



**CDBG Consolidated Annual Performance and
Evaluation Report
(CAPER)**

PROGRAM YEAR 2020

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

Home improvements/emergency rehab continue to be in high demand and there is a waiting list of 11 projects. Improving the City's housing stock, particularly its older homes, and improving the quality of life of its residents, remains a priority for the City. It has found its home rehabilitation programs to be a growing need among its low to moderate income homeowners. Continued sidewalk improvements support the City's efforts to become safer, more accessible and more welcoming to pedestrian traffic, both local and visiting. One such project that was completed this year was the addition of a handicapped accessible ramp in an LMA that allows access from a parallel street directly to state street, the heart of the downtown district. These efforts are all part of the City's strategy to increase economic development activity in the downtown district. Also completed by the City this year was a comprehensive, city-wide housing needs assessment that identified an aging housing stock, lack of affordable housing and a large number of vacant properties.

The effects of the COVID-19 pandemic must be mentioned in this year's CAPER since it directly, negatively affected many of the City's businesses; many had to temporarily or permanently shut down. This was the same last year and, while it was hoped we would have moved beyond this pandemic, that has not occurred yet and it continues to hamper services to Bristolians.

The City continues to promote its Opportunity Zones and Enterprise Zone incentives to continue to gain visibility and momentum, and the City will continue to market these incentives, hopefully when the pandemic has slowed and the economy can pick up again.

CDBG funding continues to support the City's critical public service providers that provide direct services to low to moderate income community members. The City's homeless have been assisted through its agency partners, which include Kings Mt Permanent Supportive Housing which houses up to 12 chronically homeless men, and Crossroads Medical Mission which provides health care to the homeless and uninsured. The City's abused and neglected children have been assisted through the Children's Advocacy Center and the CASA program - collectively, 135 abused/neglected children were assisted in the City of Bristol this past year, improving their outcomes to find safe and permanent homes. Three hundred and one (301) LMI individuals received medical care and prescriptions through Crossroads Medical Mission, and 63 individuals received literacy and job skills through the Bristol Library's Jones Creativity Center. It must be noted that these are fairly good numbers since COVID-19 posed many service provision barriers during the second half of the program year.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee’s program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Code Enforcement	Non-Housing Community Development	CDBG: \$33,541	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	40	210	525.00%	20	0	0.00%
Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Facade treatment/business building rehabilitation	Business	5	0	0.00%			
Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Rental units constructed	Household Housing Unit	50	0	0.00%			
Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	10	0	0.00%			

Economic Development	Affordable Housing Non-Housing Community Development	CDBG: \$	Businesses assisted	Businesses Assisted	5	0	0.00%	2	0	0.00%
Housing Rehabilitation	Affordable Housing	CDBG: \$38,482	Homeowner Housing Rehabilitated	Household Housing Unit	45	5	11.11%	8	5	62.50%
Neighborhood Revitalization	Blight	CDBG: \$	Buildings Demolished	Buildings	8	3	37.50%	3	3	100.00%
Public Infrastructure/Sidewalks	Non-Housing Community Development	CDBG: \$66,892	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1000	1050	105.00%	500	1050	210.00%
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$35,997	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	3500	1391	39.74%	3000	1436	47.87%
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	200	0	0.00%	200	27	13.50%

Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$4,500	Homeless Person Overnight Shelter	Persons Assisted	60	12	20.00%	0	12	
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0		0	0	
Public Service Agencies	Public Housing Homeless Non-Housing Community Development	CDBG: \$	Homelessness Prevention	Persons Assisted	30	0	0.00%			

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction’s use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

The City of Bristol utilizes its Entitlement CDBG funding to benefit the City's homeless, low income households, low income communities and neighborhoods, create economic development opportunities, and support infrastructure improvements that provide accessibility and increased safety. This year, the City has spent its funding on all of these activities as demonstrated in this report. The City continues to prioritize housing issues and economic development with its CDBG activities. This year, the program assisted five (5) extremely low to moderately low income households with home repair/rehabilitation to make their homes more attractive, comfortable, safe and energy efficient. Improvements included roof replacements, window replacements, heat pumps, ADA accessibility, etc.

