaranteed funds, by assessing any amount against properties owned and occupied by persons of low and moderate income, including any fee charged or assessment made as a condition of obtaining access to such public improvements.

However, if CDBG funds are used to pay the proportion of a fee or assessment that relates to the capital costs of public improvements (assisted in part with CDBG funds) financed from other revenue sources, an assessment or charge may be made against the property with respect to the public improvements financed by a source other than CDBG funds.

In addition, in the case of properties owned and occupied by moderate-income (not low-income) families, an assessment or charge may be made against the property for public improvements financed by a source other than CDBG funds if the jurisdiction certifies that it lacks CDBG funds to cover the assessment.

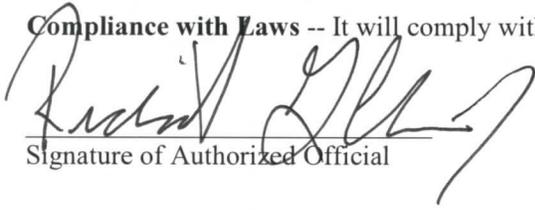
Excessive Force -- It has adopted and is enforcing:

1. A policy prohibiting the use of excessive force by law enforcement agencies within its jurisdiction against any individuals engaged in non-violent civil rights demonstrations; and
2. A policy of enforcing applicable State and local laws against physically barring entrance to or exit from a facility or location which is the subject of such non-violent civil rights demonstrations within its jurisdiction.

Compliance with Anti-discrimination laws -- The grant will be conducted and administered in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the Fair Housing Act (42 U.S.C. 3601-3619) and implementing regulations.

Lead-Based Paint -- Its activities concerning lead-based paint will comply with the requirements of 24 CFR Part 35, Subparts A, B, J, K and R.

Compliance with Laws -- It will comply with applicable laws.



Signature of Authorized Official

7-16-19
Date

Mayor Pro Tem
Title

4. Summary of Citizen Participation Process and consultation process

Summary from citizen participation section of plan.

The City of Oak Ridge recognizes the importance of citizen participation and includes it as a goal in the CDBG program. Citizens are informed of public hearings, Community Development workshops, City Council meetings and work sessions, and City sponsored activities throughout April's Fair Housing Month. Information about the CDBG program is also available on the City's website at: <http://www.oakridgetn.gov/department/CommDev/Planning-Division/CDBG-Program>.

The Annual Action Plan is the City's annual guide for the implementation of policies and programs that further HUD's national objectives for the CDBG program. CDBG funds can be used for a variety of activities to help low to moderate (L/M) income people and neighborhoods such as housing rehabilitation, providing public facilities, community services, infrastructure, transitional housing, economic development, code enforcement activities and the elimination of blight. The City of Oak Ridge Consolidated Plan for the years 2017-2020 was developed through a public participation process. The City held four public meetings in 2017 to receive comments and recommendations from citizens, non-profit agencies, faith-based organizations and city staff as follows: Municipal Bldg: Wednesday February 8 at 12:00 p.m. Wednesday February 8 at 5:30 p.m. Scarboro Ctr: Wednesday February 22 at 12:00 p.m. Wednesday February 22 at 5:30 p.m.

This Annual Action Plan is the third of three Annual Action Plans (AAP) during the Consolidated Plan period of 2017-2020. Each of the AAP's describe the City's intent for investing CDBG entitlement funds for the upcoming year. This annual plan was developed from the priorities established in the Consolidated Plan, along with a public participation process. The City held four public meetings, in 2019 as follows: Oak Ridge Municipal Building on Friday, February 1st from noon till 1:30 p.m. and then again from 4:00 p.m. till 5:30 p.m.

The second set of public meetings were held at: City of Oak Ridge Public Library on Monday, February 4th from noon till 1:30 p.m. and then again at the Scarboro Community Center Lobby Area from 4:00 p.m. till 5:30 p.m. There were sixteen (16) total citizens from all four public meetings that signed in and provided input on this year's annual action plan draft.

