

2025-2029 Consolidated Plan

Appendix A

Survey Results

Springfield 2025-2029 Consolidated Plan Survey

1108 Responses – English Survey

90 Responses – Spanish Survey

Open from 11/22/2024-12/31/2024

Respondents

Age Distribution		
Under 18 0.20%	25-64 79.01%	65 years or older 17.73%
18-24 3.05%		

- 83.23% live in Springfield
- 52.29% identify as White
- 22.50% identify as Black
- 1.77% identify as Asian
- 23.44% identify as other races
- 34.06% identify as Hispanic/Latino

Current Living Situation
<ul style="list-style-type: none"> • Rent 33.59% • Own 52.89%

Annual Household Income				
22.67% Under \$25,000	15.84% \$25,000-\$39,999	19.50% \$40,000-\$59,999	13.56% \$60,000-\$79,999	9.11% \$80,000-\$99,999
				19.31% Over \$100,000

Spanish Survey Respondents

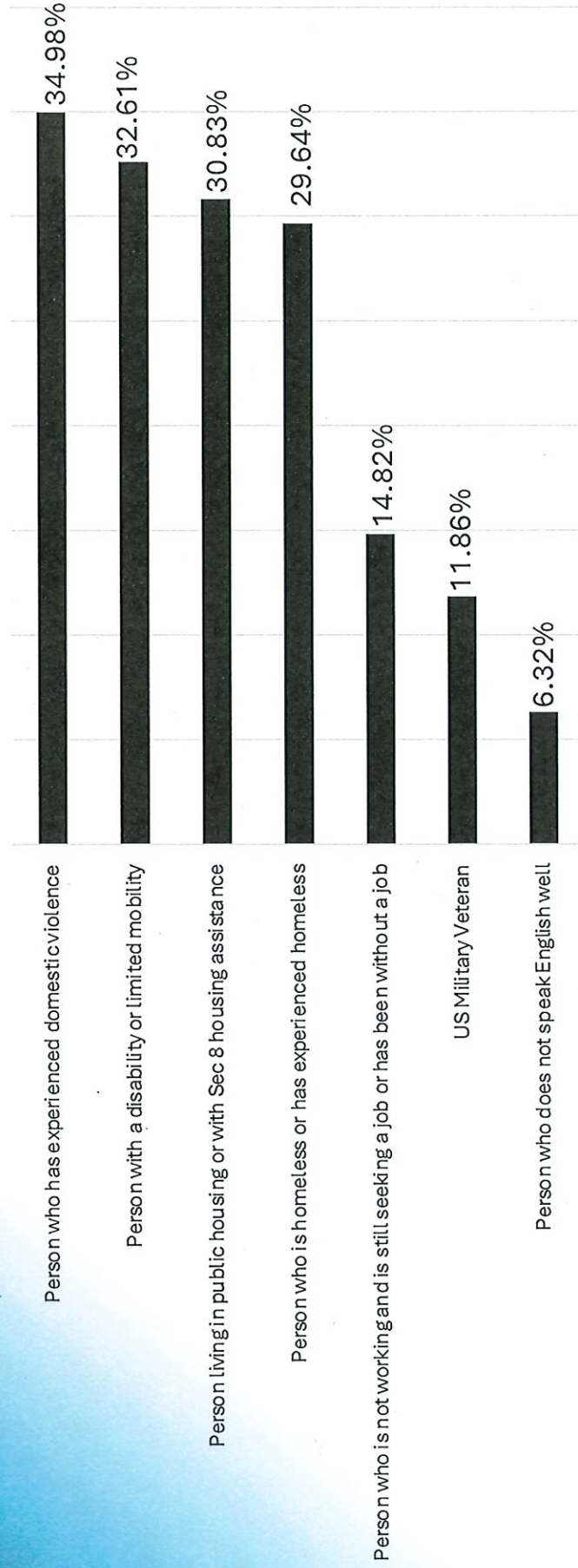
- 95.45% live in Springfield
- 31.58% identify as White
- 6.58% identify as Black
- 61.85% identify as other races
- 100% identify as Hispanic/Latino

Age Distribution		
Under 18 1.19%	25-64 73.81%	65 years or older 25.00%
18-24 0%		

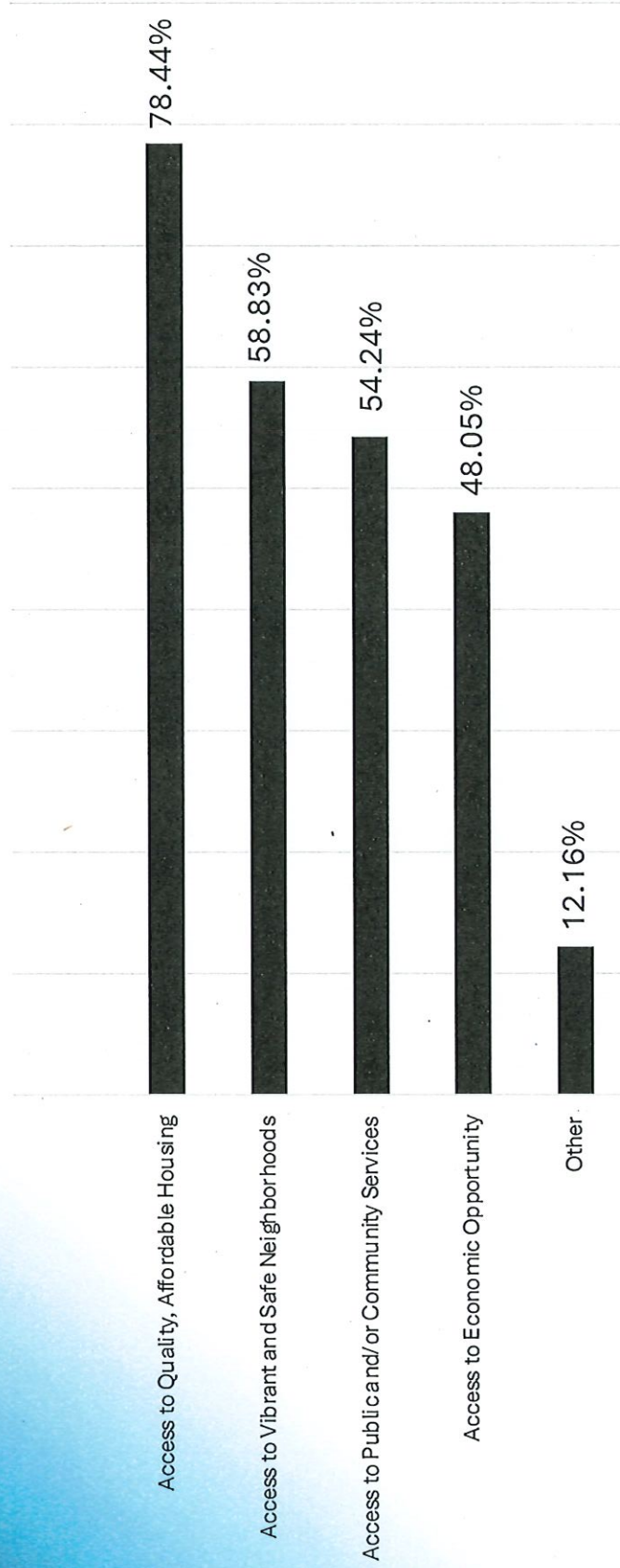
Current Living Situation
<ul style="list-style-type: none"> • Rent 56.47% • Own 21.18%

Annual Household Income				
55.29% Under \$25,000	17.65% \$25,000-\$39,999	15.29% \$40,000-\$59,999	5.88% \$60,000-\$79,999	3.53% \$80,000-\$99,999
				2.35% Over \$100,000

