

Appendix A: Citizen Participation Plan

MULTNOMAH COUNTY, CITY OF PORTLAND AND CITY OF GRESHAM

BUREAU OF HOUSING AND COMMUNITY DEVELOPMENT

I. OVERVIEW

This Citizen Participation Plan is a framework and process for public involvement. The goal is to involve all interested local citizens as planners, advisors, and partners in the development and implementation of the housing and community development programs of all the jurisdictions in the Portland Consortium: Multnomah County, the City of Gresham, and the City of Portland. The Plan focuses on public involvement in the Consolidated Plan process, because the Five-Year Consolidated Plan and Annual Action Plans, when approved by the County Commission and the City Councils of the Cities of Portland and Gresham, govern the allocation of federal funds. The Plan anticipates that each jurisdiction in the Portland Consortium for the Consolidated Plan (Portland Consortium) will have local jurisdiction-specific processes for local issues, and for selection of CDBG/HOME projects.

This Plan describes what the three jurisdictions will do to encourage public participation in the development and amendment of the Five-Year Consolidated Plan and Annual Action Plans, and in the review of their accomplishments. It describes how the jurisdictions will hold public meetings and hearings; provide notice and access to meetings and hearings; publish relevant information; provide access to information and records; provide an opportunity for public comment; offer technical assistance; and receive and process complaints.

This Plan recognizes that citizen participation is an integral component of the Five-Year Consolidated Plan effort. Participation by people who are low-income or who live in low- and moderate-income neighborhoods is especially important.

This Plan replaces all previous Citizen Participation Plans approved as part of the Consolidated Plan.

II. DEFINITIONS

ACTION PLAN

The Consolidated Plan Action Plan is an annual plan that describes how federal formula funds are going to be spent during the fiscal year to carry out the strategies set out in the Five-Year Consolidated Plan.

AREA MEDIAN INCOME

The area median income is the median income for the Portland Metropolitan Statistical Area. It is revised annually by HUD. Find it on BHCD's website, <http://www.portlandonline.com/shared/cfm/image.cfm?id=39714> or contact BHCD for this information. Contact information is listed at the end of this Plan.

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BLIGHTED AREA

A geographic area where infrastructure, commercial buildings, residences and/or economic activity are below standard.

BHCD

The City of Portland Bureau of Housing and Community Development. BHCD administers the following formula grants from HUD: CDBG, HOME, ESG, and HOPWA. BHCD also participates in the planning of a formula grant available through the Stewart B. McKinney Homeless Act and provides grant administration for housing and community development programs funded by the City of Portland's General Fund. BHCD is the lead agency in the Portland Consortium for the Consolidated Plan, and administers public participation activities unless otherwise specified.

CAPER

The Consolidated Annual Progress Report (CAPER) is an annual report required by HUD to document the jurisdictions' progress at implementing their Consolidated Plan Annual Action Plan and reaching the goals set in the Five-Year Consolidated Plan.

CDBG

Community Development Block Grant is a formula grant that HUD provides annually to BHCD, the City of Gresham, and Multnomah County to administer, subject to regulatory requirements. It can be used for a variety of housing and community development-related purposes. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

ESG

Emergency Shelter Grant is a formula grant that HUD provides annually to BHCD to administer for Portland and Multnomah County. It can be used for various activities addressing homelessness, subject to regulatory requirements. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

FEDERAL POVERTY LEVEL

The Federal Poverty Level roughly equates to 17% MFI. More information about the Federal Poverty Guidelines is available on the U.S. Department of Health and Human Services website: <http://aspe.hhs.gov/poverty/05poverty.shtml>.

FIVE YEAR CONSOLIDATED PLAN

The Consolidated Plan is a planning document required by HUD. It is intended to establish a unified vision for community development for a five-year period, and to set out coordinated

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strategies to achieve the three goals established for HUD by the U.S. Congress: (1) provide decent housing; (2) provide a suitable living environment; and (3) expand economic opportunities. It has certain required sections, including a Housing Market Analysis and a Housing Needs Assessment.