The 30-day comment period for the City of Oak Ridge CDBG Annual Action Plan (PY19/FY20) began on Wednesday, May 8th, 2019 ending on Friday, June 7th, 2019. A public hearing was held on Monday July 8, 2019 at 7:00 p.m. during the City of Oak Ridge Council meeting at the Oak Ridge Municipal Building. Copies of the DRAFT City of Oak Ridge CDBG Annual Action Plan was made available on May 8, 2019 online at: <http://www.oakridgetn.gov/department/CommDev/Planning-Division/CDBG-Program> CDBG, and were provided for physical review at the following locations: (1) City of Oak Ridge, Community Development Department, 200 S. Tulane Avenue; (2) City of Oak Ridge, City Clerk's Office, 200 S. Tulane Avenue; (3) Oak Ridge Public Library, 1400 Oak Ridge Turnpike; City of Oak Ridge Scarboro Center, 148 Carver Ave.

The use of 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities was advertised for the 30 day public comment period and public hearing.

The CDBG Online Survey for the PY19/FY20 Annual Action Plan can be found online at:

<https://www.surveymonkey.com/r/YSKN3B5> or you can click the hotlink "Take the 2019 CDBG Survey" on the sidebar section of the Community Development Homepage here: <http://www.oakridgetn.gov/department/CommDev/Home>

The Consolidated Plan, Annual Action Plan, (AAP) and Consolidated Annual Performance and Evaluation Report (CAPER) are available for download on the City's above listed website as well. City staff attempts to stay informed about programs funded through other sources, and makes every effort to inform community organizations of this information.

5. Summary of public comments

This could be a brief narrative summary or reference an attached document from the Citizen Participation section of the Con Plan

While there were not any general citizens present at any of the advertised **Consolidated Plan 2017-2020 public meetings**, citizen did provide feedback via fifteen received online surveys through the web based app “Survey Monkey®” as advertised on the City’s Community Development webpage: <https://www.surveymonkey.com/r/2017CDB>. Information from the HUD surveys can be found in the current Consolidated Plan. In summary, citizens rated abandoned, blighted and foreclosed residential/commercial properties being a problem as “very high.” Survey results revealed all respondents were residents of Oak Ridge who reported that they generally felt safe in their immediate neighborhoods. Youth Services, Services for Persons with Disabilities; Homeless Services and Domestic Violence ranked equally high in the level of need. Nearly all respondent were white females reporting they owned their primary residence and who have not looked for housing in the past five years. The majority of those not having or being persons with special needs in their households. Moderate issues noted from the received surveys included the need for traffic flow improvement and more development on Oak Ridge Turnpike properties. Comments received during the 30 Day Public Comment Period and City Council Public Hearing were generally factual corrections pertaining to TORCH and other non-substantive edits.

In preparing for the FY19/PY20 Annual Action Plan, there were sixteen (16) total citizens from all four public meetings that signed in and provided input on this year’s annual plan. Public input from these meetings came primarily from the Scarborough neighborhood meeting. Nearly all comments received focused on improved property maintenance service for elderly and low income. One letter was also received indicating a need for tree removal for elderly households. The online survey located at: <https://www.surveymonkey.com/r/YSKN3B5> received 4 responses from Oak Ridge resident senior males (2 white & 2 black). (As of July 8, 2019, there were four actual online completed surveys received). Comments received however, have indicated a continued desire to improve livability of target neighborhoods along with “highest need” more code enforcement activity to maintain current properties and expanded youth services. Other suggestions were to bring back rehabilitation of MDO homes programs, improve parks and recreation facilities and increase outreach efforts to inform citizens of city services. Comments received during the 30 day public comment period and City Council public hearing were minor factual points and typographical corrections which were non-substantive edits.

6. Summary of comments or views not accepted and the reasons for not accepting them.

Comments and requests that were not generally accepted were for similar Neighborhood Improvement Projects outside of the MDO and not within CDBG target areas.