There were approximately 11 new businesses created during this program year (although the City had thirteen closures); 39 new jobs were created. The new businesses were supported by the City and Believe in Bristol, its Main Street program. The City had \$2.1 million in private

investment and \$608,915 in public investment.

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

	CDBG
White	1,385
Black or African American	233
Asian	5
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
Total	1,623
Hispanic	43
Not Hispanic	1,580

Table 2 – Table of assistance to racial and ethnic populations by source of funds

Narrative

Bristol, which is considered part of the Southwestern Virginia region, exhibits demographics that are consistent with the region - i.e., not very diverse. The majority of persons provided services and assistance are predominantly white and approximately 15% are from other racial backgrounds. The majority of these individuals were served by subrecipients who provide public service projects including healthcare, education, advocacy, and case management. Many others not included above were served indirectly through public improvements and economic development activities; racial and ethnic composition were not tracked/recorded.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	\$270,267	\$220,860

Table 3 - Resources Made Available

Narrative

The City used its 2020 CDBG allocation for the program year for housing and homeless services, job training and literacy education services, medical services, case management and advocacy for neglected children, code enforcement, housing rehabilitation, public improvements and program administration. Approximately 20% of the allocation was for administration of the CDBG program; 15% was allocated to sub-recipients to provide services to the homeless, extremely low to moderate income families and children; the remainder was used for code enforcement activities, public service projects, infrastructure improvements and single dwelling rehab and repairs.

The City received two rounds of CARES funding to prevent, prepare for and respond to COVID-19. The public service cap was waived for these monies. The first round, \$159,013 was used to provide PPE and remote supplies/equipment to public service agencies in the City. A portion of the 1st round of CARES funding has also been awarded to Bristol Redevelopment and Housing Authority to provide mortgage and rental assistance to LMI financially affected by COVID. The second round of CARES funding, CDBG-CV3 in the amount of \$116,003, was used to provide grant monies to United Way for distribution to LMI to catch up on their utility bills and provide for food vouchers. During the pandemic, many of the LMI households were hit hardest by lost jobs and limited hours. These funds were to help them with financial losses due to the pandemic.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
all LMI neighborhoods and downtown district		7	
AREA SURROUNDING ALL PUBLIC HOUSING UNITS	2	2	Admin
BRISTOL COMMERCIAL HISTORIC DISTRICT	8		
Census Tract 201, BG 2	10	3	Code Enforcement
Census Tract 202, BG 2	10	3	Code Enforcement
Census Tract 202, BG 3	15	12	VA Middle School/Admin

Census Tract 202, BG 4	5	26	Goode Street Ramp/Admin
Census Tract 203, BG 2	15	3	Code Enforcement
Enterprise Zone	10		
LMI households	20	44	
Opportunity Zone CT 201, 204	5		

Table 4 – Identify the geographic distribution and location of investments

Narrative

Administration costs were divided among target areas that had documented activities. Areas surrounding public housing units include sidewalk improvement projects and code enforcement activities. Bristol Commercial District includes Economic Development activities and code enforcement activities. Targeted census tracts include code enforcement activities, housing projects, and public improvements including the Virginia Middle School elevator upgrade and the Goode Street ADA accessible ramp that connects Goode Street to State Street. The Enterprise Zone includes economic development activities/Enterprise Zone incentives within the Enterprise Zone district. LMI households include Emergency Home Repair and Public Service activities.

Leveraging

Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

CDBG funded nine (9) public service agencies this year and all of them receive outside grant funding outside of CDBG (including local, state and federal), hold fundraisers, and receive private/public donations and contributions to carry out their missions and related activities. Bristol's CDBG provided \$40,545 to these public service agencies who collectively raised an additional \$1,239,413.24 to fully operate their programs. Additionally, these public service agencies had approximately 2,676.75 volunteer hours donated, in-kind resources valued at \$76,394.45.

CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	12	12
Number of Non-Homeless households to be provided affordable housing units	0	0
Number of Special-Needs households to be provided affordable housing units	0	0
Total	12	12

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	5	5
Number of households supported through Acquisition of Existing Units	0	0
Total	5	5

Table 6 – Number of Households Supported

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

Actual goals for households supported ran fairly true to estimated goals. The twelve rooms available at Kings Mt Permanent Supportive Housing typically remain full year round, the majority of residents remaining for several years. The rehab of existing units for LMI was slightly lower than usual, mainly due to limited activities because of the COVID-19 pandemic. The City continues to make home repair and priority and to ensure there are sufficient funds available to serve most applicants. This year, the funds were removed from the Home Maintenance Partnership Program (not emergency repairs) due to lack of

use - these funds were transferred to the Emergency Home Repair program. There continues to be a great demand for housing rehab and not enough funds - for the next program year, there are 13 eligible households already awaiting repair and three are under construction. Additionally, costs of repairs continue to increase, as do the number of financially vulnerable seniors living in older housing stock.

Discuss how these outcomes will impact future annual action plans.

The City of Bristol CDBG staff sees Emergency Home Repair as a priority for the City and would like to increase funding to this project even though it has limited resources.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	924	0
Low-income	353	0
Moderate-income	166	0
Total	1,443	0

Table 7 – Number of Households Served

Narrative Information

Public Service projects and housing repair programs all require information on household income to determine eligibility - a few of the public service agencies provide services to presumed low-extremely low income persons; these include CASA, CAC, Crossroads Medical Mission, Appalachian Independence Center. Others are required to track beneficiary income information as well as demographics. Not all public service agencies require beneficiaries to meet LMI guidelines to receive services (Girls Inc and Jones Creativity Center) but serve greater than 70% LMI.

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

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

The City helps coordinate the Homeless Point in Time count with the regional Cumberland Plateau Continuum of Care in order to identify and assess the number of actual homeless persons. This activity assists communities in assessing individual needs in order to provide programs and activities to help address these needs. Emergency shelters, food pantries, churches, and the police department also participate in this effort in order to reach as many homeless individuals as possible (due to COVID-19, the 2020 count was very limited). The Community Development Specialist also participates on several committees and coalitions that seek to end homelessness in the City. These include Poverty Education and Awareness, Bristol Housing Coalition, Cumberland Plateau Continuum of Care and Northeast TN/VA HOME Consortium. The Community Development Specialist also actively volunteers to assist with locally held Poverty Simulations which seek to educate and inform local policy makers, business professionals, residents, and service providers on the plight and barriers of low income and homeless individuals.

The Community Development Specialist continues to work with the Bristol Day Center Steering Committee which has joined with Family Promise of Bristol, an established 501 C 3 to establish a homeless day center in the Bristol VA/TN downtown area. While an Homeless Day Center has not yet been physically created, the City now has (and supports) a Homeless Coordinator within Family Promise of Bristol to quickly assist the homeless with housing and other case management services, which include referrals to the City of Bristol's newly established EnVision Center operated by the Bristol Redevelopment and Housing Authority.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City of Bristol is currently served by three shelters, all on the TN side of Bristol: the Salvation Army, the Haven of Rest Rescue Mission, Grace House and Abuse Alternatives Shelter for Women. Most clients are repeat visitors. The shelters continue to report that many clients refuse help from area service providers; some simply because they do not wish to abide by shelter rules, and others because they may have substance abuse issues and fear they may be arrested. The shelters continue to report that they are seldom at capacity except during the coldest days in the winter. There appear to be sufficient beds except during peak days in the wintertime. During this time, some persons may receive a voucher or money from local public service agencies to pay for a hotel room or other accommodations for a single night. There are no other shelter units for an entire family in Bristol, Virginia.

During COVID, the communities of both Bristol VA and TN came together and each provided the United Way of Bristol TN/VA with CV funds to temporarily house the homeless population that became infected

by COVID-19 and needed to be quarantined.