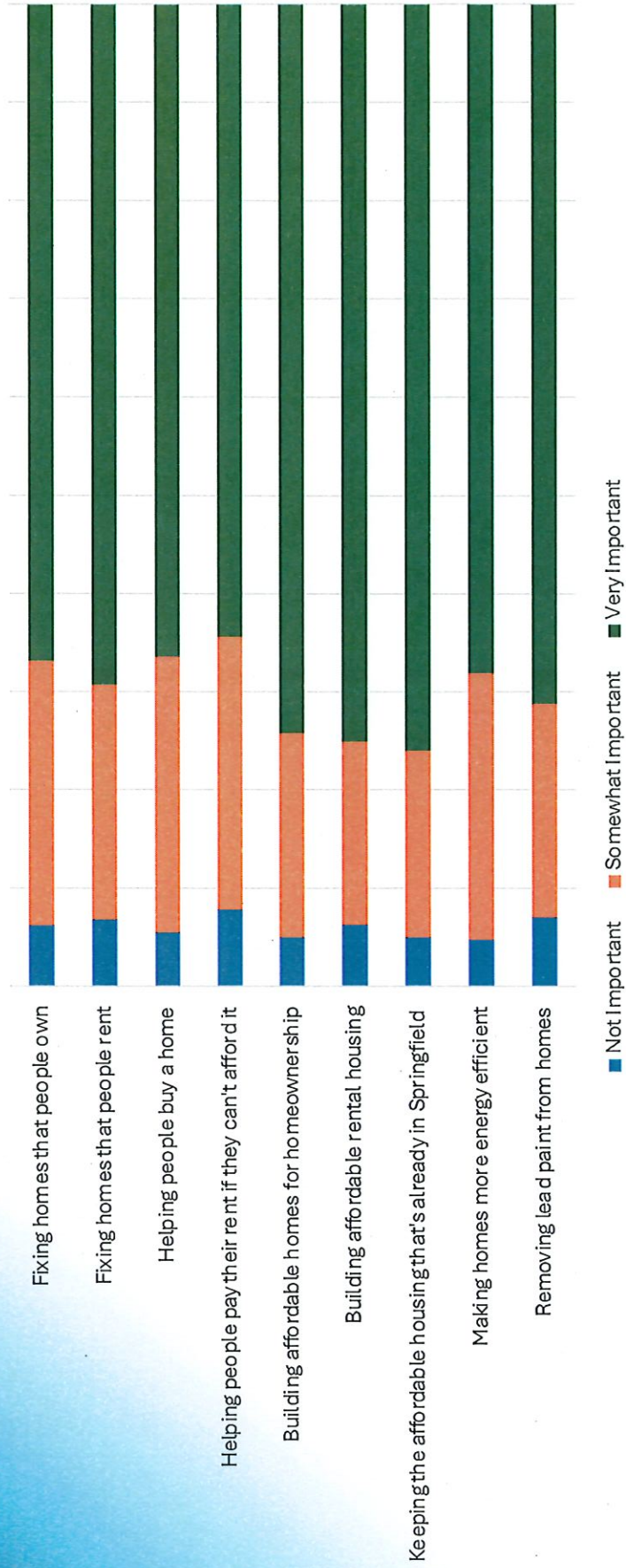
Respondent Identities



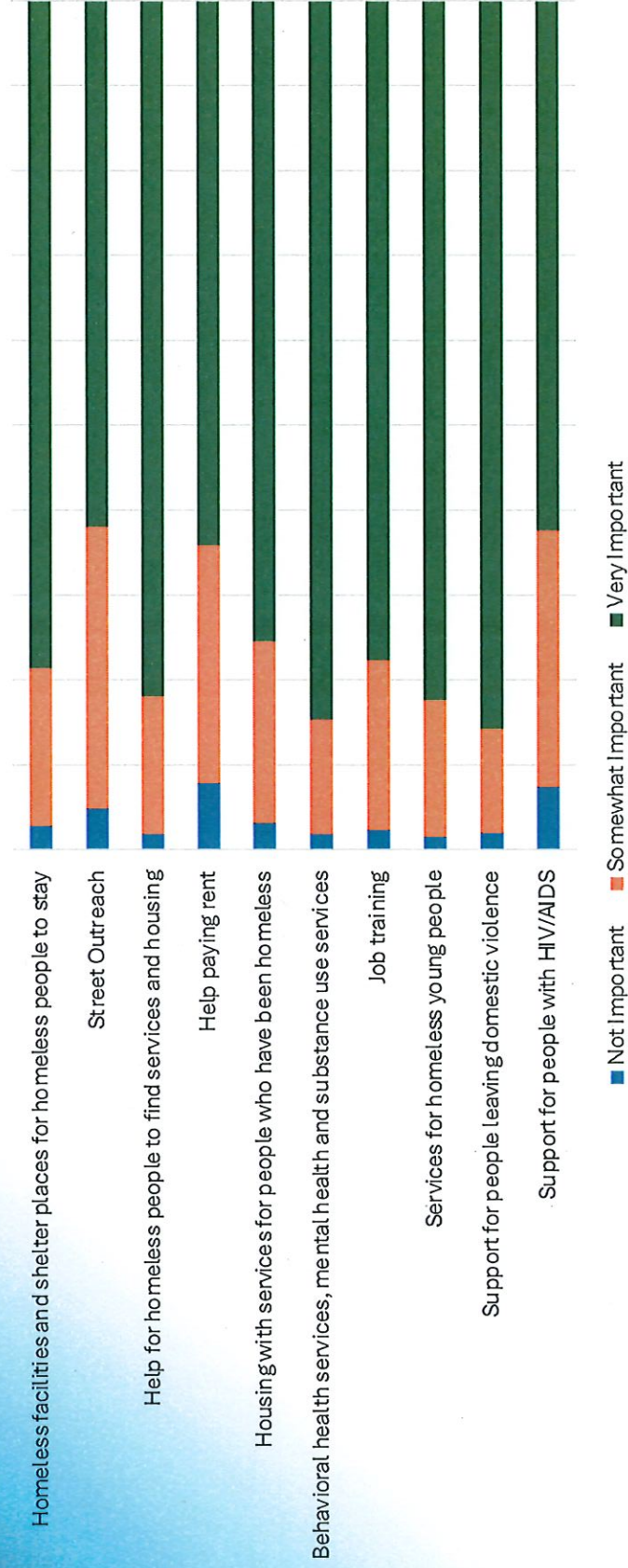
Community Development Challenges



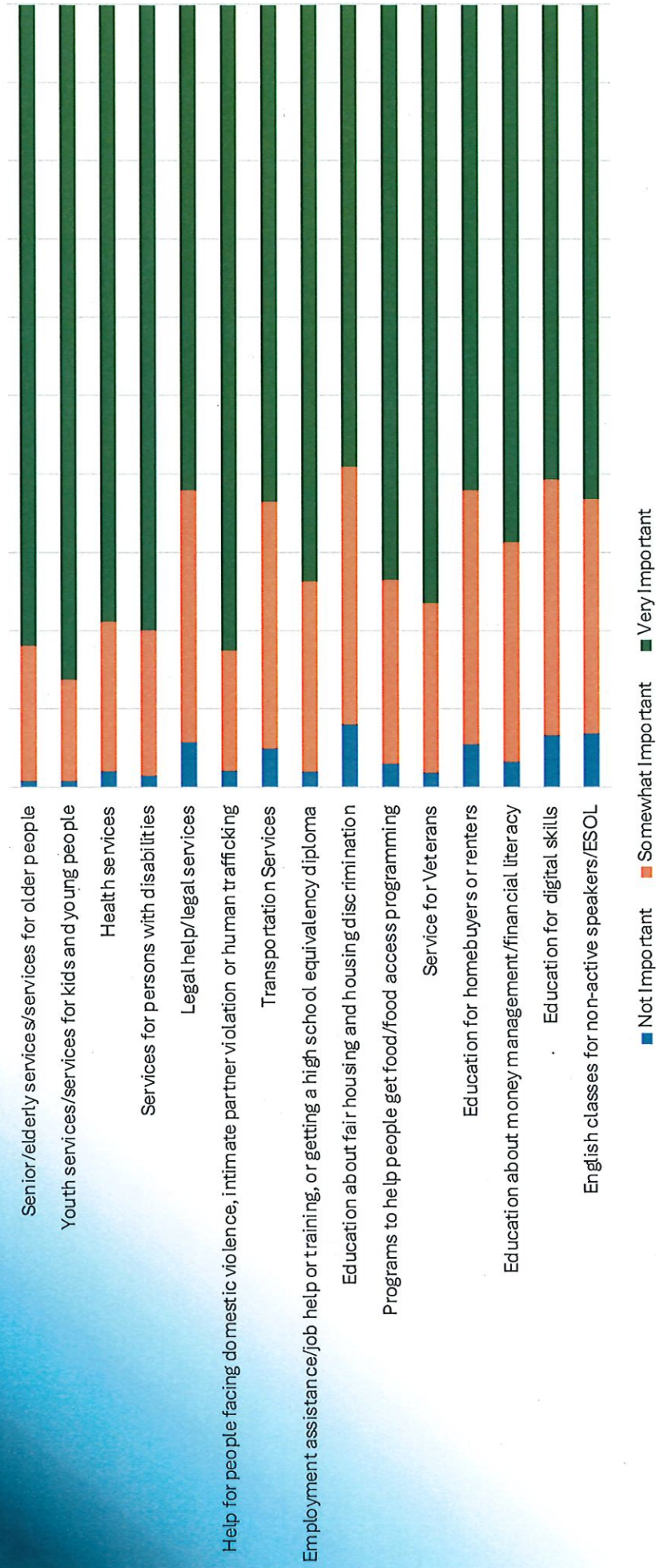
Affordable Housing Activities



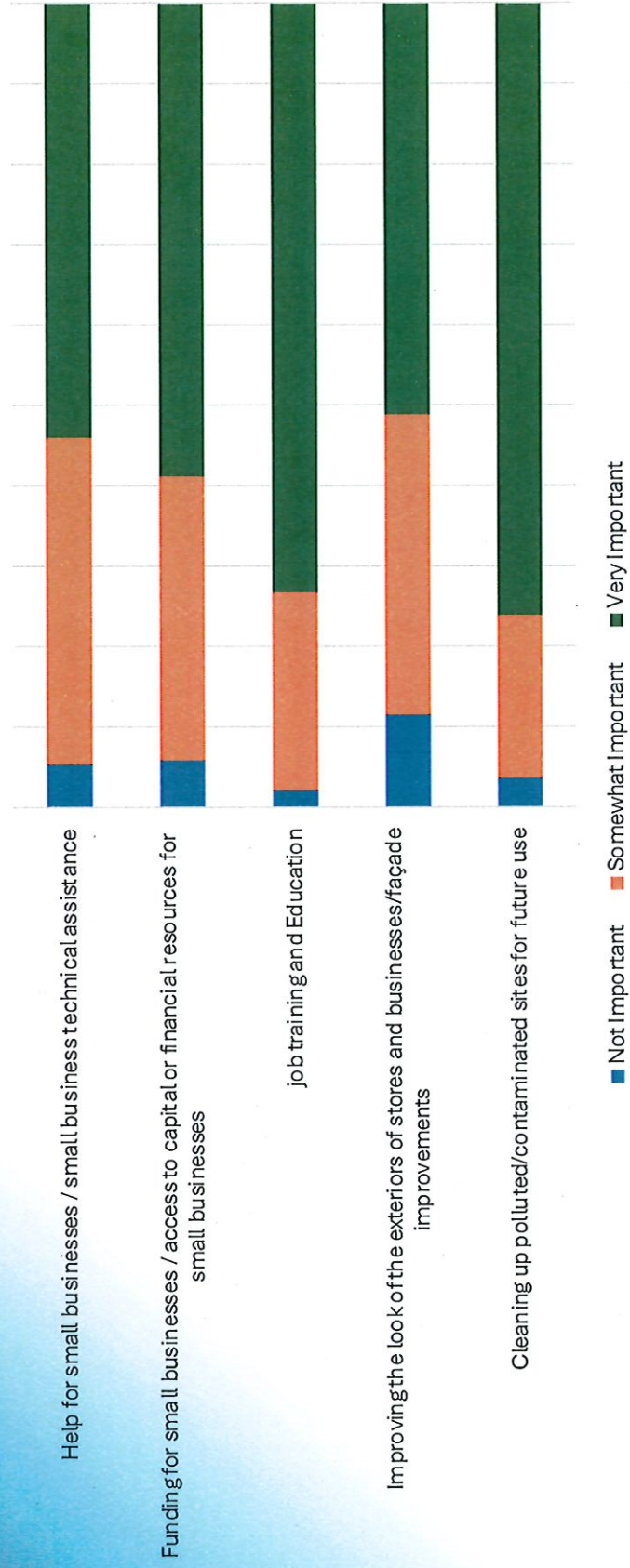
Activities for Addressing Homelessness



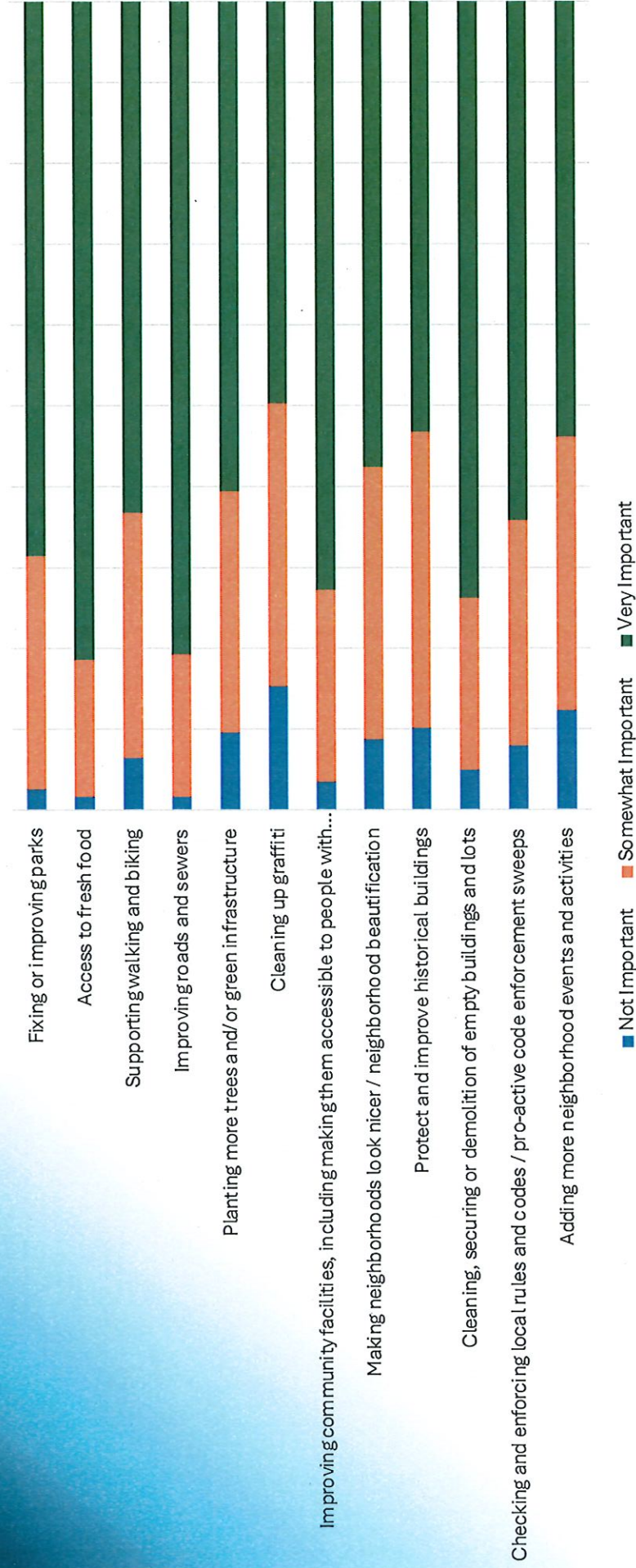
Community Services



Jobs and Business Activities



Neighborhood Improvements



2025-2029 Consolidated Plan

Appendix B

Stakeholder Meetings

2025-2029 Consolidated Plan Listening Sessions Stakeholder Attendance

12.4.24 – Housing and Homelessness

Revitalize CDC: Ethel Griffin, Colleen Loveless, Chelsea McGrath

Greater Springfield Habitat for Humanity: Aimee Giroux

Way Finders: Jodi Smith, Anni Zhu, John Gilbert, Beatrice Dewberry

32 Byers Street Inc.: Charlie Knight

Liberty Bank: Dawn Creighton

Dept. of Elder Affairs: Nikki Brookens

Home City Development: Peter Serafino

Gandara Center: Emily English

Mental Health Assoc.: Olivia Bernstein

Springfield CTC: Alisha Kumar

Pioneer Valley Planning Commission: Catherine Ratte

Neighbor 2 Neighbor: Katie Talbot

Center for Human Development: Will Davila

Michael J. Dias Foundation: Karen Blanchard

Public Health Institute of Western MA: Sarita Hudson

Black Behavioral Health Network Inc.: Della Blake

Homes Logic Real Estate: Luz Lopez

Naylor Nation Real Estate: Jasmine Naylor

Hope Community Development Corporation: Rafael Fontanez

WAMC: James Paleologopoulos

Historic Preservation Trust: Nels Frye

AISS Sherriff's Office: Madeline Padilla, Sonia Ramos

M&T Bank: Moyah Smith

Choice Recovery Coaching: Messiah

12.4.24 – Community Development

Liberty Bank: Dawn Creighton

Serenity Club: Elaine Awand, Alan J Stearley, Charles Crump

Darrell Lee Jenkins Jr. Resource Center: Juanita Batchelor

South End Community Center: Wesley Jackson

Sheriff's Office: Dan Moran

New North Citizens' Council: Richard M. Johnson

Attorney General's Office: Nia Johnson

Common Wealth Murals: Britt Ruhe

Public Health Institute of Western MA: Jessica Collins

12.5.24 – Economic Development

Serenity Club: Elaine Awand, Alan J Stearley, Charles Crump, Marissa Alvarado

Liberty Bank: Dawn Creighton

Springfield Business Improvement District: Samantha Savoie, Michelle Grout

Springfield Cultural Partnership: Karen Finn

Springfield Food Policy Council: Liz O'Gilvie

World Is Our Classroom: Nora Burke Patton

Springfield Regional Chamber: Diana Szynal

MassHire Hampden County Workforce: Peter Farkas

MassHire Springfield Career Center: Kevin Lynn

JW Frye: Nels Frye, Wentig Jia

Common Capital: Raymond Lanza-Weil

Springfield Technical Community College: Gladys Franco

Pioneer Valley Planning Commission: Eric Weiss

WAMC: Larry Dixon

Springfield Resident: Stephen Howard

Springfield Creative City Collective: Tiffany Allecia M.Ed.

12.12.24 Virtual Meeting

New North Citizens Council, Inc.: Jarix Santiago

Springfield WORKS/Western Mass Economic Dev Council: Anne Kandilis

Live Well Springfield: Samantha Hamilton, Diane Jacobs RA, Jacqueline Velez

Revitalize CDC: Ethel Griffin

Partnership in Practice: Catherine Sands

Deputy Director of Neighborhood Services: Ed C. Whitley

East Springfield Neighborhood Council: Kathleen Brown

N2N: Michael Wright

Michele Hyde: Bay Neighborhood Council

Wayfinders Resident Advocate/ Neighbor 2 Neighbor Member: Renee Dingman

MPZ Development LLC developing Brightwood School with New North Citizen Council:

Matt Zahler

Springfield Food Policy Council/Gardening the Community: Liz O'Gilvie

Betty Mayweathers

Dashima Washington Ortiz

Don Smith smithjr0220@gmail.com Bay Area neighborhood Council

Judy P. Holmes

S. Singh

Richard M. Johnson bruhj1@yahoo.com

Terasa DeMarinis

The Housing and Homelessness Stakeholder meeting discussed the most important housing issues facing the City and the challenges residents have with their existing housing. Affordability and availability are major concerns amongst residents. Homeless populations that need additional assistance were determined such as the elderly. Different barriers that are encountered when trying to locate housing for clients along with services that are needed were discussed. Goals for the City were suggested including housing first programs for the homeless.

The Community Development meeting discussed important issues facing the City, physical/quality improvements that are needed for the neighborhood and challenges people with poverty will face. Different forms of outreach were suggested for community outreach. The top goal for the community is to research grassroot organizations that are reducing gun violent activity and prevention.

The Economic Development meeting focused on businesses and the barriers/challenges they face to grow, and the need to improve the business corridors. Addiction recovery centers and community centers were voted as the top businesses that would be a good fit for the City. Goal suggestions include developing a vision with a 25-year lookout for Springfield and new programs such as literacy, technology and mental health.