7. Summary

In an effort to encourage more citizen participation in consultation process, the City produced public meeting notices in both Spanish and English. Used social media to notify citizens of scheduled events and sent notices to political candidates for next election year. The Community Development Department distributed notices to city employees and non-profit partners to include community organizations.

FIEDS

10A

Thursday, January 24, 2019

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classifieds.
865-482-1021



having claims, mature (2) or unmatured against Twelve (12) months the Estate are re- from the decedent's quired to file the same date of death. in triplicate with the Clerk and Master of All persons indebted the above named to the above Estate Court on or before the must come forward earlier of the dates and make proper set- prescribed in (1) or (2) tlement with the un-

Towers

*1 Bedroom Apartments for the Elderly,
Handicapped & Disabled persons*

865-482-6098

115 Fairbanks Road • Oak Ridge, TN 37830



CITY OF OAK RIDGE, TENNESSEE COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) NOTICE OF PUBLIC PARTICIPATION HEARINGS

for the PROPOSED CDBG PROGRAM (Annual Action Plan) FOR PY19/FY20 July 1, 2019 through June 30, 2020

The City of Oak Ridge will hold a public hearing to gain citizen input on the proposed program model for the CDBG Entitlement Program for the period of July 1, 2019 through June 30, 2020 (PY19/FY20) which is the third year of the City of Oak Ridge CDBG Consolidated Plan 2017-2020. Suggestions for potential use of CDBG Entitlement funds will be solicited, both verbally and in writing, from all interested parties. CDBG Entitlement funds appropriated for PY19/FY20 are estimated to be \$230,000.00. These funds must meet a HUD National Objective and benefit low/moderate income (LMI) individuals and/or areas.

Citizens are encouraged to attend the public hearings to provide suggestions to the City staff for uses of the CDBG Entitlement funds. If unable to attend the hearing, please submit written comments or provide survey submission online, no later than FEB 15, 2019.

The first set of public participation hearings will be held from noon to 1:30 p.m. and then again from 4:00 to 5:30 p.m. on Friday, February 1, 2019 and will be held at:

City of Oak Ridge Municipal Building Community Development Conference Room
200 S. Tulane Ave Oak Ridge, TN 37830

The second set of public participation hearings will be held on Monday, February 4, 2019 at:

Noon to 1:30 p.m. in the: City of Oak Ridge Public Library
1401 Oak Ridge Turnpike Oak Ridge, TN 37830 and again from

4:00 to 5:30 p.m. in the: City of Oak Ridge Scarboro Center lobby area
148 Carver Ave. Oak Ridge, TN 37830

The CDBG Online Survey for the PY19/FY20 Annual Action Plan can be found online at: <https://www.surveymonkey.com/r/YSKN3B5> or you can click the hotlink "Take the 2019 CDBG Survey" on the sidebar section of the Community Development Homepage here: <http://www.oakridgetn.gov/departments/CommDev/Home>

Written comments or questions should be directed to:

Matt Widner - City of Oak Ridge
Community Development Department
PO Box 1
Oak Ridge, TN 37831-0001
865-425-3584



Take the Survey

711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

THURSDAY

January 31, 2019

Volume 70, Issue 9

LOCAL HEARINGS

Comment on how to use grants for low income

BY BEN POUNDS bpounds@oakridger.com

A recent notice stated the city of Oak Ridge will be holding a hearing for the Community Development Block Grants entitlement program funds Friday and Monday, Feb. 1 and Feb. 4.

These funds, estimated at \$230,000 must be spent on what the notice calls "low to moderate income ... individuals and/or areas."

They must also meet a Housing and Urban Development objective.

The city will have two hearings in which citizens can comment on how they would like these funds to be spent. The hearings are set for noon to 1:30 p.m. and 4 to 5:30 p.m. on Friday, Feb. 1 at the Municipal Building Community Development Conference Room and from noon to 1:30 p.m. Monday, Feb. 4, at the Oak Ridge Public Library and from 4 until 5:30 p.m. Monday at the Scarboro Community Center lobby.