Abuse Alternatives Shelter for Women can accommodate women and their children. Haven of Rest operates the Grace House for women and children who are victims of domestic violence.

In addition to being served by these shelters, Bristol Virginia has 12 permanent supportive housing units for chronically homeless men in the City. This facility was repurposed from the former King's Mt Hospital Nurses Quarters and is operated by People Incorporated, the designated community action agency. This facility was funded by donations, and in-kind contributions from the City and People Incorporated. It currently receives annual funding from the Cumberland Plateau Continuum of care as well as CDBG funds from the City. This past program year, 12 chronically homeless men were housed in this facility.

As previously mentioned, the Community Development Specialist continues to be involved with the community effort to establish a homeless day center in the downtown area. While shelters may report that they are not always at capacity, the homeless must leave the shelters during the day. And there are also many homeless who do not live in the shelters but prefer to live out of doors in wooded areas around the City.

The need for transitional housing is clearly demonstrated in the City; most recently, Highlands Community Services received funding that will enable them to provide some transitional housing units in the City.

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

People Incorporated, the regional community action agency, and the Cumberland Plateau Continuum of Care collaborates with the Partners for Stronger Communities, Appalachian Independence Center, Crossroads Mobile Medical Mission, Highlands Community Services, Bristol Faith in Action, Bristol Redevelopment and Housing Authority, Abuse Alternatives, Frontier Health, Haven of Rest, Salvation Army, Healing Hands Healthcare Center, Virginia Employment Commission, Bristol Virginia Health Department, Southwest Virginia Legal Aid Society, Bristol Virginia Police Department, Bristol Department of Social Services, and other public service agencies in Bristol that currently supply support and address needs of the homeless population. They have established referral networks in place to assist in the effort to collectively meet the needs of this high-risk population. Recently, as previously noted, Family Promise of Bristol has a Homeless Coordinator/Case Manager to provide case management services and referrals on an individualized basis..

In addition to all of these existing networks, the Bristol Redevelopment and Housing Authority has been designated as an EnVision Center which has become operational and provides case management and resources to individuals both within the public housing units as well as others who are economically distressed and not living in public housing. This center will be key to matching community resources to those in need.

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

As previously mentioned, the City of Bristol works collectively with its local and regional partners to assist and encourage homeless individuals and families regain their independence and self-sufficiency. And many housing groups are using the "housing first" model which houses homeless individuals and families faster than it used to. The City of Bristol relies on its many area and regional public service agencies to provide supportive services to homeless people and those at risk of becoming homeless.

Services available to the homeless and those at risk of homelessness in the City of Bristol include:

- Medical services provided free of charge by Crossroads Medical Mission
- Seven units of scattered-site transitional housing
- Substance abuse and other mental/behavioral disorder treatment through Highlands Community Services, Frontier Health, and the Partners for Stronger Communities
- Meals are provided by the Salvation Army, Haven of Rest, the Soup Kitchen, Sharing Christ Ministries, various churches, and vouchers through Bristol Department of Social Services and Bristol Faith in Action
- The City continues to support People Incorporated, the regional community action agency, through its participation with the Cumberland Plateau Continuum of Care and financially with CDBG grant funds, in its efforts to address homeless needs
- The City works in cooperation with the Appalachian Regional Coalition on Homelessness (ARCH) to ensure services for Bristol's homeless population do not end at the state line
- The City promotes community awareness of the presence and challenges of homeless individuals through its participation on various coalitions throughout the community and its assistance in activities that inform and educate the community
- The City solicits members from various businesses, associations and residents of the community to actively participate in efforts to find solutions for the homeless and address other housing and homeless issues

CR-30 - Public Housing 91.220(h); 91.320(j)

Actions taken to address the needs of public housing

The Community Development Specialist participates in the Bristol Housing Coalition, a network of service providers led by the Bristol Redevelopment and Housing Authority (BRHA). This group meets monthly to address the ongoing needs of public housing and its occupants, as well as other vulnerable populations living throughout the City. BRHA is currently at capacity with no available units and a waiting list. Small, accessible units were identified for a need through this group, residents and the BRHA. BRHA has begun the renovation of Jones Manor and Stant Hall, which will remove efficiency apartments and make them all into larger, one bedroom units. BRHA has already completed the renovation of 20 units at Mosby Hall.