FORMULA GRANT

Federal formula grants include CDBG, HOME, ESG, HOPWA, and McKinney. They are awarded based on a formula that takes into account factors such as number of households in poverty, age of housing stock, population and economic growth, and in the case of HOPWA, the number of reported cases of people with AIDS in the metropolitan area. The U.S. Congress appropriates federal grants annually so grant amounts may vary from year to year. Each grant fund is subject to specific regulatory requirements.

GRESHAM CITY COUNCIL

Gresham's City Council is the elected body that has the ultimate responsibility for the implementation of the Consolidated Plan and all other City of Gresham housing and community development programs. Gresham's City Council has full budgetary authority over the Gresham Community and Economic Development Department (GCEDD) and must approve GCEDD's budget, including GCEDD's allocation of HUD funds.

Gresham Community and Economic Development Department

The City of Gresham Community and Economic Development Department (GCEDD) administers the following formula grants from HUD: CDBG and HOME. GCEDD also participates in the planning of a formula grant available through the Stewart B. McKinney Homeless Act and provides grant administration for housing and community development programs funded by the City of Gresham's General Fund.

GRESHAM COMMUNITY DEVELOPMENT AND HOUSING COMMITTEE

The City of Gresham Community Development & Housing Committee (CDHC) is a volunteer citizen advisory committee that has primary responsibility for citizen participation, and provides guidance to the Gresham City Council on policy related to community development and housing for low, very low and extremely low income persons. The CDHC also participates in establishing the criteria for competitive RFP processes, and recommends projects to be funded with federal CDBG/HOME funds.

The CDHC consists of seven to eleven members, appointed by the Mayor with the approval of the Council. The members represent a broad spectrum of the population including low, very low and extremely low income residents, residents of pre-qualified areas, minorities, persons associated with neighborhood organizations, agencies, religious organizations, and persons affiliated with the industrial, real estate or financial sectors, and a nonvoting student liaison. Members serve for staggered three-year terms.

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Gresham maintains a mailing list of persons/organizations interested in the CDBG/HOME programs. Names are added upon request. An “Agenda only”, or “Full Packet” (agenda, minutes, and current work items) may be requested. This list is updated by the CDHC and Gresham staff on an annual basis.

1. Agendas, or packets are distributed to persons/organizations on the mailing list the week prior to the meeting.
2. Gresham will send agenda or packets to neighborhood associations, Gresham representatives on the Housing and Community Development Commission and to interested non-profits and individuals on the mailing list.

HOUSING AUTHORITY OF PORTLAND (HAP)

The Housing Authority of Portland is the local public housing authority. It was designated a moving-to-work agency in 1999 and is not required to file a Public Housing Authority plan.

HOME

HOME is a formula grant that HUD provides annually to BHCD to administer on behalf of the HOME Consortium, which includes Multnomah County and Gresham. It can be used for a variety of housing development-related purposes, subject to regulatory requirements. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA)

Housing Opportunities for Persons With Aids is a formula grant that HUD provides annually to BHCD to administer on behalf of a seven-county Expanded Metropolitan Service Area (EMSA), including Multnomah, Washington, Clackamas, Columbia, and Yamhill Counties in Oregon and Clark and Skamania Counties in Washington. It can be used for a variety of housing and services for people living with HIV and their families. The HOPWA formula reflects, among other factors, the number of reported cases of people with AIDS in the EMSA. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

HUD

The U.S. Department of Housing and Urban Development is the federal agency charged with making grants of CDBG, HOME, ESG, HOPWA, and McKinney funds.

LOW-INCOME HOUSEHOLD (DEFINED BY CONGRESS)

A low-income household has household income that is 50% or less of the area median income for a household of its size. HUD sets the area median income each year by publishing a table that shows median incomes for households of different sizes. For example, in 2005, the median income for a four-person household was \$67,900. A low-income four person household had income below \$33,950. Find the area median income table on BHCD’s website:

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[LINK](#) or contact BHCD for this information. Contact information is listed at the end of this Plan.