The city can also receive comments through a survey at

BY BEN POUNDS

Oak Ridge Director of Community Development priorities related program meeting When most important

'Ar



'Annie' c tion mee

BC

reac

Supplemental
Advertise
Public
Hearing
AAP 19-20

AAP PY19/FY20 1st Advertisement
30 Day Public Comment

EDS

10A

Tuesday, May 7, 2019

www.oakridger.com



U.S. Department of Housing and Urban Development (HUD)
Community Development Block Grant (CDBG) Entitlement Program for the City of Oak Ridge, Tennessee

NOTICE OF 30-DAY PUBLIC COMMENT PERIOD for the City of Oak Ridge

CDBG Annual Action Plan - CDBG Program Year (PY) 2019 / City of Oak Ridge Fiscal Year (FY) 2020

The Consolidated Plan for Housing and Community Development is a requirement of the 1990 National Affordable Housing Act and the Community Development Plan, for the U.S. Department of Housing and Urban Development (HUD). Such a plan is required of entitlement communities, which receive Community Development Block Grant (CDBG) funds under HUD's housing and service programs related to the needs of low and moderate-income persons. The development of the seventh City of Oak Ridge proposed Consolidated Plan took place during the six-month period of November 2016 through May 2017 and is being utilized for the three-year period of July 1, 2017 through June 30, 2020 (CDBG Program Years 2017, 2018 and 2019).

The third Annual Action Plan PY2019 / FY2020 of the current Consolidated Plan will be submitted to HUD at least forty-five days prior to August 16, 2019.

The Citizen Participation Plan included in the CDBG Consolidated Plan requires that interested parties have a 30-day period in which to review and comment upon the Proposed Annual Action Plan PY19/FY20 and any Substantial Amendments as well as at least one public hearing to be held. Any information received during the public comment period or at the public hearing will be attached to the submitted Annual Action Plan.

The 30-day comment period for the City of Oak Ridge CDBG Annual Action Plan (PY19/FY20) will begin on Wednesday, May 8, 2019 and end on Friday, June 7, 2019. A public hearing is to be held on Monday June 10, 2019 at 7:00 p.m. during the City of Oak Ridge Council meeting at the Oak Ridge Municipal Building. Copies of the proposed City of Oak Ridge CDBG Annual Action Plan will be available by May 8, 2019 online at: <http://www.oakridgetn.gov/departments/CommDev/Planning-Division/CDBG-Program> CDBG, and by contacting Matt Widner, 865-425-3584, mwidner@oakridgetn.gov for physical review at the following locations:

- City of Oak Ridge, Community Development Department, 200 S. Tulane Avenue
- City of Oak Ridge, City Clerk's Office, 200 S. Tulane Avenue
- Oak Ridge Public Library, 1400 Oak Ridge Turnpike
- City of Oak Ridge Scarboro Center, 148 Carver Ave

711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

PROPOSED CDBG ENTITLEMENT GRANT FUNDING ALLOCATION FOR PY2019/FY2020

City of Oak Ridge Programs:

Acquisition/Removal of Vacant Blighted Housing	\$ 10,000
Neighborhood Improvement Projects	\$ 165,000
Rehabilitation of MDO Homes	\$ 60,000
Grant Administration	\$ 4,094
Total	\$ 239,094.00

AAP FY19/FY20 2nd Advertisement
30 Day Public Comment

THURSDAY, JUNE 6, 2019

CLASSIFIEDS

up news to "mean news critical of Trump," rather

While the government has pressured Facebook, Google

and has a margin of sampling error of plus or minus 1.6 percentage points.