2025-2029 Consolidated Plan

Appendix C

Public Notices

CITY OF SPRINGFIELD,
MASSACHUSETTS
AVISO DE AUDIENCIAS
PÚBLICAS
PLAN CONSOLIDADO
7/1/2025-6/30/2029

La Ciudad de Springfield, a través de la Oficina de Desarrollo Comunitario, se complace en anunciar que llevarán a cabo dos audiencias públicas sobre el proceso de desarrollo y planificación del Plan Consolidado de 5 años (Plan CON) y el Plan de Acción Anual para el 1 de julio de 2025 al 30 de junio de 2026. El ConPlan, un documento requerido por el Departamento de Vivienda y Desarrollo Comunitario de los Estados Unidos (HUD), cubre el período de julio 1st, 2025-june 30, 2029. El Plan de Acción Anual abarca el período del 1/1/2025 al 30/6/2026. La primera audiencia pública se llevará a cabo el miércoles 4 de diciembre de 2024 a las 5:00 p.m. en The Innovation Center, 276 Bridge Street. La segunda audiencia se llevará a cabo en enero. Próximamente se dará a conocer información sobre la segunda audiencia. Los objetivos de las audiencias son identificar las necesidades y prioridades de la comunidad de los ciudadanos para los próximos cinco años. El plan debe desarrollarse a través de un proceso participativo. El Departamento de Desarrollo Comunitario organizará actividades, llevará a cabo evaluaciones de las necesidades de la comunidad y buscará la opinión del público sobre el uso de fondos federales. La ciudad de Springfield desea que todos los residentes se tomen unos minutos para completar la encuesta en línea: <https://www.surveymonkey.com/73FLSPH>. Inglés: <https://www.surveymonkey.com/73FLSPH>. Español: <https://www.surveymonkey.com/73FLSPH>. Se invita a las partes interesadas a presentar comentarios por escrito sobre el proceso de ConPlan a sobre la identificación de las necesidades y prioridades de la comunidad a Lori Santanillo durante el proceso de planificación. Los comentarios se pueden enviar por correo electrónico a lsantanillo@springfieldcityhall.com. Todas las partes interesadas están invitadas a asistir. La ciudad de Springfield es una EEO.

(November 20)

condolence
details and to
assisting his
Street, Chico
(November 13, 20 and 27)

CITY OF SPRINGFIELD
MASSACHUSETTS
NOTICE OF PUBLIC
HEARINGS
CONSOLIDATED PLAN
7/1/2025-6/30/2029

The City of Springfield, through the Office of Community Development, is pleased to announce that they will hold two public hearings regarding the development and planning process of the 5 year Consolidated Plan (CON Plan) and the Annual Action Plan for Program Year July 1, 2025-June 30, 2026. The ConPlan, a document required by the US Department of Housing and Community Development (HUD), will cover the period of July 1, 2025-June 30, 2029. The Annual Action Plan will cover the period 7/1/2025-6/30/2026. The first public hearing will be held on Wednesday, December 4, 2024, 5:00 PM at The Innovation Center, 276 Bridge Street. The second hearing will be held in January. Information on the second hearing will be forthcoming. The goals of the hearings are to identify community needs and priorities from citizens for the next five years. The plan must be developed through a participatory process. The Community Development Department will host meetings, conduct community needs assessments and seek public input regarding the use of federal funds. The City of Springfield would like all residents to take a few moments to fill out the online survey: <https://www.surveymonkey.com/73FLSPH>. English: <https://www.surveymonkey.com/73FLSPH>. Spanish: <https://www.surveymonkey.com/73FLSPH>. Interested parties are invited to submit written comments concerning the ConPlan process or identifying community needs and priorities to Lori Santanillo during the planning process. Comments can be emailed to lsantanillo@springfieldcityhall.com. All interested parties are invited to attend. The City of Springfield is an EEO.

(November 20)

English: <https://www.surveymonkey.com/r/3FL5PBL>
Español: <https://www.surveymonkey.com/r/FNQF5C6>



CLASIFICADOS

CITY OF SPRINGFIELD, MA

REUNIÓN PÚBLICA

Se pide a los residentes que se unan a una audiencia pública para priorizar las necesidades de la comunidad para el Plan Consolidado 2025-2029 y ayudar a decidir cómo la ciudad de Springfield asignará fondos del Departamento de Vivienda y Desarrollo Urbano de EE. UU. para:

- Vivienda Accesible
- Personas sin Hogar
- Servicios Públicos y Comunitarios
- Desarrollo Económico
- Barrios Iluminados y Seguros

Wednesday, December 4, 2024 5:00 PM Springfield Innovation Center 276 Bridge Street

Por favor completar la encuesta en línea:
[En línea: https://www.surveymonkey.com/r/343L3R8](https://www.surveymonkey.com/r/343L3R8)
 Escanea: <https://www.surveymonkey.com/r/343L3R8>

Las preguntas o solicitudes de adaptaciones especiales pueden dirigirse a Lori Santanello en ltsantanello@springfieldcity.net o al 781-224-1111.

THE HOUSING AUTHORITY OF THE CITY OF BRISTOL

Solicitud de propuestas
 Persona para todo tipo de trabajo en cuanto se necesite

<https://www.surveymonkey.com/r/343L3R8>



FINANCIAL MANAGER/OFFICE MANAGER

Galasso Materials is seeking a Financial Manager/Office Manager to replace a retiring team member. The candidate needs leadership skills & experience in accounting & tax compliance. CPA, manufacturing and/or construction experience preferred.

NO PHONE CALLS. Please email resume and cover letter to "Hiring Manager", Galasso Materials LLC, PO Box 1776, East Granby CT 06026.

Galasso Materials is an Affirmative Action/Equal Opportunity Employer. All applicants will be considered for employment without attention to race, color, religion, sex, orientation, gender identity, national origin, veteran or disability status.

PROJECT ACCOUNTANT

C.J. Fucci, Inc., a CT based construction firm, has an immediate opening for a Project Accountant. This role is crucial in managing financial records, ensuring the accuracy of project costs, and supporting our accounting functions tailored to the construction sector.

The ideal candidate will have experience in construction accounting and a strong understanding of project-based financial management. Minimum of 5 years or equivalent experience.

Fax Resumes to 203-468-6256 or emailfederico@cjfucci.com.



**950 BOSTON POST ROAD,
 WEST HAVEN CT.
 TEL. 203-344-0511**

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OPEN 24 HOURS



LEGAL NOTICE

CRP's & Related Business Practices

PUBLIC MEETING

Residents are asked to join a public hearing to prioritize community needs for the 2025 – 2029 Consolidated Plan and help decide how the City of Springfield will allocate funding from the U.S. Department of Housing & Urban Development for:

Affordable Housing
Homelessness
Public and Community Services
Economic Development
Vibrant and Safe Neighborhoods

Spanish Translation will be available

Wednesday, December 4, 2024
5:00 PM

Springfield Innovation Center
276 Bridge Street

Please complete the online survey:

English: <https://www.surveymonkey.com/r/3FL5PBL>
Español: <https://www.surveymonkey.com/r/FNQF5C6>

Questions or requests for special accommodations may be directed to Lori Santaniello at lsibilia@springfieldcityhall.com or 750-2241



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Affordable Housing

Homelessness

Public and Community Services

Economic Development

Vibrant and Safe Neighborhoods

(Spanish Translation will be available)

Thursday, January 23, 2025

5:30 PM

Mason Square Library

765 State Street

For those who are unable to attend in person, zoom link also available for meeting

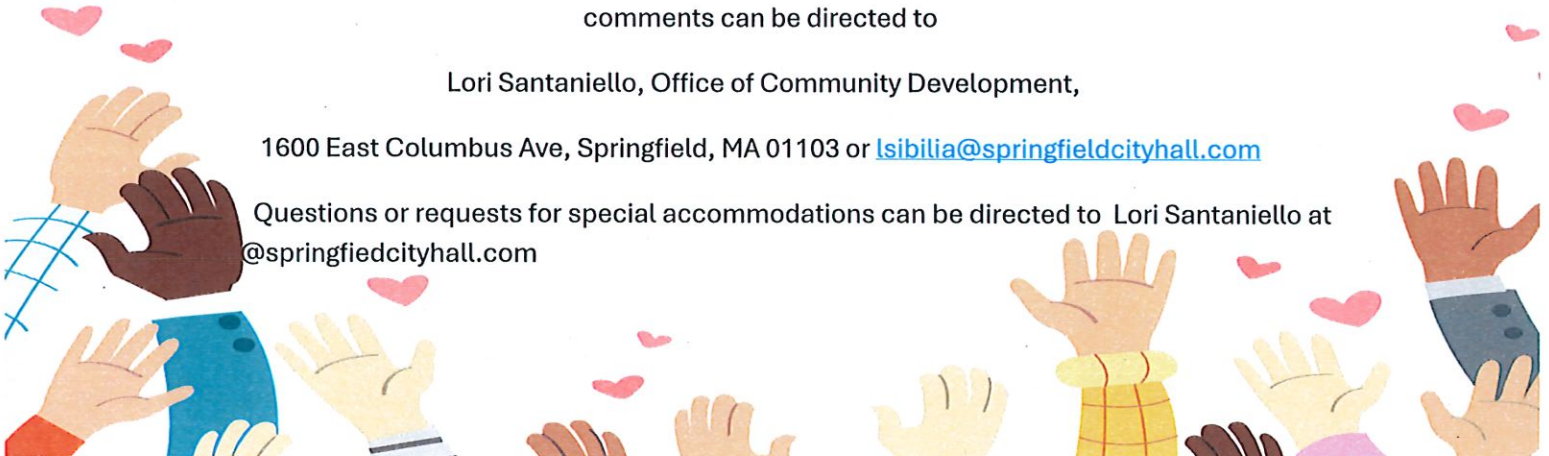
<https://us02web.zoom.us/j/83677561054?pwd=0864cgf7GPbCv8oZdOFTha7PpH8J7P.1>

Interested parties are invited to submit written comments concerning the ConPlan process or identifying community needs and priorities by 4:00 PM on January 31, 2025. Questions or comments can be directed to

Lori Santaniello, Office of Community Development,

1600 East Columbus Ave, Springfield, MA 01103 or lsibilia@springfieldcityhall.com

Questions or requests for special accommodations can be directed to Lori Santaniello at @springfieldcityhall.com





THE CITY OF SPRINGFIELD, MASSACHUSETTS

MAYOR DOMENIC J. SARNO

HOME OF THE BASKETBALL HALL OF FAME

Dear City Colleagues and Important Business and Non-Profit Stakeholders:

You are invited as a 'key stakeholder' to participate in the Community Development planning process to identify community needs, strategies and priorities for the City's Community Development Consolidated Plan for next five years, 2025-2029. The Consolidated Plan guides how the City of Springfield allocates funding from the U.S. Department of Housing and Urban Development. Stakeholder engagement is a key part of the planning process to understand what types of investments will best meet Springfield's needs over the next 5 years.

To help facilitate engagement, the City will be hosting the following stakeholder meetings. All meetings will be held in-person at the Springfield Innovation Center located at 276 Bridge Street. Please note you are welcome to attend any of the sessions that are relevant to your work and it is not necessary that you attend them all.

- Wednesday, December 4, 2024 from 9-11 AM, Housing and Homelessness
- Wednesday, December 4, 2024 from 2-4 PM, Public and Community Services
- Thursday, December 5, 2024, 9-11 AM, Economic Development

For anyone who is unable to attend one of the meetings, a Zoom Room virtual stakeholder meeting will be held on Thursday, December 12, 2024, 4:00 PM.

<https://us02web.zoom.us/j/83876909459?pwd=qzX0gPllXNlH2Hma6FbbauhmpXFyzJ.1>

At these meetings, you will have the opportunity to share your ideas in the areas of:

- Affordable Housing
- Homelessness
- Public/Community Services
- Vibrant and Safe Neighborhoods
- Economic Opportunity

Please have as many people as possible fill out the survey. The survey will close December 31, 2024.

English: <https://www.surveymonkey.com/r/3FL5PBL>

Spanish: <https://www.surveymonkey.com/r/FNQF5C6>

City of Springfield • 36 Court Street • Springfield, MA 01103-1687 • (413) 787-6100

If you have additional questions regarding the meetings or the ConPlan process, you may contact Lori Santantello at 750-2241 or lsantantello@springfieldcityhall.com.

Thank you for helping in this important process for the City of Springfield.

Sincerely,


Mayor Domenic J. Sarno

"Good Health & Happy Thanksgiving!"
City Hall

City of Springfield • 36 Court Street • Springfield, MA 01103-1687 • (413) 787-6100

**CITY OF SPRINGFIELD MASSACHUSETTS
NOTICE OF PUBLIC HEARINGS
CONSOLIDATED PLAN
7/1/2025-6/30/2029**

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All interested parties are invited to attend.

The City of Springfield is an EEO.

CIUDAD DE SPRINGFIELD, MASSACHUSETTS
AVISO DE AUDIENCIAS PÚBLICAS
PLAN CONSOLIDADO
7/1/2025-6/30/2029

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La primera audiencia pública se llevará a cabo el miércoles 4 de diciembre de 2024 a las 5:00 p.m. en The Innovation Center, 276 Bridge Street. La segunda audiencia se llevará a cabo en enero. Próximamente se dará a conocer información sobre la segunda audiencia.

Los objetivos de las audiencias son identificar las necesidades y prioridades de la comunidad de los ciudadanos para los próximos cinco años. El plan debe desarrollarse a través de un proceso participativo. El Departamento de Desarrollo Comunitario organizará actividades, llevará a cabo evaluaciones de las necesidades de la comunidad y buscará la opinión del público sobre el uso de fondos federales.

La ciudad de Springfield desea que todos los residentes se tomen unos minutos para completar la encuesta en línea:

Inglés: <https://www.surveymonkey.com/r/3FL5PBL>

Español: <https://www.surveymonkey.com/r/FNQF5C6>

Se invita a las partes interesadas a presentar comentarios por escrito sobre el proceso de ConPlan o sobre la identificación de las necesidades y prioridades de la comunidad a Lori Santaniello durante el proceso de planificación. Los comentarios se pueden enviar por correo electrónico a melsibilia@springfieldcityhall.com

Todas las partes interesadas están invitadas a asistir.

La ciudad de Springfield es una EEO.