Most recently, BRHA has completed a Master Plan for housing which will provide them with strategic goals and an action plan for moving forward to ensure they meet the current needs of new and existing residents.

Additionally, BRHA has become an EnVision Center, designated by HUD. This center will enable families and individuals to connect with existing programs and agencies providing education and training which will help participants to qualify for jobs that are available. The EnVision Center designation adds a service that was not previously available in the community: a centralized location for case management in Bristol and the surrounding area.

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

BRHA has expanded its Family Self-Sufficiency program that provide public housing residents the opportunity to participate in financial workshops, seeking and obtaining job training and skill enhancement, and aggressively taking advantage of the free or affordable local programs that assist them in becoming employable, giving them a better understanding of the importance of saving and managing their money, instruction on proper nutrition and childcare, as well as homeownership education. Bristol has funded this program the last two years. In the past year, ___ families participated in the Family Self-Sufficiency (FSS) and the Resident Opportunity and Self-Sufficiency (ROSS) programs.

Actions taken to provide assistance to troubled PHAs

The BRHA is not classified as troubled. No assistance is needed at this time.

CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The City of Bristol provides many property tax exemptions to the elderly and disabled every year. The City's code enforcement department collaborates with service providers and contractors in the area, and seeks to provide assistance to homeowners in need, recommending resources as needed and setting up compliance plans, prior to taking any action on a home. Additionally, the City's Planning and Community Development Department continues to increase its efforts to provide support and continued development of a program to set up volunteer assistance to the elderly and disabled who cannot afford landscaping and/or simple maintenance efforts on their properties. The code enforcement officer and Community Development Specialist frequently identify property owners in the City who are not physically able to maintain their property and do not have sufficient income to pay someone to do it for them. This will eventually become a City-wide program and will incorporate street and neighborhood clean-up as well - Adopt a Spot.

The City's permit fee schedule generally reflects the investment and improvement in order to provide a progressive fee structure for permits. The City enforces its zoning restrictions which act to protect investment in personal properties in residential areas, and has a planning commission which review, in coordination with public input, any changes in policy and code.

Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

The Community Development Specialist regularly participates in numerous coalitions and serves on committees whose objectives are specifically to identify and address needs of the underserved in our communities. Additionally, City CDBG monies support public service agencies, such as the Bristol Library's Jones Creativity Center, which provides job training opportunities and job placement. The City also financially supports agencies that provide free medical care to the uninsured within our communities, namely Crossroads Medical Mission. The City uses its CDBG funding to support neglected/abused children through the Children's Advocacy Center and Court Appointed Special Advocates (CASA) program. Economically disadvantaged school-aged children are provided case management services through Communities in Schools and Girls Inc. Other programs supported by the City provide services to the homeless, including food and shelter, rental assistance and basic life essentials. Many of these services are funded through City CDBG allocations or the local United Way via general fund contributions.

And for the last two years, Bristol CDBG has been supporting the Appalachian Independence Center

which provides advocacy and support to disabled persons to enable them to become more independent and self-sufficient. It is the City's priority to keep individuals safely in their homes through Emergency Home Repair assistance and providing referrals to public services that can assist them.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

The Virginia Department of Health continues to screen children under the age of six in the public school system and through the Head Start program to identify and eliminate lead poisoning in Bristol. Lead poisoning in children does not appear to be an issue this year per the local health department.

All contractors hired for CDBG home repair projects are required to follow safe work practices associated with lead work as needed. Each housing unit is assessed for lead-based paint hazards and whether abatement practices are required through the use of a Checklist. In all instances, if lead-based paint was found, appropriate measures are taken to correct the problem.