U.S. Department of Housing and Urban Development (HUD)
Community Development Block Grant (CDBG) Entitlement Program for the City of Oak Ridge, Tennessee

NOTICE OF 30-DAY PUBLIC COMMENT PERIOD
for the City of Oak Ridge

CDBG Annual Action Plan - CDBG Program Year (PY) 2019 / City of Oak Ridge Fiscal Year (FY) 2020

The Consolidated Plan for Housing and Community Development is a requirement of the 1990 National Affordable Housing Act and the Community Development Plan, for the U.S. Department of Housing and Urban Development (HUD). Such a plan is required of entitlement communities, which receive Community Development Block Grant (CDBG) funds under HUD's housing and service programs related to the needs of low and moderate-income persons. The development of the seventh City of Oak Ridge proposed Consolidated Plan took place during the six-month period of November 2016 through May 2017 and is being utilized for the three-year period of July 1, 2017 through June 30, 2020 (CDBG Program Years 2017, 2018 and 2019).

The third Annual Action Plan PY2019 / FY2020 of the current Consolidated Plan will be submitted to HUD at least forty-five days prior to August 16, 2019.

The Citizen Participation Plan included in the CDBG Consolidated Plan requires that interested parties have a 30-day period in which to review and comment upon the Proposed Annual Action Plan PY19/FY20 and any Substantial Amendments as well as at least one public hearing to be held. Any information received during the public comment period or at the public hearing will be attached to the submitted Annual Action Plan.

The 30-day comment period for the City of Oak Ridge CDBG Annual Action Plan (PY19/FY20) will begin on Wednesday, May 8, 2019 and end on Friday, June 7, 2019. The rescheduled public hearing is to be held on Monday July 8, 2019 at 7:00 p.m. during the City of Oak Ridge Council meeting at the Oak Ridge Municipal Building. Copies of the proposed City of Oak Ridge CDBG Annual Action Plan will be available by May 8, 2019 online at: <http://www.oakridgetn.gov/departments/CommDev/Planning-Division/CDBG-Program> CDBG, and by contacting Matt Widner, 865-425-3584, mwidner@oakridgetn.gov for physical review at the following locations:

- City of Oak Ridge, Community Development Department, 200 S. Tulane Avenue
- City of Oak Ridge, City Clerk's Office, 200 S. Tulane Avenue
- Oak Ridge Public Library, 1400 Oak Ridge Turnpike
- City of Oak Ridge Scarboro Center, 148 Carver Ave

711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

PROPOSED CDBG ENTITLEMENT GRANT FUNDING ALLOCATION FOR PY2019/FY2020

City of Oak Ridge Programs:	
Acquisition/Removal of Vacant Blighted Housing	\$ 10,000
Neighborhood Improvement Projects	\$ 165,000
Rehabilitation of MDO Homes	\$ 60,000
Grant Administration	\$ 4,094
Total	\$ 239,094.00

Fair Housing Activities (attachment)

Identified Impediments to Fair Housing with corresponding activities to address AI findings:

1. Lack of awareness and education about Fair Housing laws and the process for discrimination complaints

- a. The City permanently displays current HUD Fair Housing posters in both English and Spanish throughout the Municipal Building and other facilities that are frequently occupied by the public.
- b. The City Mayor publically announced and signed an annual FAIR HOUSING PROCLAMATION on 8 April 2019 at the City Council regular meeting.
- c. The Utility Business Office (UBO) displays scrolling digital media at the customer counter for the entire month of April to support awareness and City point of contact information.
- d. Throughout the month of April each year, the City prints Fair Housing information on the utility statement cards that is sent to all utility customers
- e. Every April, Oak Ridge City Schools promote and educate students on the meaning of Fair Housing and equal opportunity law.
- f. Public Notices for CDBG and other housing related programs are advertised in the local newspaper, social media and the City's official web page affirming non-discrimination against anyone based on race, color, sex, gender, religion, national origin, age, familial status, related medical condition or disability.
- g. Public comment and public meeting events are scheduled at variance times throughout the day to accommodate work/school schedules in both the municipal building and community centers located in minority populated neighborhoods. AAP PY19/FY20 – Public input meetings were held on Friday, February 1, 2019 from noon-1:30 pm and again from 4:00pm-5:30pm and then on Monday February 4, 2019 from noon-1:30pm at the O.R. Public Library and again from 4:00-5:30pm at the Scarboro Center. The 30-day comment period for the City of Oak Ridge CDBG Annual Action Plan (PY19/FY20) began on Weds, May 8, 2019 and ended on Monday, June 7, 2019. A public hearing was held on Monday July 8, 2019 at 7:00 p.m. during the City of Oak Ridge Council meeting at the Oak Ridge Municipal Building. The City has bi-lingual staff members that assists as required to translate documents and interpersonal contact with non-English speaking persons.
- h. The City's Board of Building and Housing Code Appeals (BBHCA) has been appointed to review Fair Housing complaints and work with the Oak Ridge Housing Authority along with other non-profit housing partners to ensure everyone is able to recognize and refer Fair Housing issues to the appropriate agency.
- i. City Community Development staff have engaged civic and neighborhood watch groups during FY19 to educate and receive feedback on numerous housing issues to include Fair Housing concerns.
- j. City Community Development staff participated in the first annual landlord summit hosted by Tennessee Valley Continuum of Care on Friday, May 19, 2017 at the Scarboro Community Center which discussed Fair Housing laws among other topics related to the rental property business.