CITY OF SPRINGFIELD, MASSACHUSETTS
OFFICE OF COMMUNITY DEVELOPMENT AND HOUSING
THE OFFICE OF HOUSING REQUESTS PROPOSALS FOR HOUSING OPPORTUNITIES
COMMUNITY DEVELOPMENT FUND (CDBG) AND HOUSING OPPORTUNITIES FUND (HOPWA)
FOR PERSONS WITH AIDS
PROGRAM YEAR: JULY 1, 2025-JUNE 30, 2026
 The City of Springfield's Office of Community Development and Office of Housing are seeking proposals for inclusion in its 2025-2026 Action Plan. The RFP's will be available beginning Wednesday, January 22, 2025 through Friday, February 21, 2025. The ESO RFP is available at <https://www.cognitofirms.com/CityofSpringfield/EmergencySolutionsGrantFY25>. The HOPWA RFP is available at <https://www.cognitofirms.com/CityofSpringfield/HOPWAFY25>. The RFP for public services (CDBG) is available at <https://www.cognitofirms.com/CityofSpringfield/CDBGPublicServiceRFP20252026>. The CDBG Program funds public services. The ESO program funds outreach, homeless prevention, emergency shelter and rapid rehousing. The HOPWA program funds services for Tenant Based Rental Assistance (TBRA), Short-Term Rent, Mortgage and Utility Assistance (SRMU) and other housing services for persons with AIDS. The deadline for proposal submission is no later than 4:00 p.m. Friday, February 21, 2025. The deadline is firm. Proposals will not be accepted after the deadline. Questions regarding the public service RFP or

Springfield
 accessing the RFP can be submitted in writing to info@springfieldcityhall.com no later than Wednesday, February 27, 2025. Questions regarding the RFP's for ESO and HOPWA or accessing the RFP's can be submitted to emccaffery@springfieldcityhall.com. The City of Springfield is an Equal Opportunity Employer.

CIUDAD DE SPRINGFIELD, MASSACHUSETTS
OFICINA DE DESARROLLO COMUNITARIO Y LA OFICINA DE LA VIVIENDA
AVISO DE SOLICITUD DE PROPUESTAS PARA EL DESARROLLO COMUNITARIO (CDBG), FONDOS PARA SOLUCIONES DE EMERGENCIA (ESO) Y OPORTUNIDADES DE VIVIENDA PARA PERSONAS CON AIDS (HOPWA)
AÑO DEL PROGRAMA: 1 DE JULIO DE 2025-30 DE JUNIO DE 2026
 La Oficina de Desarrollo Comunitario y la Oficina de Vivienda de la Ciudad de Springfield están buscando propuestas para su inclusión en su Plan de Acción 2025-2026. Las RFP estarán disponibles a partir del miércoles 22 de enero de 2025 hasta el viernes 21 de febrero de 2025. La RFP de ESO está disponible en <https://www.cognitofirms.com/CityofSpringfield/EmergencySolutionsGrantFY25>. La RFP de HOPWA está disponible en <https://www.cognitofirms.com/CityofSpringfield/HOPWAFY25>. La RFP para servicios públicos (CDBG) está disponible en <https://www.cognitofirms.com/CityofSpringfield/CDBGPublicServiceRFP20252026>. El Programa CDBG financia servicios públicos. El programa ESO financia la divulgación, la prevención de personas sin hogar, el refugio de emergencia y el reasentamiento rápido. El programa HOPWA financia servicios de asistencia para el alquiler basado en el inquilino (TBRA), asistencia para el alquiler a corto plazo, hipoteca y servicios (SRMU) y otros servicios de vivienda para personas con ayuda. La fecha límite para la presentación de propuestas es a las 4:00 p.m. del viernes 21 de febrero de 2025. La fecha límite es firme. No se aceptarán propuestas fuera de plazo. Las preguntas relacionadas con la RFP de servicio público o el acceso a la RFP pueden enviarse por escrito a emccaffery@springfieldcityhall.com a más tardar el miércoles 12 de febrero de 2025. Las preguntas relacionadas con las RFP para ESO y HOPWA o el acceso a las RFP se pueden enviar a emccaffery@springfieldcityhall.com. La Ciudad de Springfield es un empleador que ofrece igualdad de oportunidades (January 8, 2025)

Springfield
 a RFP para servicios públicos (CDBG) está disponible en <https://www.cognitofirms.com/CityofSpringfield/CDBGPublicServiceRFP20252026>. El Programa CDBG financia servicios públicos. El programa ESO financia la divulgación, la prevención de personas sin hogar, el refugio de emergencia y el reasentamiento rápido. El programa HOPWA financia servicios de asistencia para el alquiler basado en el inquilino (TBRA), asistencia para el alquiler a corto plazo, hipoteca y servicios (SRMU) y otros servicios de vivienda para personas con ayuda. La fecha límite para la presentación de propuestas es a las 4:00 p.m. del viernes 21 de febrero de 2025. La fecha límite es firme. No se aceptarán propuestas fuera de plazo. Las preguntas relacionadas con la RFP de servicio público o el acceso a la RFP pueden enviarse por escrito a emccaffery@springfieldcityhall.com a más tardar el miércoles 12 de febrero de 2025. Las preguntas relacionadas con las RFP para ESO y HOPWA o el acceso a las RFP se pueden enviar a emccaffery@springfieldcityhall.com. La Ciudad de Springfield es un empleador que ofrece igualdad de oportunidades (January 8, 2025)

**CITY OF SPRINGFIELD
MASSACHUSETTS
NOTICE OF
PUBLIC HEARINGS
REVIEW OF DRAFT
FIVE-YEAR PLAN
7/1/2025-6/30/2026
DRAFT ANNUAL
ACTION PLAN
7/1/2025-6/30/2026**

The City of Springfield, through the Office of Community Development, has prepared its DRAFT Five Year Consolidated Plan for the program years July 1, 2025-June 30, 2029 and its DRAFT Annual Action Plan for program year July 1, 2025-June 30, 2026. The DRAFT Plans outline the strategy and planned expenditures of the Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), HOME Investment Partnership Program (HOME) and Housing Opportunities for Persons with AIDS (HOPWA) formula grant programs received by the Department of Housing and Urban Development (HUD). The DRAFTS are planning estimates based on the 2024 awards. A public hearing will be held to receive citizen comments on the DRAFT plans Thursday, May 11, 2025, 5:00 PM at Brightwood Library, 359 Plainfield Street in the community room. The following plans will be available for a 30-day public review period beginning April 10, 2025 through May 9, 2025 on the City of Springfield's website <https://www.springfield-ma.gov/community-dev/>. Consolidated Plan, 2025-2029; Annual Action Plan, 2025-2026; Citizen Participation Plan and the proposed Neighborhood Revitalization Strategy Area (NRSA). Interested parties are also invited to submit written comments concerning these documents by 4:00 pm on May 9, 2025. Questions or comments can be directed to Lori Santanelli, Office of Community Development, 1600 East Columbus Avenue, Springfield, MA 01103 or ls1600@springfieldcityhall.com. All interested parties are invited to attend. For additional information please contact the Office of Community Development at ls1600@springfieldcityhall.com. The City of Springfield is an EEO.

**CIUDAD DE SPRINGFIELD
MASSACHUSETTS
AVISO DE
AUDIENCIAS PÚBLICAS
REVISIÓN DEL BORRADOR
DEL PLAN QUINQUEAÑAL
7/1/2025-6/30/2029
BORRADOR DEL PLAN DE
ACCIÓN ANUAL
7/1/2025-6/30/2026**

La Ciudad de Springfield, a través de la Oficina de Desarrollo Comunitario, ha preparado su borrador del Plan Consolidado de Cinco Años para los años de programa del 1 de julio de 2025 al 30 de junio de 2029 y su borrador del Plan de Acción Anual para el año de programa del 1 de julio de 2025 al 30 de junio de 2026. Los planes provisionales describen la estrategia y los gastos planeados de los programas de fondos de Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), HOME Investment Partnership Program (HOME) y Housing Opportunities for Persons with AIDS (HOPWA) recibidos por el Departamento de Vivienda y Desarrollo Urbano (HUD). Los BORRADORES son estimaciones de planificación basadas en las adjudicaciones de 2024. Se llevará a cabo una audiencia pública para recibir comentarios de los ciudadanos sobre los planes el jueves 1 de mayo de 2025, a las 5:00 PM en la Biblioteca.

AN OPEN INVITATION FROM THE OFFICE OF COMMUNITY DEVELOPMENT TO ALL CITY RESIDENTS

REVIEW OF DRAFT FIVE YEAR CONSOLIDATED PLAN, 2025-2029; DRAFT ANNUAL ACTION PLAN, 2025-2026; CITIZEN PARTICIPATION PLAN AND PROPOSED NEIGHBORHOOD REVITALIZATION STRATEGY AREA (NRSA)

A public hearing will be held to receive citizen comments on the DRAFT Plans. The plans are available for a 30-day public review period beginning April 10, 2025 through May 9, 2025 on the City of Springfield's website <https://www.springfield-ma.gov/comm-dev/>

The DRAFTS are planning estimates based on 2024 awards.

The goal of the hearing is to receive comments on the DRAFT plans.

Public Hearing:

Date: Thursday, May 1, 2025
Location: Brightwood Library, 359 Plainfield Street
Time: 5:00 p.m.

Interested parties are also invited to submit written comments concerning these documents by 4:00 PM, May 9, 2025. Questions or comments can be directed to Lori Santaniello, Office of Community Development, 1600 East Columbus Avenue, Springfield, MA 01103 or lsibilia@springfieldcityhall.com

All interested parties are invited to attend. For additional information please contact lsibilia@springfieldcityhall.com

The City of Springfield is and EEO.

UNA INVITACIÓN ABIERTA DE LA OFICINA DE DESARROLLO COMUNITARIO A TODOS LOS RESIDENTES DE LA CIUDAD

REVISIÓN DEL PROYECTO DE PLAN CONSOLIDADO DE CINCO AÑOS, 2025-2029; PROYECTO DE PLAN DE ACCIÓN ANUAL, 2025-2026; PLAN DE PARTICIPACIÓN CIUDADANA Y NEIGHBORHOOD REVITALIZATION STRATEGY AREA (NRSA)

Se llevará a cabo una audiencia pública para recibir comentarios de los ciudadanos sobre los BORRADORES de los Planes. Los planes están disponibles para un período de revisión pública de 30 días a partir del 10 de abril de 2025 hasta el 9 de mayo de 2025 en el sitio web de la Ciudad de Springfield

<https://www.springfield-ma.gov/comm-dev/>

Los BORRADORES son estimaciones de planificación basadas en las adjudicaciones de 2024

El objetivo de la audiencia es recibir comentarios sobre los planes preliminares

Audiencia Pública:

Fecha: Jueves, 1 de mayo de 2025

Ubicación: Biblioteca Brightwood, 359 Plainfield Street

Hora: 5:00 p.m.

También se invita a las partes interesadas a presentar comentarios por escrito sobre estos documentos antes de las 4:00 pm del 9 de mayo de 2025. Las preguntas o comentarios pueden dirigirse a: Lori Santaniello, Oficina de Desarrollo Comunitario, 1600 East Columbus Avenue, Springfield, MA 01103 o lsibilia@springfieldcityhall.com

Todas las partes interesadas están invitadas a asistir. Para obtener más información, póngase en contacto con lsibilia@springfieldcityhall.com

La ciudad de Springfield es y EEO.

2025-2029 Consolidated Plan

Appendix D

Public Hearings

**Public Hearing Notes
December 4, 2024**

1) Who is not able to afford housing in the community?

- Elderly
- Single parent households
- Low-income households + working class including 2 parent households
- Fixed incomes / people on disability income
- Female-head households
- Young people – coming out of high school/college
- Homeless

[change conversation about affordability – not just for low-income people]

2) What type of housing is needed? Single family? Apartments? Middle housing? Other?

- Apartment buildings
- Affordable housing – range of affordability
- Sro, studios
- Low threshold
- Age friendly/age in place, 55+ communities
- Accessible housing / visibility
- Housing with community space + amenities
 - Places where people come together → respond to epidemic of isolation
 - Zoning → neighborhoods upset when multifamily housing developed in single family neighborhood

3) What types of housing assistance should the city prioritize?

★housing repair modifications / ramps

- Community land trusts
- Cooperative hsq
- Support small local developers / landlords

4) What can the city do to support vibrant neighborhoods?

- Support neighborhood organizations / residents to understand / discuss zoning changes to neighborhoods
- Walkability, biking paths, lights, police substations / safety
- Transportation – bring services to people
- Pop up stores / mobile market
- Arts + culture – things that bring people to area – music, art show, pop up block party / park
- Provide services that people need in their community
- Get blighted / vacant properties into community hands – make the process easier
- More local businesses

5) What can the city do to address homelessness?

- Tiny houses, mini units b/c it cuts the red tape
- Create housing in vacant / abandoned buildings
- Not enough resources: people don't want to go to facilities that exist
- Low threshold housing / housing first

- Should not take / throw out people's possessions
(concerns about large orgs – take too much admin \$\$)
- Evidence – based practices - replicate things that work
- Move away from shelters as solution
- Public housing / vouchers (but who are the vouchers paying rent to?)

6) What community services should the city support?

(concerns about immigrants under threat)

- Code enforcement / holding LLC's accountable
- Tenant education
- Needs assessment / focus on specific areas
- Mental health
- Funding to community partners, sharing of resources, better coordination
- Support smaller community partners / non-profits
- Alignment of programming
- Youth
- Food pantry
- Energy supports & getting off grid
- Build bridge to technology / tech access broad band
- Workforce development
- How do we support people to volunteer, participate in neighborhood councils, etc?
- Tech assistance to community orgs – including seeking funds
- Rental registration program
 - City support for enforcement
 - Registration – office of tenant protection
- City enforcing housing standards
- Free Atty's to respond to poor housing conditions
- Delay in getting repairs – code is low bar
- People scared to report housing violation
- Montgomery County MD – model inspection program
- Incentivize landlords to make improvements but keep affordable (not raise rent)
 - Out of town or US
 - Not responsive
 - No real contact info
 - Who is buying housing in our city? How do we hold them accountable?
- Vacancy / office conversions, adaptive reuse

7) What can the city do to support local businesses?

- Education – technical assistance
- Bring local business together / networking, advertising marketing
- Incentives for local with strings - tax incentives, help w/capital improvements
- Safety – police presence
- Transportation
- City provide parking / so difficult downtown + other places
- Support with capital improvements - exterior / façade / roofs & floors
- Pedestrian needs – crosswalks, lighted pathways→spreadout, not just downtown neighborhood business areas
- Resource book

8) With all the needs in the community, what should the city prioritize supporting?