LOW- AND MODERATE-INCOME NEIGHBORHOODS

A low- and moderate-income neighborhood is a geographic area where more than 51% of the households have incomes that are 80% or below the area median income published annually by HUD. Find a list of low-income neighborhoods on BHCD's website, [LINK](#) or contact BHCD for this information. Contact information is listed at the end of this Plan.

McKinney Grant Funds

McKinney funds are a formula grant available through the Stewart B. McKinney Homeless Act. All three jurisdictions in the Portland Consortium participates in the planning of the annual McKinney application. The application may also include a request for additional federal funds that are awarded through a competitive process. McKinney funds may be used for a variety of housing and services for people experiencing homelessness, subject to regulatory requirements. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

MODERATE-INCOME HOUSEHOLD

A moderate-income household has household income that is 80% or less of the area median income for a household of its size. HUD sets the area median income each year by publishing a table that shows median incomes for households of different sizes. For example, in 2004, the median income for a four-person household was \$67,900. A moderate-income four-person household had income below \$54,300. Find the area median income table on BHCD's website, [LINK](#) or contact BHCD for this information. Contact information is listed at the end of this Plan.

MULTNOMAH COUNTY COMMISSION

The Multnomah County Commission is the elected body that has the ultimate responsibility for the implementation of the Consolidated Plan and all other Multnomah County Portland housing and community development, social service, and anti-poverty programs. The Multnomah County Commission has full budgetary authority over all of Multnomah County's Departments and must approve their budgets, including the allocation of HUD funds.

POLICY ADVISORY BOARD OF MULTNOMAH COUNTY

The Policy Advisory Board (PAB) of Multnomah County is made up of representatives from each of the five participating cities of Fairview, Maywood Park, Troutdale, Wood Village and Lake Oswego (a small section of Lake Oswego is located in Multnomah County and has been included since program inception). All PAB meetings are open to the public. The PAB establishes the criteria for competitive RFP processes, and recommends projects to be funded with federal housing and community development funds in Multnomah County.

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PORTLAND CITY COUNCIL

Portland's City Council is the elected body that has the ultimate responsibility for the implementation of the Consolidated Plan and all other City of Portland housing and community development programs. Portland City Council has full budgetary authority over BHCD and must approve BHCD's budget, including BHCD's allocation of HUD funds.

Portland Consortium for the Consolidated Plan

The Portland Consortium for the Consolidated Plan (Portland Consortium) includes the City of Gresham, the City of Portland, and Multnomah County, Oregon. By agreement of the jurisdictions, BHCD is the lead agency in the Portland Consortium, and administers public participation activities unless otherwise specified.

REGULATORY REQUIREMENTS

Regulatory requirements include both statutory and administrative rule provisions that govern how each formula fund can be spent. Typical regulatory requirements limit the type of activities that can be funded; cap the amount that may be spent on planning, administration, and public services; and specify the populations that may be served. For information about the regulatory requirements for a specific formula fund, contact BHCD. Contact information is listed at the end of this Plan.

IV. UPDATING OF THE CITIZEN PARTICIPATION PLAN

The Citizen Participation Plan will be reviewed at least every five years to ensure that it is meeting the goal of involving citizens in the development and implementation of the Portland Consortium's housing and community development programs.

III. CITIZEN PARTICIPATION STRUCTURE

A. Housing and Community Development Commission (HCDC)

The HCDC is an interjurisdictional commission made up of 15 citizens: nine appointed by the Portland City Council, three by the Multnomah County Board of Commissioners, and three by Gresham City Council. HCDC members are expected to provide a balanced citizen-based perspective that includes knowledge and expertise in housing development, finance, management, social services, community affairs, and consumer interests. In making appointments jurisdictions also take into account the income, racial, ethnic and cultural diversity of the community. The HCDC focuses on broader policy and allocation issues that have county-wide or regional significance.