2. Accessibility Issues for people with physical disabilities

- a. The City works with ADFAC to provide quality control inspections on Emergency Repair Program accessibility projects as well as the Oak Ridge Housing Authority renovations.
- b. Accessibility improvements were included in the new Main Street Mall mixed use residential/commercial development through plan review, permitting and inspection activities.

3. No transitional housing is available for individuals and families who are in emergency or crisis situations

- a. There is no shelter in Oak Ridge or Anderson County, but the City has partnered with Trinity Out-Reach Center of Hope (TORCH) to provide emergency solutions for transitional housing challenges.

4. No fixed public transportation options for citizens to access resources

- a. The City of Oak Ridge does not have a public transportation system but does contract with East Tennessee Human Resources Agency (ETHRA) Transportation Services to provide public transportation on a one time or scheduled reoccurring basis to anyone needing this service at a discounted rate. The City funds a taxi cab fare coupon for reduced cost of private transportation to eligible citizens.

PROCLAMATION

WHEREAS, each year since the enactment of the National Fair Housing Law, Title VIII of the Civil Rights Act of 1968, the Federal Government designates April, the anniversary month of said law, as "Fair Housing Month"; and

WHEREAS, because fair housing is consistent with the principle of equality and justice for all – a principle upon which our nation was founded – all of us should share in the fight to ensure that fair housing is a reality for all Americans; and

WHEREAS, fair housing is the policy of the City of Oak Ridge. On April 21, 1969, the Oak Ridge City Council adopted a Fair Housing Ordinance, which was one of the first of its kind in the State of Tennessee; and

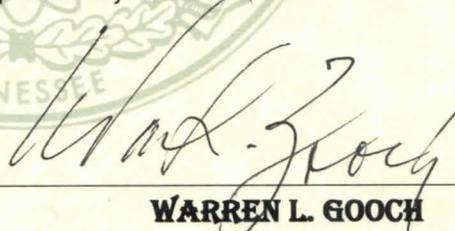
WHEREAS, implementation of that policy requires the continuing positive commitment, involvement, and support of each one of our citizens.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF OAK RIDGE, TENNESSEE, that the month of April, 2019 be proclaimed

FAIR HOUSING MONTH

in the City of Oak Ridge, Tennessee, and that all Oak Ridgers be urged to join in reaffirming the obligation and commitment to fair housing opportunities for all.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the Great Seal of the City of Oak Ridge to be affixed, this the 8th day of April in the year 2019.