- Safety (police) – more strategies
- Housing
- Mental health / community address isolation
- Outreach
- Community building
- Connect resources – resource book “handbook to health”
- Partnership

Public Hearing Notes

January 23, 2025

Attendees expressed support for the following:

- students seeking affordable housing or looking to leave their parents house
- Support for youth leaving DCF/Foster care
- Fund programs not just supporting single mothers, but also fathers and grandparent
- more home repair
- people need help purchasing appliances for rental units
- supportive housing and services
- funding for substance abuse and mental health programming and supportive services for folks recovering from substance abuse and starting out renting so they can maintain their housing
- facade improvement and historic facade improvement
- historic preservation
- digital literacy/equity
- streamline navigating city services and programs
- shorten timeframes from bike path project conception to project implementation
- funding for park improvements, especially magazine park
- funding for *C3 (Counter Criminal Continuum Policing)*
- ensure equity among organizations being funded
- Fair housing and programs to provide education on the ADA and housing discrimination
- crosswalks, speedboats and pedestrian safety
- workforce development
- public art and placemaking, mural programs
- funding for developers/people to build out vacant storefronts
- technical assistance and coaching for small businesses
- spread resources to neighborhood business districts and not all concentrated in downtown
- work on ensuring equity for funding for public festivals and events
- support for elderly people to have their sidewalks shoveled, lawn mowed and/or exterior home improvements
- fund *Make it Springfield*
- historic preservation

2025-2029 Consolidated Plan

Appendix E

Public Comments

General Public Comments Received during the Planning Process

#1) Received December 2, 2024

Good Morning Gerry, just reaching out, we are in the process of getting more funding for the 20 youth beds for the Youth Program, don't know if you know but we are doing these beds for young people 17 to 24 years of age that are homeless, our goal is to have it finished by spring, we are looking for funding to see if there any homeless money we could use to built out, or buy stuff, I will like for you to take a look at what we are doing on your convenience, please come and see what we are dreaming to do, we have being working with homeless youth for a while, and we definitely see the needs for these beds, with rap around programs, like youth build, please give me time and date so you could come and see what we are doing, thanks Jose

Jose L Claudio

Chief Operating Office

New North CC

#2) Received December 12, 2024

Neighborhood Councils, Civic associations and sector beat management team volunteers provide a variety of community services. Some councils currently receive some financial support but they need more and those that currently do not should be provided opportunities to access targeted funds. I know some neighborhoods are not eligible because of demographics, but the area of public safety and policing and partnerships could all be enhanced by some appropriate resources.

Neighborhoods throughout the city would benefit from improvements ranging from cleaner spaces, both public and Private. Strengthened attention to zoning code Building Code and city ordinance education and enforcement will help decrease the growing blight and disorder that negatively impacts quality of life.

Additional Neighborhood improvements should include amenities to our parks, particularly all ability, play equipment, and adult exercise equipment.

Neighborhood improvements should also include additional safety strategies. Possible cameras, and environmental design to mitigate safety hazards.

Strengthened follow up and action on complaints reported to 311. 311 is great about referring issues to departments, however, sometimes the departments record system looses track of the issues, so follow up his fragmented.

Thank You. Kathy Brown.

#2) Received January 24, 2025

The hardest part for us social service providers supporting individuals with the resources in the archaic infrastructure in fund awards, the amount of family and friends of government officials that work at such settings that get them hooked ups, the mismanagement of (of funds by) some of the agencies.

Thank you,

Tracy

MASSACHUSETTS ASSOCIATION
for the
Blind and Visually Impaired

VIA EMAIL: Lsibilia@springfieldcityhall.com

To whom it may concern:

The Massachusetts Association for the Blind and Visually Impaired would like to submit the following comments regarding the 2025-2029 Consolidated Plan. We urge city planners to consider the needs of individuals with disabilities, particularly older adults with disabilities, in the renovation and development of housing and the allocation of CDBG Public Service funds.

The economic inclusion of people with disabilities strengthens neighborhoods and families. Social services addressing the specialized needs of people with disabilities lead to sustained economic and housing stability. In Springfield, roughly 1,000 people are legally blind and hundreds more are living with newly-diagnosed low vision that prevents them from full participation in the city's economic and social life. As baby boomers age, these numbers continue to rise rapidly.

The destabilizing effects of age-onset disability can be mitigated with rehabilitation and training services, like vision rehabilitation occupational therapy and access technology training, that we offer in Springfield and across western Massachusetts. Yet there are few funding sources for services to retired older adults.

We thank you for considering the needs of this highly-vulnerable population.



Cynthia Canham
Interim Executive Director

Massachusetts Association for the Blind and Visually Impaired

A PROGRAM OF MAB COMMUNITY SERVICES

200 Ivy Street | Brookline, MA 02446 | 888-613-2777 | www.mabvi.org

Br. Richard Mills
92 Debra Drive 4D
Chicopee, Ma 01020
PH: 413-364-3566
Email: Richardmills@live.com

January 20, 2025

Planning & Economic Development Committee
36 Court Street, Room 200
Springfield, MA 01103
Phone: 413.787.6170

Planning & Economic Development Committee
Chair: Sean Curran
Members: Jose Delgado, Lavar Click-Bruce

Dear Members of the Planning & Economic Development Committee,

I am writing to bring to your attention concerns regarding housing instability and its impact on neighborhood development in Springfield. Specifically, I wish to highlight the challenges I have faced with the Springfield Housing Authority (SHA), which are not only affecting my personal well-being but also have broader implications for the stability of our community.

Given that the Committee is planning a Public Hearing and Consolidated Plan for Housing and Community Development this Thursday, I believe this is an important opportunity to voice these concerns and urge the committee to consider how housing issues, tenant rights, and community safety intersect with the city's economic development goals.

Housing Instability and Neighborhood Impact

As a tenant with epilepsy, I have encountered significant challenges in securing the necessary accommodations under the Fair Housing Act and the Americans with Disabilities Act (ADA). Despite my repeated requests, the Springfield Housing Authority has failed to address these needs, creating an unsafe and unstable living environment. This neglect, combined with a persistent bedbug infestation, has not only exacerbated my health issues but also contributed to the destabilization of the housing market, reducing the appeal of the neighborhood and discouraging investment in local development.

Community Safety and Economic Development

The Springfield Housing Authority's failure to maintain a safe living environment has broader implications for the community's safety. In my case, I have been subjected to violence, threats, and harassment, and despite the severity of these incidents, SHA has failed to act to ensure my protection. This has fostered an environment of fear and instability that undermines the neighborhood's cohesion and long-term growth. Such an environment directly contradicts the goals of urban renewal and sustainable development that Springfield aims to achieve.

Economic Opportunities and Tenant Rights

Addressing these issues is essential to ensuring that all residents, particularly those in vulnerable situations, are given the protections they deserve. Housing stability is a cornerstone of any economic development strategy, as it promotes a healthier, more productive community. Ensuring tenants' rights are respected and upholding the standards of safe, livable housing is crucial to the success of Springfield's broader revitalization efforts.

Request for Consideration at the Public Hearing

I respectfully ask that you consider these concerns during the upcoming Public Hearing and Consolidated Plan for Housing and Community Development. I urge you to recognize the intersection of housing stability, tenant rights, and community development, and to support policies that prioritize the needs of vulnerable residents in Springfield.

Thank you for your attention to this matter. I look forward to participating in the hearing and contributing to the ongoing conversation about Springfield's future.

Sincerely,

Richard Mills

Sibilia, Lori

From: Quagliato, Tina
Sent: Thursday, February 13, 2025 9:05 AM
To: Sibilia, Lori
Subject: FW: [External] Re: Housing Discrimination

Please make sure his comments get incorporated in the plan

Tina Quagliato Sullivan
Deputy Development Officer for Housing, Community Services & Sustainability
1600 E. Columbus Avenue
Springfield, MA 01103
(413) 750-2114

From: Richard Mills <richardmills@live.com>
Sent: Tuesday, February 4, 2025 2:32 AM
To: Quagliato, Tina <tquagliato@springfieldcityhall.com>
Subject: [External] Re: Housing Discrimination

Good Morning Ms. Sullivan,

Thank you for following up and for providing the information on where to file a formal discrimination complaint. I appreciate the guidance.

However, I want to clarify that while the Massachusetts Commission Against Discrimination (MCAD) and HUD handle enforcement, I believe the City of Springfield should also be aware of these concerns, particularly if they reflect broader systemic issues within the Springfield Housing Authority (SHA). Given the city's role in overseeing housing policies and funding allocations, I would like to confirm:

1. Was my complaint officially documented as part of the public hearing record? If so, I would like to request a copy of the meeting minutes or any official documentation reflecting my comments.
2. Will the City of Springfield take any steps to review or address these concerns beyond referring me to state and federal agencies?
3. Can my concerns be forwarded to the appropriate city department or officials responsible for monitoring housing authority practices?

I appreciate your time and look forward to your response.

Sincerely,

Brother Richard Mills
Executive Director
Springfield Epilepsy Coalition



Send donations to: <https://rb.gy/anp71l>

From: Quagliato, Tina <tquagliato@springfieldcityhall.com>
Sent: Monday, January 27, 2025 3:00 PM
To: richardmills@live.com <richardmills@live.com>
Subject: Housing Discrimination

Good Afternoon Mr. Mills,
Thank you for attending the City of Springfield's Con-Plan public meeting.

Per our brief conversation, the City of Springfield is not the appropriate entity to file complaints regarding the type of discrimination you briefly described. However, I am writing to direct you to the online websites for the relevant agencies that would intake and review complaints regarding any discrimination you may have experienced:

- Massachusetts Commission Against Discrimination (MCAD): [File a Complaint of Discrimination at the MCAD | Mass.gov](#)
- U.S. Department of Housing and Urban Development: [Report Housing Discrimination | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

I hope this information is helpful to you. Thank you.

Tina Quagliato Sullivan
Deputy Development Officer for Housing, Community Services & Sustainability
1600 E. Columbus Avenue
Springfield, MA 01103
(413) 750-2114

CAUTION: This email originated outside our organization; please use caution.

Rev. Richard Mills
92 Debra Drive Apt 4D
Chicopee, MA 01020

January 14, 2025

Mr. Robert Cwieka
Director
HUD Boston Field Office
Thomas P. O'Neill, Jr. Federal Building
10 Causeway Street, Room 553
BOSTON MA 02222-1092

Subject: Concerns Regarding Springfield Housing Authority's "Troubled" Designation and Tenant Impact

Dear Mr. Cwieka,

I am writing to address the U.S. Department of Housing and Urban Development's (HUD) designation of the Springfield Housing Authority (SHA) as "troubled." As a former tenant of SHA properties and a former public servant in Springfield, I want to share my experiences to highlight the profound and direct impact of SHA's systemic failures on tenants, including myself.

During my tenure as a notary public, District Director of the trilateral Springfield Partners of Community Action, and twice as Constable of Springfield (2020 and 2021), I worked tirelessly to improve our community. However, after retiring from public service, my living conditions worsened under SHA management.

As someone living with epilepsy, I faced challenges exacerbated by SHA's neglect to provide reasonable accommodations and address significant health and safety concerns. For instance, in 2019, I was personally affected by a bedbug infestation and reported the issue to SHA. Instead of addressing the problem, SHA retaliated by defaming my name and impugning my character, falsely claiming that I was responsible for the infestation. In 2024, I discovered that this was a systemic issue affecting multiple buildings, further highlighting SHA's negligence and failure to take accountability.

In addition, I was the victim of a hate crime in 2019 perpetrated by my neighbor, Luis Soler Garcia. Despite my reports, SHA failed to act and later granted Garcia a parking permit, even after these incidents came to light between 2020 and 2022. When I began tenant union activities in 2022 to raise awareness about these and other issues, retaliation against me

became evident, escalating harassment from SHA and neighbors who were supporters of Garcia.

The culmination of these events, including persistent harassment and retaliation, led to my temporary eviction without due process by the Hampden County Court for two weeks in 2022. Furthermore, SHA violated my due process rights by refusing to investigate my claims of racial and disability discrimination while supporting a hostile environment that abused my rights under the Violence Against Women Act (VAWA). These actions, compounded by my health condition, underscored the emotional toll of systemic neglect, discrimination, and retaliation.

My attempts to escalate these concerns to local officials, including Mayor Domenic J. Sarno, yielded no resolution. While the Mayor publicly expressed concern, stating: *"This news is both shocking and troubling. I am deeply concerned and have communicated to the SHA Executive Director and Board of Commissioners that on behalf of the tenants and our residents, the city of Springfield needs answers,"* certified letters sent to the SHA Board of Commissioners have gone unanswered.

The findings from the HUD audit confirm what many tenants like myself have long known: SHA's failures in management, tenant complaint resolution, and maintenance have created unsafe and untenable living conditions in Springfield, particularly for individuals with disabilities.

I strongly urge HUD to ensure that SHA's recovery plan prioritizes tenant safety, equitable treatment, and compliance with the Americans with Disabilities Act (ADA). Springfield must become a city that supports and accommodates its most vulnerable residents, including those living with epilepsy and other disabilities.

I hope this letter, alongside the audit's findings, will inspire meaningful reform. I am available to provide further details about my experiences to assist HUD in its oversight of SHA.

Thank you for your attention to this matter.

Sincerely,

Rev. Richard Mills

Enclosures:

Richard, Mills
18 Saab Court Apartment 1104
Springfield MA 01104
Richardmills@live.com
413-364-3566

February 21, 2023

Springfield MA Housing Authority
Board of Commissioners
25 Saab Court
Springfield, Ma 01101

Denise Jordan
Executive Director
Springfield Housing Authority
60 Congress St.
Springfield, Ma 01104

Subject: Federal Public Housing [24 CFR 966]
State-Aided Public Housing [760 CMR 6.00]

Re: Notice of Reprisal and Demand for Relief under Massachusetts General Laws, Chapter 93A,
Section 9, and Chapter 186, Section 18

Dear Denise Jordan,

I hope this letter finds you well. I am writing to address the denial of the tenant grievance policy to the Saab Court Association and myself in 2022. I did not receive it until I reached out to Mrs. Nicole Kane in the summer of 2023. This action has placed me at a significant disadvantage and has caused me emotional distress due to violations and discrimination.