In addition to serving as the primary public forum for discussion of affordable housing and community development issues, HCDC is expected to:

- Provide policy advice to Cities of Portland and Gresham, and Multnomah County on housing and community development policies

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- Recommend the allocation of federal funds and other flexible funds that relate to housing
- Increase efficiency and effectiveness of the housing delivery system by providing coordination among diverse public agencies

HCDC members serve a term of three years. HCDC meetings are held on the first Wednesday of the month, September through July, at 5:30 p.m. Meetings are usually held in the Multnomah Building, first floor Board Room, a wheelchair accessible location. In addition to regular monthly meetings of the full commission, HCDC has committees or ad hoc groups that work on special projects. Committees have both HCDC and non-HCDC members. Find out more about HCDC at BHCD's website: www.portlandonline.com/bhcd or contact BHCD. Contact information is listed at the end of this Plan.

B. Office of Neighborhood Involvement

BHCD, as the lead jurisdiction in the Portland Consortium, will coordinate its citizen participation efforts with the Office of Neighborhood Involvement (ONI). ONI is responsible for maintaining an up-to-date address and e-mail list for recognized neighborhood representatives and broadcasts public notices to a broad array of individuals and organizations. BHCD will use ONI's web-based notification system for notices related to the Five-Year Consolidated Plan and the Action Plans. This system allows people in areas affected by proposals to receive timely notice.

C. Community/Neighborhood Plans

Portland's Bureau of Planning is responsible for developing community and neighborhood plans for the City of Portland. Gresham's Bureau of Community and Economic Development performs these and other functions. The Cities of Fairview, Wood Village, and the other unincorporated areas of Multnomah County also perform these functions. The jurisdictions in the Portland Consortium encourage the involvement of low-income individuals in community and neighborhood planning efforts. The jurisdictions will consult adopted community and neighborhood plans as it develops their housing and community development programs. Not all neighborhoods needs or strategies can be met through HUD formula funding because of regulatory requirements. To the extent that community and neighborhood plans prioritize activities that are eligible for HUD funding and serve national objectives, the jurisdictions will consider funding those activities.

D. Competitive Allocation Panels

When the jurisdictions sponsor competitive grant programs, they will ensure that citizens are involved in developing criteria and recommending funding awards. For all competitive allocation panels, the jurisdictions will ensure that low-income citizens and/or interests are represented.

- **Portland-specific provisions:** If a competitive grant program within Portland is geographically based, BHCD will recruit citizens that reflect the diversity of the

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specific geographic area to serve on an allocation panel.

- **Gresham-specific provisions:** In carrying out community development programs, the City of Gresham contracts with organizations and agencies that carry out activities in its neighborhoods and small cities. It is Gresham's expectation that contractors will consult with neighborhood associations and other community groups as necessary prior to undertaking activities.
- **Multnomah County-specific provisions:** In carrying out community development programs, Multnomah County contracts with organizations and agencies that carry out activities in its neighborhoods and small cities. It is Multnomah County's expectation that contractors will consult with neighborhood associations and other community groups as necessary prior to undertaking activities.

G. Special Committees

Any jurisdiction or public agency may create specific task-oriented ad hoc committees time to time to focus on specific issues. For example, in FY 2003-2004, the Portland City Council and Multnomah County Commission convened a Regional Blue Ribbon Committee on New Housing Resource Development and a Citizen's Commission on Homelessness. Find out more about these committees on BHCD's website: www.portlandonline.com/bhcd or contact BHCD. Contact information is listed at the end of this Plan.

H. Other Citizen Commissions and Organizations

All of the jurisdictions have a commitment to citizen participation and involvement as evidenced by their appointment of citizens to numerous boards and commissions. As much as possible, the jurisdictions will identify boards and commissions with common interests and solicit their input before making a substantial change in policy or programs. The jurisdictions will not consult with every Board and Commission on every issue, but will seek input from citizens who may be involved in related policy or program development.