WARREN L. GOOCH
MAYOR

PROCLAMATION

WHEREAS, National Community Development Week was created in 1986 to bring national attention to the Community Development Block Grant (CDBG) Program and later expanded to include the HOME Investment Partnerships (HOME) Program; and

WHEREAS, National Community Development Week provides the opportunity for communities to promote, educate and advocate on behalf of both programs; and

WHEREAS, since 1975, the CDBG Program has provided annual funding and flexibility to local communities to provide affordable housing, a suitable living environment and economic opportunities; and

WHEREAS, since 1992, the HOME Program has created and preserved affordable housing for countless low-income families; and

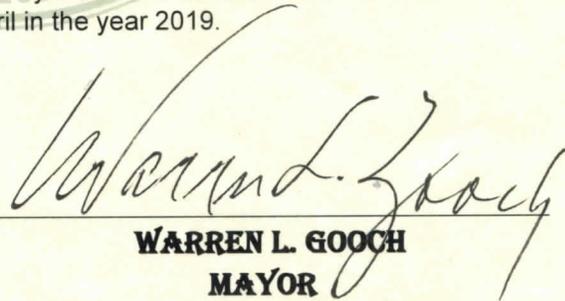
WHEREAS, National Community Development Week is designed to focus local as well as national attention on these vital programs and provides a united voice of support and education on the successes of the programs and their value to local communities.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF OAK RIDGE, TENNESSEE, that April 22-26, 2019 be proclaimed

COMMUNITY DEVELOPMENT WEEK

in the City of Oak Ridge, Tennessee, and that all citizens be encouraged to support these valuable programs that have made tremendous contributions to the viability of the housing stock, infrastructure, public services and the economic vitality of our community.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the Great Seal of the City of Oak Ridge to be affixed, this the 8th day of April in the year 2019.



WARREN L. GOOCH
MAYOR



711 for Telecommunications Relay Service

The Federal Communications Commission adopted use of the 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. For more information about the various types of TRS, see the FCC's consumer guide at www.fcc.gov/guides/telecommunications-relay-service-trs, or visit the website of our Disability Rights Office (DRO) at www.fcc.gov/disability.

Making TRS Calls

If you want to call someone using TRS, use your TTY or dial 711 on your telephone, and you will automatically be connected to a TRS operator. If you're a TRS user traveling out of state and want to make a call, there is no longer a need to learn the state's TRS provider's telephone number. Just dial 711. It's fast, functional and free.

The 711 code is not just for use by persons with disabilities. Both voice and TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember and dial a seven or ten-digit access number. For persons who have been using TRS for years, the convenience of dialing three digits is obvious.

711 dialing access does not work for Video Relay Service (VRS), Internet Protocol (IP) relay or IPCTS Relay calls, because such calls are initiated through the Internet. Hearing persons initiating a VRS or IP Relay call may do so by calling a provider's 800 number. IPCTS users just call their party directly, and a Communications Assistant (CA) is automatically connected to the call.

Dialing 711 from a Private Branch Exchange

FCC rules require all telephone companies (including wireline, wireless and payphone providers) that operate private branch exchanges (PBXs) to implement three-digit 711 dialing for access to TRS. A PBX is a private telephone system within an organization that switches calls between internal users and allows users to share a certain number of external phone lines. PBX operators are required to modify their equipment to enable 711 dialing to ensure that everyone benefits from abbreviated dialing and consumers have easy access to TRS.

Callers from locations served by PBXs may be required to dial 9 or another prefix before entering the 711 code or placing an outside call. The FCC encourages PBX operators to work with telephone companies and TRS providers to facilitate 711 dialing for users.

The FCC determined that providers of interconnected Voice over Internet Protocol (VoIP) service also must offer 711 abbreviated dialing.



911 and 711

Dialing 911 is the most familiar and effective way Americans have to find help in an emergency. The Americans with Disabilities Act (ADA) requires all Public Safety Answering Points (PSAPs) to provide direct, equal access to their emergency response services for people with disabilities who use TTYs or other devices. Therefore, in the event of an emergency, TTY users should call 911 directly and not make a TRS call via 711.

If you are unable to reach a TRS operator by dialing 711, you can file a complaint with the FCC. There is no charge for filing a complaint.

Filing a complaint

You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

Accessible formats

To request this article in an accessible format - braille, large print, Word or text document or audio - write or call us at the address or phone number at the bottom of the page, or send an email to fcc504@fcc.gov.

Last Reviewed 11/7/15