This unfair or deceptive act or practice is, in my opinion, declared unlawful by Section 2 of Chapter 93A, including but not limited to 24 CFR § 100.600 regarding quid pro quo and hostile environment harassment, as well as 24 CFR § 966.4 Lease requirements.

Under Massachusetts law, it is crucial that both parties make a genuine effort to resolve disputes outside of the courtroom. By doing so, we can potentially save both time and financial resources while also maintaining a cordial landlord-tenant relationship. In light of the situation, I propose that we consider discussing the following points:

1. Reimbursement for expenses incurred due to the loss I have experienced as a result of the dispute. It is important to ascertain the exact amount of these expenses and reach a fair agreement that adequately compensates me for any financial hardships endured.

2. Consideration for punitive damages, if applicable. Punitive damages may be appropriate if there is evidence of negligence or intentional misconduct on the part of the landlord that has caused significant harm or distress.

I believe that by engaging in open and honest negotiations, we can potentially find common ground and reach a mutually beneficial resolution. This approach will not only save us both the stress and expense of protracted legal proceedings but also allow us to maintain a positive working relationship moving forward. I kindly request that you respond to this letter within 30 days to indicate your willingness to explore this alternative path towards resolving our dispute. Should you agree to pursue negotiations, we can then proceed with discussing the specific details and terms that would be agreeable to both parties. Please note that this letter is not intended as an admission of any liability on my part, but rather as an invitation to resolve our differences in a fair and cooperative manner.

Thank you for your attention to this matter, and I look forward to your prompt response.

Sincerely,

Br. Richard Mills

Executive Director

Springfield Epilepsy Coalition

Richard, Mills
18 Saab Court apartment 1104
Springfield MA 01104
Richardmills@live.com
413-364-3566

October 7, 2023

Springfield MA Housing Authority
Board of Commissioners
25 Saab Court
Springfield, Ma 01101

Subject: Federal Public Housing [24 CFR 966]
State-Aided Public Housing [760 CMR 6.00]
And HUD Violations

Dear SHA Board of Commissioners:

I have encountered several challenges since moving to Saab Court and have reached out on numerous occasions with questions regarding the policies. However, I have been repeatedly met with either inadequate responses or a complete lack of information. After conducting my own research, I have discovered that Celina Correa, the District D Manager, intentionally withheld the tenant grievance policy from me since 2015. I did not receive it until I reached out to Mrs. Nicole Kane this past summer. This action has placed me at a significant disadvantage and raises concerns about potential policy violations and discrimination.

As an individual living with epilepsy, it is crucial for me to have access to important policies and procedures to ensure my safety and well-being within the community. By deliberately withholding this essential information, District D management have not only violated my rights as a tenant but have also created an environment in which I feel unsure and unprotected.

I respectfully ask the grievance board to commence proceedings as outlined in your policy, which states that this policy applies to any disagreement a tenant may have regarding the actions or inaction of the SHA that relate to their lease or SHA rules, and which negatively impact the tenant's rights, obligations, well-being, or standing. an investigation into this matter. It is imperative that all residents, including

those with medical conditions, are treated fairly and provided with equal access to necessary information and policies. I believe a thorough examination of Saab Court's operations will reveal any discrepancies, policy violations, or discrimination that have taken place, ultimately ensuring the well-being, rights, and safety of all residents.

I would greatly appreciate any assistance or guidance you can provide to address this situation effectively. Please let me know if there are any specific documents or evidence you require to proceed with the investigation. I am committed to working collaboratively with the grievance board to rectify these issues and ensure a safe and inclusive living environment for all residents of Saab Court. To mention the non-profit organization "Springfield Epilepsy Coalition, Inc. I have been actively involved with the Springfield Epilepsy Coalition, Inc., a non-profit organization dedicated to supporting individuals and families affected by epilepsy.

Thank you for your attention to this matter. I look forward to hearing from you soon.

Sincerely,

Br. Richard Mills, D.D

Executive Director

Springfield Epilepsy Coalition, Inc

Br. Richard, Mills
92 Debra Dr Apt 4D
Chicopee, Ma 01020

September 3, 2024

Springfield Housing Authority
Board of Commissioners
25 Saab Court
Springfield, MA 01104

Subject: Follow-Up on Unresolved Concerns and Lack of Response

Dear Members of the Board of Commissioners,

I hope this letter finds you well. I am writing to follow up on my letter sent on August 14, 2024, in which I detailed significant concerns regarding the denial of the tenant grievance policy to both the Saab Court Association and myself in 2022. Additionally, I addressed issues related to violations, discrimination, invasion of privacy, and the violation of my rights under the Americans with Disabilities Act.

As of today, I have not received a response to my letter. This lack of communication is concerning, given the gravity of the issues raised and the impact they have had on my well-being.

I wish to reaffirm my willingness to resolve this matter amicably. However, if I do not hear back from you within the next 14 days, I will have no choice but to consider further legal action to protect my rights and seek the necessary remedies for the damages I have suffered.

Please respond at your earliest convenience so we can address these matters without further escalation.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

Br. Richard Mills

EAST SPRINGFIELD NEIGHBORHOOD COUNCIL
1437 Carew Street.
SPRINGFIELD, MA 01104

HUNGRY HILL NEIGHBORHOOD COUNCIL
P. O. BOX 352
SPRINGFIELD, MA 01101

January 31, 2025

Office of Community Development
1600 E. Columbus Avenue
Springfield, MA 01103

Attn: Lori Santaniello

To Whom It May Concern:

In response to the recent announcement seeking input for the 2025-2029 Consolidated Plan, the East Springfield Neighborhood Council and Hungry Hill Neighborhood Council wish to include our comments and suggestions for the upcoming ConPlan.

Both neighborhoods and their councils continue to urge funding for City of Springfield in relation to those categories highlighted in the announcement. All the categories listed reflect the city's ability to operate and function as a quality city. All residents want affordable housing, workable solutions for the homeless, and good public and available community services.

Housing is an issue that remains a high priority. Both market rate and affordable housing are needed along with funding to accommodate both types of housing. Additional funding for owner-occupied homes should be a priority in order to assist homeowners in the upkeep and maintenance of their homes, which many are long time owners and residents of Springfield.

Homeless is a large complex issue that is being addressed but there continues to be a need for additional funding for resources that can assist this population. Numerous agencies and organizations are available but would like to see funding allotted to those programs that are working to address the issue rather than continue with start-ups for services that may be already available. It appears that there are too many duplicative and uncoordinated services being offered making it difficult to distinguish one from the other. There needs to be a path toward efficiency to best serve all in need.

Public and Community Services: Public and community service enhances community and quality of life. It is important to include this area in future funding. Enhancements of parks and public spaces, extensive reforestation of the city to support the environment aesthetics, and neighborhood cleanups. Strong focus on education and enforcement of current rules and regulations related to zoning, land use and Ordinances need to be supported. Support for community interaction and collaboration with the police is critical to improving quality of life and economic stability. The current community beat management team structure could be supported through funding, staffing and programming. Neighborhood councils and Civic associations play an important role in community service so significant funding should be available to the councils which provide grass root services.

Economic development is an important category that will continue to need funding to improve on what is present and what can be obtained through available funding. There should be an emphasis on supporting development that meets the true needs of neighborhoods. We need to ensure that appropriate development is supported without encouraging duplicative services that oversaturate neighborhoods.

Vibrant and Safe Neighborhoods: As two neighborhoods that strongly want and need vibrant and safe neighborhoods, we urge funding related to these two categories. The neighborhoods quality of life and its infrastructure continually need improvements. All neighborhoods have recently received an influx of funding through ARPA funding, which has helped tremendously in each neighborhood. It was well received by the neighborhoods. We still need increased funding in the areas of Code Enforcement, (including Housing, Building and Zoning), which could use funds to employ more staff, improve processes, enhance enforcement of existing rules and regulations. All neighborhoods need additional investment and urge more funding for various issues and concerns that lead to deterioration.

We believe additional funding for the support of legal actions initiated by Building, Housing and Zoning code would support appropriate compliance. It is our understanding that additional legal staff capacity is needed.

We also request additional funding be designated to assist the Springfield Police Department in its Ordinance Squad, in order to strive to be more effective. Personnel and administrative systems are also needed resources. As neighborhoods we want stronger education and enforcement of existing quality of life regulations. The practice of issuing warnings, tickets, fines, citations, etc., does not result in resolution to issues at hand. Additional support should be provided to assemble special permit documents in such a way that they are easily located by residents, businesses and enforcing authorities. We ask for a stricter system of citations with fines attached to be put in place and an appropriate collection tool to be implemented. Too many times a citation, etc. are issued or a violator spoken to and the issues continue. The violator needs to know that there are repercussions to ignoring the city's enforcement actions. It is about standards and Quality of Life.

We strongly urge you to consider these comments and suggestions in your final recommendations for the coming fiscal year.

Thank you for your consideration.

Sincerely,



KATHLEEN BROWN

President, East Springfield Neighborhood Council



CATHERINE MOSSI

President, Hungry Hill Neighborhood Council

cc: Council File
Board Members
Michael A. Fenton, City Councilor, Ward 2

2025-2029 Consolidated Plan

Appendix F

Community Surveys

2025-2029 Consolidated Plan

The City of Springfield is preparing its' Consolidated Plan for Housing and Community Development activities for the upcoming 5 years, 2025-2029. Each year, the City of Springfield receives approximately \$6,400,000 of federal housing and community development grants from the U.S. Department of Housing and Urban Development (HUD) to fund housing and community development needs, strategies, and priorities.

The Consolidated Plan helps improve neighborhoods and groups in Springfield, and it's really important to hear from people who live there to understand what they need. Thank you for taking this quick online survey.

1. Do you live or work in Springfield?

- ☐ I live in Springfield
- ☐ I work in Springfield and/or I operate a small business in Springfield
- ☐ I do not live or work in Springfield - Please do not continue. This survey is only for people who live or work in Springfield.

2. If you live in Springfield, please select the neighborhood you live in

- | | |
|--|---|
| <input type="checkbox"/> Atwater Park | <input type="checkbox"/> Maple-High/Six Corners |
| <input type="checkbox"/> Bay Area | <input type="checkbox"/> McKnight |
| <input type="checkbox"/> Brightwood (North End - West Side of
Birnie Ave) | <input type="checkbox"/> Memorial Square (North End – East Side
of Birnie Ave) |
| <input type="checkbox"/> Metro Center / Downtown | <input type="checkbox"/> Old Hill |
| <input type="checkbox"/> East Forest Park | <input type="checkbox"/> Outer Belt |
| <input type="checkbox"/> East Springfield | <input type="checkbox"/> Pine Point |
| <input type="checkbox"/> Forest Park | <input type="checkbox"/> Sixteen Acres |
| <input type="checkbox"/> Hungry Hill | <input type="checkbox"/> South End |
| <input type="checkbox"/> Indian Orchard | <input type="checkbox"/> Upper Hill |
| <input type="checkbox"/> Lower Liberty Heights | <input type="checkbox"/> I do not live in Springfield |

The following questions are just for gathering information to make sure the City hears from a variety of people who live here.

3. Please select the annual income of your household.

- | | |
|--|--|
| <input type="checkbox"/> Under \$25,000 | <input type="checkbox"/> Between \$60,000 and \$79,999 |
| <input type="checkbox"/> Between \$25,000 and \$39,999 | <input type="checkbox"/> Between \$80,000 and \$99,999 |
| <input type="checkbox"/> Between \$40,000 and \$59,999 | <input type="checkbox"/> Over \$100,000 |

2025-2029 Consolidated Plan

4. What is your age?

- ☐ Under 18 years old
- ☐ 18 - 24 years old
- ☐ 25 – 64 years old
- ☐ 65 years old or older

5. Do you see yourself as any of these? Please choose any that fit you.

- ☐ US military veteran
- ☐ Person who is homeless or has experienced homelessness
- ☐ Person who has experienced domestic violence
- ☐ Person who is not working and is still seeking a job or has been without a job
- ☐ Person who does not speak English well
- ☐ Person with a disability or limited mobility
- ☐ Person living in public housing or with Section 8 housing assistance

6. Do you identify as Hispanic/Latino?

- ☐ Yes
- ☐ No

7. Do you identify as any of the following races?

- | | |
|---|--|
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Asian & White |
| <input type="checkbox"/> American Indian or Alaska Native & Black or African American | <input type="checkbox"/> Black or African American |
| <input type="checkbox"/> American Indian or Alaska Native & White | <input type="checkbox"/> Black or African American & White |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| | <input type="checkbox"/> White |
| | <input type="checkbox"/> Other Multi Racial |

8. How would you describe your current living situation? Please select only one.

- | | |
|--|---|
| <input type="checkbox"/> Renting a home | <input type="checkbox"/> Staying with friends or family |
| <input type="checkbox"/> Owning a home | <input type="checkbox"/> No permanent place to live |
| <input type="checkbox"/> In a group home or assisted living facility | <input type="checkbox"/> None of the above |

2025-2029 Consolidated Plan

9. What are the top three Community Development challenges facing Springfield? Please limit your answers to 3.

- ☐ Access to Quality, Affordable Housing (poor housing conditions, lack of housing supply, and affordability of available housing, etc.)
- ☐ Access to Public and/or Community Services (educational opportunities, affordable childcare, youth programming, substance abuse/mental health programming, financial literacy, and English as a Second Language classes)
- ☐ Access to Economic Opportunity (employment/job opportunities and training and small business support)
- ☐ Access to Vibrant and Safe Neighborhoods (parks, sidewalks, libraries, graffiti, public safety, and quality of life, etc.)
- ☐ Other

10. Please rank how important these affordable housing activities are, from most important to least important:

	Not Important	Somewhat Important	Very Important
Fixing homes that people own	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fixing homes that people rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping people buy a home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping people pay their rent if they can't afford it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building affordable homes for homeownership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building affordable rental housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping the affordable housing we already have in Springfield	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making homes more energy efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Removing lead paint from homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please share			

2025-2029 Consolidated Plan

11. Please rank how important you think these activities are for addressing homelessness from most important to least important:

	Not Important	Somewhat Important	Very Important
Homeless Facilities and Shelters Places for homeless people to stay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help for homeless people to find services and housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help paying rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing with services for people who have been homeless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behavioral Health Services Mental health and substance use services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for homeless young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people leaving domestic violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for people with HIV/AIDS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others, please share			