IV. PUBLIC MEETINGS AND HEARINGS RELATED TO THE DEVELOPMENT OF THE FIVE-YEAR CONSOLIDATED PLAN/ANNUAL ACTION PLAN

The jurisdictions will encourage participation by low- and moderate-income persons living in blighted areas, where CDBG funds are to be used, and in low/moderate-income areas by:

- Holding community meetings sponsored by HCDC, BHCD, or the CDHC at locations served by public transit
- Consulting with lay advisory groups through staff contacts
- Consulting with service providers that serve community residents

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- Providing technical assistance to groups representing low/moderate-income persons to assist them in developing proposals for use of funds
- Using the ONI network of neighborhood associations and its web-based notification system

The jurisdictions may conduct surveys and focus groups as needed.

The jurisdictions will encourage participation by minorities and non-English speaking persons by:

- Making translation services available at hearings upon request. To arrange the service, please contact BHCD at least 7 days in advance, see contact information listed at the end of the Plan
- Conducting meetings in areas of minority concentration as identified by maps, updated with census data
- Publishing public hearing notices in non-legal sections of ethnic publications. The jurisdictions may select ethnic publications reasonably circulated to reach people who might or will benefit from public funds, but the jurisdictions need not advertise in every ethnic publication

The jurisdictions may broadcast information about meetings on ethnic radio or TV stations.

The jurisdictions may conduct meeting in languages other than English.

The jurisdictions may publish meeting notices in languages other than English.

The jurisdictions will encourage participation by public and assisted housing residents by:

- Consultations with HAP resident advisory board
- Inviting them to attend community meetings sponsored by HCDC, the jurisdictions or HAP

The jurisdictions may hold focus groups

When HAP is no longer a Moving-to-Work jurisdiction, the jurisdictions will provide information to HAP about activities related to its development by:

- Consultations with HAP management and resident advisory boards prior to undertaking and during activities that will have an impact on HAP residents.
- Ensuring coordination and consistency with capital improvement schedules in HAP plans
- Convening information meetings with affected HAP residents
- Providing opportunities for affect HAP residents to comment on proposed activities.

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The jurisdictions will make the citizen participation plan accessible to person with disabilities upon request by:

- Providing large print editions for visually impaired persons
- Ensuring that public inspection copies are placed in locations accessible to persons with mobility limitations
- Making "signing" translators available at hearings upon request. To arrange this service, please contact the jurisdiction at least 7 days prior to the hearing. Contact information is at the end of this Plan

The jurisdictions will publicize the expected assistance, and the activities to be undertaken, including the amount benefiting low/moderate-income persons, by:

- Publishing a notice in the Oregonian and selected ethnic publications of the availability of a summary and the text of the Consolidated Plan and annual Action Plans on-line or, by request, in hard copy
- Posting a summary and the text of the Consolidated Plan and annual Action Plans on BHCD's website
- E-mailing a summary and/or the text of the Consolidated Plan and annual Action Plans to interested stakeholders, community groups and other parties that have requested to be so notified
- Having copies of the Consolidated Plan and annual Action Plan available at the BHCD and CCED office for distribution to the public free of charge
- Placing copies of the Consolidated Plan and annual Action Plan in public libraries and other public places

The jurisdictions will receive and consider public comments by:

- Providing at least a 30 day period for public comments
- Providing for at least two public hearings during the program year, one during development of the Consolidated Plan and/or annual Action Plan. A hearing on community needs will be held in the fall and a hearing on priorities will be held in the winter before HCDC. A hearing on the draft plan will be held in the spring before HCDC. Additional hearings may be held
- Find out the dates of HCDC hearings on BHCD's website: www.portlandonline.com/bhcd or contact BHCD. Contact information for all jurisdictions is included at the end of this Plan
- Including the name and mailing address of a contact person for public comments in hearing notices

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- Posting the name and e-mail address of a contact person for public comments on BHCD's website
- Attaching a summary of public comments to the Consolidated Plan and annual Action Plan along with the City's responses

V. PUBLIC MEETINGS AND HEARINGS RELATED TO SUBSTANTIAL AMENDMENTS TO THE FIVE-YEAR CONSOLIDATED PLAN/ANNUAL ACTION PLAN

A substantial amendment to an Annual Action Plan is defined as: (a) changing the amount budgeted for a project by 25%, plus or minus (unless a minus is merely the result of an underrun); (b) changing the purpose, scope, location, or intended beneficiaries or canceling or adding a new project. A minor change in location is not a substantial amendment, if the purpose, scope and intended beneficiaries remain essentially the same. Also, if capital dollars are simply used for a different portion of the project (e.g. rehabilitation rather than acquisition) this does not constitute a substantial change. A change from one eligible activity to another constitutes a substantial amendment.

The jurisdictions will process amendments and substantial amendments to the Consolidated Plan and annual Action Plan by:

- Publishing a summary of the substantial amendment in the Oregonian and selected ethnic publications
- Posting a summary of the substantial amendment on the jurisdiction's website
- Having copies of the summary and/or text of the substantial amendment available at the jurisdiction's office for distribution to the public free of charge
- E-mailing a summary and/or the text of the substantial amendment to interested stakeholders, community groups and other parties that have requested to be so notified

The jurisdictions will receive and consider public comments on substantial amendments by:

- Providing for a 30 day public inspection/comment period for substantial amendments
- Including the name, e-mail, and mailing address of a contact person for public comments in hearing notices
- Posting the name and e-mail address of a contact person for public comments on the jurisdiction's website
- Attaching a summary of public comments to the substantial amendment along with the jurisdiction's responses

Amendments and substantial changes to the use of ESG and HOPWA funds may require

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review by other planning bodies since eligible activities and recipients are county-wide (ESG) or multi-county (HOPWA).

VI. PUBLIC MEETINGS AND HEARINGS RELATED TO PERFORMANCE REPORTS

The jurisdictions will provide reasonable notice of performance reports to the public by:

- Providing a 15 day public comment period for performance reports
- Publishing a notice in the Oregonian of the availability of a summary and the text of the performance report on-line or by request, in hard copy. Contact information is included at the end of this Plan
- Posting a summary and/or the text of the performance report on the jurisdiction's website
- E-mailing a summary and/or the text of the performance report to interested stakeholders, community groups and other parties that have requested to be so notified
- Having copies of the performance report available at the jurisdiction's office for distribution to the public free of charge

The jurisdictions will receive and consider public comments on performance reports by:

- Holding a public hearing to provide additional opportunity for public comment on performance reports
- Including the name and mailing address of a contact person for public comments in hearing notices
- Posting the name and e-mail address of a contact person for public comments on the jurisdiction's website
- Attaching a summary of public comments to the performance reports along with the jurisdiction's responses

VII. PUBLIC HEARINGS

The jurisdictions will handle public hearings and provide reasonable notice to citizens by:

- Publishing a notice of public hearings in the Oregonian and a selection of ethnic publications reasonably calculated to reach people who might or will benefit from public funds at least 15 days in advance of the hearing
- Including a statement in the notice that the purpose of the public hearing is to address housing and community development needs, to establish priorities, or to review development of proposed activities and program performance, whichever is appropriate

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- Holding hearings at a time and place that may be reached by public transportation and is convenient to people who might or will benefit from public funds, including people with disabilities and minorities
- Providing for accommodation of disabled persons at hearings
- Making "signing" translators available at hearings upon request. To arrange this service, please contact BHCD or the jurisdiction sponsoring the hearing at least 7 days prior to the hearing. Contact information is listed at the end of this Plan
- Holding hearings in locations that are accessible to people with disabilities
- Accommodating non-English speaking persons at hearings by providing translator services with reasonable advance notice. To arrange this service, please contact BHCD or the jurisdiction sponsoring the hearing at least seven days prior to the hearing. Contact information is listed at the end of this Plan
- Allowing citizens to register comments by letter, e-mail, or phone

VIII. MINIMIZATION OF DISPLACEMENT

The jurisdictions will minimize displacement of persons as a result of activities assisted with CDBG funds by:

- Committing to implement activities so as to minimize displacement of persons and businesses
- Developing and implementing an anti-displacement strategy
- Providing information as to how and when displacement assistance is to be made available

IX. ACCESS TO PUBLIC RECORDS

Each jurisdiction shall ensure full public access to program information provided such information does not infringe upon any individual's rights. Upon request and given reasonable time to respond to requests, information will be available during normal working hours, 8:00 a.m.-5:00 p.m., Monday through Friday, at each jurisdiction. Contact information is listed at the end of this Plan.