12. Please tell us how important you think these community services are, from most important to least important:

	Not Important	Somewhat Important	Very Important
Senior/Elderly Services / Services for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Services / Services for kids and young people (childcare, tutoring, after school programs, summer activities and violence prevention, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2025-2029 Consolidated Plan

	Not Important	Somewhat Important	Very Important
Health services (help with healthcare, for addiction/substance abuse, mental health, and programs for people with AIDS/HIV, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for Persons with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Help / Legal Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help for people facing Domestic Violence, Intimate Partner Violation or Human Trafficking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Assistance/Job Help or Training, or getting a high school equivalency diploma (GED/HISET)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education about fair housing and housing discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs to help people get food / Food Access Programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services for Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education for homebuyers or renters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education about money management / Financial Literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education for digital skills (like using a computer or the internet) / Digital Literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English classes for non-native speakers / ESOL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please share			

2025-2029 Consolidated Plan

13. How important do you think these job and business activities are in your neighborhood? Please rate them from most important to least important:

	Not Important	Somewhat Important	Very Important
Help for small businesses / Small Business Technical Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funding for small businesses / Access to capital or financial resources for small businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job training and education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving the look of the exteriors of stores and businesses / Façade Improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning up polluted/contaminated sites for future use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please share			

14. Please rank how important these neighborhood improvements are from most important to least important:

	Not Important	Somewhat Important	Very Important
Fixing or improving parks (playgrounds, walking trails, basketball/tennis/pickleball courts, or public exercise equipment, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to fresh food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting walking and biking (sidewalk repairs, adding crosswalks, community bike share, and bike lanes, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving roads and sewers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planting more trees and or green infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning up graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2025-2029 Consolidated Plan

	Not Important	Somewhat Important	Very Important
Improving community facilities, including making them accessible to people with disabilities (community or youth centers, libraries, and food banks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making neighborhoods look nicer /Neighborhood Beautification (adding decorative lights, flower planters/baskets, public art and neighborhood signs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Protect and improve historical buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning, securing or demolition of empty buildings and lots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checking and enforcing local rules and codes /Pro-active code enforcement sweeps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adding more neighborhood events and activities (block parties, holiday celebrations, festivals, national night out, and neighborhood cleanups, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other suggestions, please share			

Plan consolidado para 2025-2029

La ciudad de Springfield está desarrollando su Plan consolidado para las actividades de vivienda y desarrollo comunitario para los próximos cinco años, de 2025 a 2029. Cada año, la Ciudad de Springfield recibe alrededor de 6 400 000 \$ en subvenciones federales del Departamento de Vivienda y Desarrollo Urbano de EE. UU. (HUD, por sus siglas en inglés), destinadas a financiar las necesidades, estrategias y prioridades de vivienda y desarrollo comunitario.

Este Plan consolidado contribuye a la mejora de los vecindarios y las comunidades de Springfield, por lo que es fundamental escuchar a las personas que viven aquí para entender qué necesitan. Agradecemos que se tome unos minutos para completar esta breve encuesta en línea.

1. ¿Vive o trabaja en Springfield?

- ☐ Vivo en Springfield
- ☐ Trabajo en Springfield y/o administro un pequeño negocio en Springfield
- ☐ No vivo ni trabajo en Springfield: por favor, no continúe. Esta encuesta es solo para las personas que viven o trabajan en Springfield.

2. Si vive en Springfield, seleccione el barrio en el que vive

- | | |
|--|---|
| <input type="checkbox"/> Atwater Park | <input type="checkbox"/> Maple-High/Six Corners |
| <input type="checkbox"/> Bay Area | <input type="checkbox"/> McKnight |
| <input type="checkbox"/> Brightwood (North End - West Side of
Birnie Ave) | <input type="checkbox"/> Memorial Square (North End – East Side
of Birnie Ave) |
| <input type="checkbox"/> Metro Center / Downtown | <input type="checkbox"/> Old Hill |
| <input type="checkbox"/> East Forest Park | <input type="checkbox"/> Outer Belt |
| <input type="checkbox"/> East Springfield | <input type="checkbox"/> Pine Point |
| <input type="checkbox"/> Forest Park | <input type="checkbox"/> Sixteen Acres |
| <input type="checkbox"/> Hungry Hill | <input type="checkbox"/> South End |
| <input type="checkbox"/> Indian Orchard | <input type="checkbox"/> Upper Hill |
| <input type="checkbox"/> Lower Liberty Heights | <input type="checkbox"/> No vivo en Springfield |

Estas preguntas son solo para recopilar información y asegurarnos de que la ciudad reciba opiniones de una diversidad de personas que viven aquí.

3. Seleccione el ingreso anual de su hogar.

- | | |
|--|--|
| <input type="checkbox"/> Menos de 25 000 \$ | <input type="checkbox"/> Entre 60 000 \$ y 79 999 \$ |
| <input type="checkbox"/> Entre 25 000 \$ y 39 999 \$ | <input type="checkbox"/> Entre 80 000 \$ y 99 999 \$ |
| <input type="checkbox"/> Entre 40 000 \$ y 59 999 \$ | <input type="checkbox"/> Más de 100 000 \$ |

Plan consolidado para 2025-2029

4. ¿Qué edad tiene?

- ☐ Menos de 18 años
- ☐ 18 - 24 años
- ☐ 25 - 64 años
- ☐ 65 años o más

5. ¿Se ve a sí mismo como alguno de ellos? Elija el que mejor se adapte a usted?

- ☐ Veterano militar de EE. UU.
- ☐ Persona sin hogar o que ha experimentado estar sin hogar
- ☐ Persona que ha experimentado violencia doméstica
- ☐ Persona que no trabaja y sigue buscando empleo o ha estado sin trabajo
- ☐ Persona que no habla bien inglés
- ☐ Persona con una discapacidad o movilidad limitada
- ☐ Persona que vive en una vivienda pública o con una ayuda a la vivienda de la Sección 8

6. ¿Se identifica como hispano/latino?

- ☐ Sí
- ☐ No

7. ¿Se identifica como alguna de las siguientes razas?

- | | |
|---|---|
| <input type="checkbox"/> Indígena americano o nativo de Alaska | <input type="checkbox"/> Asiático y blanco |
| <input type="checkbox"/> Indígena americano, nativo de Alaska y negro o afroamericano | <input type="checkbox"/> Negro o afroamericano |
| <input type="checkbox"/> Indígena americano o nativo de Alaska y blanco | <input type="checkbox"/> Negro o afroamericano y blanco |
| <input type="checkbox"/> Asiático | <input type="checkbox"/> Nativo de Hawái u otra isla del Pacífico |
| | <input type="checkbox"/> Blanco |
| | <input type="checkbox"/> Otro multirracial |

8. ¿Cómo describiría su situación de vivienda actual? Seleccione solo una opción?

- | | |
|---|---|
| <input type="checkbox"/> Alquilo una casa | <input type="checkbox"/> Vivo con amigos o familiares |
| <input type="checkbox"/> Propietario de una casa | <input type="checkbox"/> Sin un lugar permanente para vivir |
| <input type="checkbox"/> En una casa de acogida o centro de vida asistida | <input type="checkbox"/> Ninguna de las anteriores |

Plan consolidado para 2025-2029

9. ¿Cuáles considera que son los tres mayores desafíos de desarrollo comunitario en Springfield?

- ☐ Acceso a viviendas de calidad y a precios asequibles (malas condiciones de vivienda, escasez de opciones, falta de accesibilidad en las viviendas disponibles, etc.)
- ☐ Acceso a servicios públicos y/o comunitarios (oportunidades educativas, cuidado infantil asequible, programas para jóvenes, programas de salud mental/de tratamiento para el abuso de sustancias, educación financiera y clases de inglés como segundo idioma)
- ☐ Acceso a oportunidades económicas (empleo/capacitación laboral y apoyo a pequeños negocios)
- ☐ Acceso a vecindarios activos y seguros (parques, aceras, bibliotecas, grafitis, seguridad pública y calidad de vida, entre otros).
- ☐ Otro

10. Indique, de mayor a menor, la importancia de las siguientes actividades relacionadas con el acceso a la vivienda asequible:

	No es Importante	Algo Importante	Muy Importante
Arreglar casas que son propiedad de ciudadanos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arreglar viviendas de alquiler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ayudar a las personas a comprar una casa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ayudar a las personas a pagar el alquiler si no pueden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construir viviendas asequibles para la compra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construir viviendas asequibles para el alquiler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mantener las viviendas asequibles que ya existen en Springfield	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mejorar la eficiencia energética de las viviendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eliminar la pintura con plomo de las viviendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Otro, por favor especifique			

Plan consolidado para 2025-2029

11. Indique, de mayor a menor, la importancia que le da a estas actividades para abordar el problema de las personas sin hogar:

	No es Importante	Algo Importante	Muy Importante
Instalaciones y refugios para personas sin hogar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apoyo en la calle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ayuda para que las personas sin hogar encuentren servicios y vivienda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ayuda para el pago del alquiler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vivienda con servicios para personas que han estado sin hogar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicios de salud mental y tratamiento para el abuso de sustancias	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacitación laboral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicios para jóvenes sin hogar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apoyo para personas que se han enfrentado a situaciones de violencia doméstica	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apoyo para personas con VIH/SIDA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Otros, por favor especifique			

Plan consolidado para 2025-2029

12. Indique, de mayor a menor, la importancia que le da a estos servicios comunitarios:

	No es Importante	Algo Importante	Muy Importante
Servicios para personas mayores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicios para jóvenes (cuidado infantil, tutorías, programas extraescolares, actividades estivales y prevención de violencia, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicios de salud (asistencia médica, tratamiento de adicciones/abuso de sustancias, salud mental y programas para personas con VIH/SIDA, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicios para personas con discapacidades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asistencia legal / Servicios legales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ayuda para personas que se enfrentan a la violencia doméstica, violencia de pareja o trata de personas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicios de transporte	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asistencia para el empleo/ayuda o formación laboral, u obtención de un diploma de equivalencia de estudios secundarios (GED/HiSET)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educación sobre vivienda justa y prevención de discriminación en el ámbito de la vivienda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programas de asistencia para obtener alimentos / Programas de acceso a los alimentos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicios para veteranos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educación para compradores o arrendadores de viviendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educación sobre administración del dinero / Educación financiera	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Plan consolidado para 2025-2029

	No es Importante	Algo Importante	Muy Importante
Educación para la adquisición de competencias digitales (uso de computadoras e internet) / Alfabetización digital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clases de inglés para hablantes no nativos / ESOL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Otro, por favor especifique			

13. ¿Qué tan importantes considera estas actividades laborales y empresariales en su vecindario?
Clasifíquelas de la más importante a la menos importante:

	No es Importante	Algo Importante	Muy Importante
Apoyo para pequeñas empresas / Asesoría técnica para pequeñas empresas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financiamiento para pequeñas empresas / Acceso a capital o recursos financieros	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capacitación y educación laboral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mejorar la apariencia de las fachadas de tiendas y negocios	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limpieza de áreas contaminadas para futuros usos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Otro, por favor especifique			

Plan consolidado para 2025-2029

14. Indique, de mayor a menor, la importancia de estas mejoras en los vecindarios.

	No es Importante	Algo Importante	Muy Importante
Reparar o mejorar parques (juegos infantiles, senderos, canchas de baloncesto/tenis/pickleball, o equipos de ejercicio público, entre otros).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acceso a alimentos frescos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fomentar el caminar y el uso de bicicletas (reparación de aceras, añadir pasos peatonales, sistema de bicicletas compartidas, y carriles para bicicletas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mejorar las calles y el alcantarillado	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plantar más árboles y/o infraestructura verde	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limpiar grafitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mejorar instalaciones comunitarias, incluyendo accesibilidad para personas con discapacidades (centros comunitarios, bibliotecas y bancos de alimentos)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Embelllecimiento de los barrios (añadiendo luces decorativas, jardineras, arte público y señales)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proteger y restaurar edificios históricos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limpiar, asegurar o demoler edificios y terrenos vacíos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verificar y hacer cumplir las normas y códigos locales / Inspecciones proactivas de códigos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizar más eventos y actividades en el barrio (fiestas en la calle, celebraciones de festividades, festivales, noches de cultura de las comunidades, y limpiezas de vecindarios, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Otro, por favor especifique			

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Appendix G

SF 424s and Certifications

(Final Draft Only)

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Appendix H

HOME Recapture/Resale Policies

City of Springfield HOME Investments Partnership Program Resale-Recapture Policy

The City of Springfield's HOME program funds two types of homebuyer activities:

1. Down Payment Assistance
2. Project-Based Homeownership Homeowner Subsidy

General Rule: Recapture

The City generally applies a Recapture Restriction for both programs, with one exception which is described below. The City's Recapture provision requires:

- If the original HOME-assisted owner continues to own the property but fails to maintain it as the principal place of residence for the term of the Affordability Period, the entire amount of HOME assistance funds shall be due and payable.
- The original HOME-assisted owner may sell the unit at any time during the period of affordability, to any willing buyer, and at the price the market will bear, subject to recapture. If the unit is sold during the period of affordability, the HOME-assisted owner must repay all, or a portion of, the direct HOME assistance provided. The recapture amount is forgiven over time during the term of the Affordability Period, with an equal amount being forgiven for each full year of the term and the assistance is fully forgiven at the end of the term. (For example, over a 5-year Affordability Period, 20% of the loaned assistance is forgiven each year.) The amount of the loan which has not been forgiven is due and payable at the time of sale.
- Direct HOME assistance includes funds that enabled the homebuyer to purchase the property. This includes down payment assistance, closing costs, or other HOME assistance provided directly to the homebuyer and/or the difference between the fair market value of the property and a reduced sales price attributable to HOME development assistance.
- Recapture amounts are capped at the amount of the available net proceeds from the sale of the home.
- For Down Payment Assistance, loans are secured by a second mortgage on the property.
- For Project-Based Homeownership, a deed rider, running with the land, is used as the mechanism to impose the recapture requirements.

Exception # 1: Units Developed by Greater Springfield Habitat for Humanity (GSHFH)

In recognition of GSHFH's unique development model and program, the City's recapture restriction is modified as follows for units developed by GSHFH:

- The City, in accordance with the 2013 Final Rule Revision of 24 CFR §92.254(a)(5)(ii), will permit a subsequent income-qualified purchaser (income up to 80% AMI) to assume the existing HOME loan and recapture obligation entered into by the original buyer. No additional HOME assistance will be provided to the subsequent homebuyer.