The jurisdictions will ensure that adopted consolidated plans, annual Action Plan substantial changes, performance reports and other program records will be available to the public by:

- Posting electronic copies of the current, adopted consolidated plan, including substantial amendments and performance reports on BHCD's website
- Keeping spare hard copies of current, adopted consolidated plans, action plans and performance reports that can be distributed free of charge to interested parties upon

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request

- Providing copies of federal regulations, records of meetings and hearings, and audit reports upon request. Records will be maintained for five (5) years
- Allowing citizens, public agencies and interested parties access to records relating to the consolidated plan and use of funds during the current year and the preceding 5 years
- Making reference copies of the Citizen Participation Plan, the Five-Year Consolidated Plan, the Annual Action Plans, and any performance reports available at County libraries

X. COMPLAINT PROCEDURE

For Portland: Complaints, inquiries, and other grievances related to the housing and community development program of the City of Portland can be made by writing, e-mailing, or telephoning to the Bureau of Housing and Community Development. Bureau staff will make every effort to provide a substantive written response to every written citizen complaint within 15 days of its receipt.

For Gresham: Complaints, inquiries, and other grievances related to the housing and community development program of the City of Gresham can be made by writing, e-mailing, or telephoning to the Gresham Community and Economic Development Department. GCEDD staff will make every effort to provide a substantive written response to every written citizen complaint within 15 days of its receipt.

For Multnomah County: Complaints, inquiries, and other grievances related to the housing and community development program of Multnomah County can be made by writing, e-mailing, or telephoning to the Office of the Chair. The Chair's staff will make every effort to provide a substantive written response to every written citizen complaint within 15 days of its receipt.

XI. TECHNICAL ASSISTANCE

The jurisdictions will provide technical assistance as appropriate to groups representative of persons of low and moderate-income that request such assistance for the preparation of grant applications to the jurisdictions or to HUD. Technical assistance may consist of workshops, one on one assistance, or information and referral. The jurisdictions' provision of technical assistance does not include the preparation of grant applications for individuals or organizations. The jurisdictions' provision of technical assistance will be limited by funds and staff availability.

When any of the jurisdictions initiates a request for proposals, it will provide a pre-application or bidders workshop to ensure that all organizations are aware of the opportunities and limits of the funding source.

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XII. PUBLIC MEETING LAW

All jurisdictions will comply with Oregon Public Meeting statute, ORS192.610.

XIII. CONTACT INFORMATION

CITY OF PORTLAND BUREAU OF HOUSING AND COMMUNITY DEVELOPMENT

421 SW 6th Ave, Suite 1100

Portland, OR 97204

(503) 823-2375

(503) 823-2387

TDD (503) 823-6868

bchdinfo@ci.portland.or.us

<http://www.portlandonline.com/bhcd>

Policy, Planning and Communications Manager: Beth Kaye, bkaye@ci.portland.or.us

Director: William L. White, wwhite@ci.portland.or.us

GRESHAM COMMUNITY AND ECONOMIC DEVELOPMENT DEPARTMENT

1333 NW Eastman Parkway

Gresham, Oregon 97030

(503) 618-2504

<http://www.ci.gresham.or.us/departments/cedd>

Community Development Manager: Karen Barton, karen.barton@ci.gresham.or.us

Director: Ed Gallagher, ed.gallagher@ci.gresham.or.us

MULTNOMAH COUNTY COMMUNITY DEVELOPMENT COORDINATOR

421 SW Oak St. Suite 200

Portland OR 97204

503-988-6295

Community Development Manager: Carol Cade, carol.j.cade@co.multnomah.or.us

Director: Lorenzo Poe, lorenzo.t.poe@co.multnomah.or.us