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Appendix I

ESG Policies

SPRINGFIELD-HAMPDEN COUNTY CONTINUUM OF CARE

Standards for Providing Assistance (CoC-ESG Written Standards)

Last reviewed and approved by the Board of Directors Sept. 27, 2019

The CoC, in consultation with recipients of Emergency Solutions Grant (ESG) funds within Hampden County, has established the following written standards for providing CoC and ESG assistance. All CoC- and ESG- funded programs must consistently follow these standards. Other community providers are strongly encouraged to adopt the same standards. The use of standard criteria and assessment are meant to improve referral of people to appropriate resources based on their needs, to provide transparent guidance of eligibility for community programs, and to make the most efficient use of limited funds.

STANDARDS FOR ALL COC AND ESG PROGRAMS

Eligibility

CoC and ESG programs are designed to serve those who are homeless or at risk of homelessness as defined in federal regulations. In order to target funds to those most in need, the CoC limits eligibility to those in Categories 1, 2, 3, and 4 of homelessness, as defined on page 8 of these guidelines. Specific types of CoC and ESG programs may further target eligibility as provided in the sections below.

Emergency Transfer Policy

A tenant in a CoC program who is the victim of domestic violence, dating violence, sexual assault or stalking and requests a transfer will be transferred within the program or outside the program to next available CoC-funded unit for which the person or household is eligible under HUD's CoC rules, without needing to meet other eligibility or preference requirements. If the next available unit is not acceptable to the person in need of a transfer, they will be offered additional CoC-funded units as they become available. In the alternative, and where it is in the best interest of the tenant who is the victim of domestic violence, dating violence, sexual assault or stalking, the CoC may move the perpetrator to the next available CoC-funded unit.

The eligible person or family retains their original homeless or chronically homeless status for the purposes of the transfer. Remaining family members retain their housing in the original unit, unless terminated by the program or landlord for cause.

Prohibition on Separation of Family Members

CoC- and ESG-funded providers that serve families are prohibited from denying admission to families (or a member of a family) due to age and gender of a member of the family. Specifically, providers are required to accommodate whole families, and not deny admission or separate families due to the presence of a teenage boy in the household.

Access to School and Education Supports

Providers must ensure that homeless children and youth are enrolled in school or early childhood education and are connected to appropriate education-related services in the community. Providers must distribute materials to family households that make clear that homeless children are able to

remain in their school of origin or are able to enroll immediately in their new school; that homeless children who remain in their school of origin are provided transportation to the school; and that homeless children and youth have access to all school programs and services on the same basis as other students. Sample materials for this purpose, which may be adapted by individual providers, are attached as Appendix B. Further, CoC- and ESG-funded homeless assistance providers that serve families are required to have designated staff assigned to ensure adherence to federal and state statutes related to enrollment, transportation requirements, and notification procedures. The CoC requires that CoC- and ESG-funded providers submit an annual certification of compliance with these requirements. The annual certification form is attached in Appendix C.

PREVENTION ASSISTANCE (ESG PROGRAM ONLY)

Eligibility

Program regulations authorize ESG funds to serve people who meet the definition of homeless, including Category 2, which is persons at imminent risk of homelessness. The CoC elects to use prevention funds only for the purpose of diversion.

- Imminent Risk of Homelessness, Homeless Under Other Federal Statutes, or Fleeing/Attempting to Flee Domestic Violence
- Income at or below 30% area median income

Prioritization

- For financial assistance:
 - Combination of extremely low income and homelessness risk factors, as demonstrated by:
 - A minimum score of 20 on the Prevention Assessment, or
 - A score of 15-19 on the Prevention Assessment and presents a compelling reason for an exception to the general prioritization standard, which is documented in the file
 - Previous receipt of Rapid Rehousing assistance or HomeBASE and at risk of becoming homeless again
- For Tenancy Preservation Support Services
 - Eviction action initiated in court and tenancy at risk due to behavioral health issue

Assessment

Households must be assessed for prevention financial assistance with the Prevention Assessment Tool.

Assistance Provided

Prevention assistance is limited to the costs necessary to help the program participant regain stability in the participant's current permanent housing or move into other permanent housing and achieve stability in that housing.

EMERGENCY SHELTER

The role of emergency shelter is to provide a safe place for persons who have been unable to resolve a housing crisis and have no alternatives for temporary housing. The goal of the CoC is to assist residents to move from shelter into stable housing as quickly as possible. Housing planning should begin immediately upon entry to shelter.

Eligibility

- Literally Homeless, Imminent Risk of Homelessness, Homeless Under Other Federal Statutes, or Fleeing/Attempting to Flee Domestic Violence

Prioritization

The CoC includes a sufficient supply of emergency shelter for those in need. However, in the event that existing shelter beds cease to be sufficient, the CoC will prioritize:

- Households that cannot be diverted
- Literally homeless or fleeing/attempting to flee domestic violence

Assessment

The Diversion Screen is used to identify whether a household may be served with prevention assistance and avoid needing to enter shelter

RAPID REHOUSING

Rapid rehousing assistance consists of financial assistance and supportive services to assist a household access stable housing as quickly as possible. Rapid rehousing may assist a household recover from a temporary financial setback that caused homelessness, or, for households with more severe challenges, it may be a bridge to provide stability while the household increases income or is approved for affordable housing or permanent supportive housing.

Eligibility

- Literally homeless (unsheltered or in emergency shelter) or fleeing/attempting to flee domestic violence
- Income at or below 50% area median income

Prioritization

Household not eligible for Massachusetts Emergency Assistance (EA) program or Residential Assistance for Families in Transition (RAFT)

Use with PSH Placements

It is allowable for rapid rehousing assistance to be provided to cover move-in cost (first and last months' rent, security deposit, utility deposit) for persons moving into PSH assistance.

Household Contribution

- Households receiving financial assistance for rapid rehousing must pay a minimum of 30% of their current gross monthly income toward rent and utility costs. This requirement may be waived for the first month, when necessary to enable prompt move-in.

- Rapid rehousing programs that exclusively serve young adults age 18-24 do not need to require any financial contribution. These programs can pay full rent for program participants.

Reassessment of Household Income Households receiving medium-term rapid rehousing assistance (for 3-24 months) must have household income and circumstances reassessed at least every three months.

TRANSITIONAL HOUSING

Eligibility

- Literally Homeless (unsheltered or in emergency shelter) or Fleeing/Attempting to Flee Domestic Violence
- Meets target population that TH serves:
 - Youth 18-24
 - Victims of domestic violence
 - Wanting substance use recovery support and currently sober

Prioritization

- Income less than 15% AMI

PERMANENT SUPPORTIVE HOUSING

Eligibility

- Literally Homeless (unsheltered or in emergency shelter) or Fleeing/Attempting to Flee Domestic Violence
- Disabled
- Chronically Homeless or eligible under DedicatedPLUS criteria

Some units have other funding sources which restrict eligibility to specific populations as follows:

- Veterans
- HIV+
- Eligible for services from the MA Department of Mental Health

Prioritization

The CoC's prioritization for PSH units is consistent with HUD Notice CPD-16-11 (July 25, 2016). All CoC-funded units are dedicated or prioritized for chronically homeless, so the order of priority list in 1 below applies, unless there are no persons in this category to refer, in which case, the order moves to the next priority list.

PRIORITY 1: Chronically Homeless

Chronically homeless persons with the longest periods of homelessness and highest severity of service needs. Within this priority, the following orders of priority apply:

1. Individuals (including youth age 18-24) and families who have been cumulatively homeless for more than 2 years (24 months) and have a VI-SPDAT score of 8 or higher. Within this category, prioritization is by highest VI-SPDAT score first.
2. All others who are chronically homeless, prioritized by highest VI-SPDAT score first.

PRIORITY 2: Other High Need Homeless

Persons who do not meet the definition of chronically homeless but who are included in the following list.

The order of this list is each numbered item, ranked in order by VISPDAT score.

1. Episodically homeless with a cumulative stay of at least 12 months and has severe service needs (does not need to verify 4+ occasions of homelessness in 3 years). Must have been homeless at least 12 months in the last 3 years and have a VI-SPDAT score 8 or higher or case conferencing establishes level of service needs that should justify score of 8+.
2. Disabled and has severe service needs, as demonstrated by a VI-SPDAT score 8 or higher or case conferencing establishes level of service needs that should justify score of 8+. There is not a minimum length of homelessness required.
3. Disabled.
4. Persons coming from transitional housing.

Assessment

Households must be assessed using the VI-SPDAT, Family-VI-SPDAT, or TAY-VI-SPDAT

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Appendix K

Monitoring Policies

Monitoring

The Development Services Division, through its Community Development Division (OCD), has an established monitoring plan that governs the oversight of all sub recipient and interdepartmental contract agreements including:

- Community Development Block Grant (CDBG)
- HOME Investment Partnership Program (HOME)
- Emergency Solutions Grant (ESG)
- Housing Opportunities for Persons with AIDS (HOPWA)
- McKinney-Vento Homeless Assistance grants

Most community development projects are implemented by OCD, with internal monitoring via the Integrated Disbursement and Information System (IDIS) project reports, and strong internal procedures. For these projects and others implemented by City departments (such as public works), the OCD staff fully understands and incorporates program requirements. The OCD staff also undergoes an annual performance audit, to ensure compliance with HUD regulations.

A comprehensive system has been developed by OCD for sub-recipients in order to ensure compliance with program and budget requirements. These sub-recipients are usually implementing a social service or housing program.

OPED has contractual agreements with subrecipients of the program funds that require compliance with programmatic statutes and regulations. OPED is responsible for ensuring that subrecipients comply with all regulations governing their administrative, financial and programmatic operations and confirm that the subrecipients are achieving their performance objectives within the contractual schedule and budget and performance measurement system. Per HUD's recommendation, OPED utilizes a coordinated project monitoring process, including coordinated fiscal and program on-site monitoring visits.

Main program files for CDBG-funded programs and projects are maintained within OCD's central file system, but the programs and projects are managed by program delivery staff within their respective departments.

The Community Development Director of Administration and Finance has primary responsibility for long-term compliance with program and comprehensive planning requirements. In addition, CD staff oversees the fiscal monitoring of all activities funded through CDBG, HOME, ESG and HOPWA. OCD monitors CDBG contracts with organizations, and inter-departmental agreements with other City departments.

The monitoring process includes these essential components:

a. Progress Reports

All sub recipients are required to submit status reports to their Program Monitor. Reports are reviewed by Program Monitors to ensure that sub recipients are undertaking the activities contained within the Scope of Service and that they have achieved or are making diligent efforts to achieve the goals and objectives contained within the contract.

b. Invoicing

Requests for payment are submitted on a reimbursement basis. The Sub recipient submits a Requisition Form accompanied by all source documentation totaling the amount of the request. Source documentation includes: time sheets, invoices, canceled checks, purchase orders, and other sufficient documentation to justify the expenditures. In addition to source documentation, all requests for payment must include a status/progress report.

The OCD Administrative Division will review the request for payment to determine it is reasonable, appropriate and in accordance with the contract. If source documentation and monitoring are satisfactory, the request will be scheduled for payment. If deficiencies are found, the Sub recipient is notified immediately.

OCD is unable to process any requests for payment that do not include source documentation and a current progress report. Payment is contingent on: 1) expenditures being in accordance with the contract; and 2) satisfactory monitoring with no other outstanding issues.

c. Monitoring Schedule

The OCD Administration Division maintains a master contract schedule to track the dates and results of monitoring for all sub recipients and inter-departmental contracts. The schedule measures each contract against six risk factors.

RISK FACTOR 1:	Sub recipient is new to the program
RISK FACTOR 2:	Turnover of key staff
RISK FACTOR 3:	Prior compliance or performance problems
RISK FACTOR 4:	Sub recipient is carrying out a high-risk activity (e.g. economic development)
RISK FACTOR 5:	Multiple CDBG Contracts for the first time
RISK FACTOR 6:	Reports not turned in on time

Any contract not included in the program monitoring schedule is subject to "bench monitoring." This process involves contract scope review and review of monthly report forms and monthly narratives submitted by the sub recipient.

d. On-Site Monitoring

A notification letter is sent to the sub recipient confirming the date and the scope of the monitoring and a description of the information that will be required at the visit.

At the visit, the monitor will review project files to verify: (1) that the activities undertaken by the sub recipient are appropriate to satisfy the contractual obligations; (2) the accuracy of the information contained within the monthly progress reports; and (3) that the sub recipient is properly administering and implementing the program within federal guidelines. In addition, the Monitor ensures that the sub recipient is achieving or making diligent efforts to achieve the goals and objectives stated in the contract.

e. Follow-up

As a follow-up to a monitoring visit, the monitor will send a determination of compliance

letter notifying the sub recipient of the monitoring results. The letter will detail the purpose of the visit, provide feedback, and address areas for improvement, if necessary. This letter will be reviewed by the appropriate party prior to being sent to the sub recipient.

If the monitor identifies findings, corrective action will be recommended to the sub recipient. If the monitor has any concerns, specific recommendations will be provided to the sub recipient. The sub recipient will be required to provide to CD a written response describing how the sub recipient will resolve any findings and correct any deficiency identified in the letter.

Upon receipt of a sub recipient's response to identified findings or concerns, the Monitor will determine if a follow-up site visit is necessary to ensure that (1) corrective action was taken; and (2) the agency is now complying and performing in accordance with its contract.

f. Long Term Compliance

Projects that have long-term compliance requirements are monitored annually to ensure compliance with funding terms.

The City's monitoring policy requires unit inspections and tenant rent and income certifications of Federally-assisted properties every year. All rental units subsidized with CDBG, HOME and Lead Based Paint Hazard Control funds must be recertified to determine that the rent and/or income remains in compliance with the HUD rent and/or income limits for the project and that the units are occupied by income-eligible tenants. In addition, every Federally-assisted unit is inspected to determine compliance with HUD's Housing Quality Standard.

During the Restriction Commitment Period required by the particular loan documents, the City undertakes regular on-site monitoring visits to ensure that self-reporting on income and rent certification is accurate, and to ensure that all program requirements and policies are in compliance with federal requirements.