Every applicant for home repair programs at-risk for lead-based paint (houses built prior to 1978) are provided the informational pamphlet "Protect your family from Lead in Your Home", which furthers awareness of lead hazards. All applicants sign to verify that they have received this information on the Home Repair applications.

Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

The City continues to actively pursue economic development activities that will generate high-paying jobs and to ensure that potential employees have access to training for these jobs. The City's Economic Development and Community Development departments work closely with potential employers, ensuring that the jobs they bring will benefit the community. Thirty new businesses were started in the City's Enterprise Zone area last year, creating 83 jobs. A growing textile manufacturer continues to gear up and will ultimately employ more than 100 employees with above-average wages. They have currently created 49 positions and plan on opening more lines.

The City continues to give property tax exemptions to elderly and disabled residents who live on fixed incomes. The Dept of Social Services, the Health Department, and other service organizations continue to provide assistance to families; not only direct assistance, but education and information that can help them achieve a better quality of life for themselves and their families. A collection of local and regional service organizations, through the leadership of the Bristol Housing Coalition, provide families in the City with an opportunity to connect with service providers and other resources to improve their personal, financial, and family well-being. The City also provides direct financial assistance to public service agencies that provide job training, financial literacy and job placement services to economically

disadvantaged families. City staff works very closely with the local community college, workforce boards and Southwest Virginia Alliance for Manufacturing Center of Excellence to ensure that all people have access to cutting edge career resources to close skill gaps needed in the community.

Additionally the City is continuously trying to recruit businesses that will bring well-paying jobs to the City. The City will soon be getting a Casino and Conference Center and Amazon will be opening their new facility in Bristol this fall.

Actions taken to develop institutional structure. 91.220(k); 91.320(j)

The City of Bristol works with numerous agencies, both public and private, to provide services to Bristol residents. During the program year, the City has maintained productive relationships with the agencies that serve the people of Bristol and continues to develop new relationships with private developers, lenders, public institutions, public service providers, etc. The City works closely with the Bristol Redevelopment and Housing Authority by attending monthly Bristol Housing Coalition meetings. Through its partnership and sub-recipients, Bristol maintains a high quality of service provision to the populations served.

The Cities of Bristol VA and TN have been working very closely to ensure that all of their vulnerable citizens have access to assistance. We have coordinated meetings with City staff, council persons, public service agencies, and churches once a month (these meetings were established due to COVID - while they started out as once a week, we now meet once a month). These meetings have been critical, particularly during this pandemic, to identify local needs and resources to address them.

Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

The City communicates and collaborates with social service providers, lenders, builders, developers, and other housing providers as well as local governmental agencies on a regular basis, as active members of the Bristol Housing Coalition, Cumberland Plateau Continuum of Care, Northeast TN/VA HOME Consortium, and the Poverty Education and Awareness board. These groups focus on services to the homeless, children, the elderly, disabled persons, and persons with HIV/AIDS and their families. Staff participates in Poverty Simulations which are designed to educate and inform various public and private institutions about the daily hardships low income individuals face. These simulations are held at least twice a year and attendees have included representatives from: the YMCA, YWCA, Bristol City staff and Council members, Bristol Public Schools, Bristol Police Department, Department of Social Services, Health Department, Bristol Housing and Redevelopment Authority, banks, hospitals, Chamber of Commerce, etc. This year, there have not been any simulations due to COVID-19 precautions and restrictions.

Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

No impediments were identified this past year. The Code Enforcement officer and Community Development Specialist provide renters with access and information pertaining to the Fair Housing Act if they are experiencing issues with their landlords.

Regarding Fair Housing activities, the City always provides its home repair applicants with a Fair Housing booklet and has pamphlets available at City Hall. The City of Bristol carried out two Fair Housing activities this year in partnership with its "sister" city, Bristol, TN. The cities had 6 foot portable banners created to provide fair housing information to residents. It also ran a fair housing ad on a large, well-placed bill board in the center of the City.

CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

The City has written policies and procedures for the CDBG program. The document was updated last year to revise some of the home repair and home maintenance partnership programs, raising grant amounts and placing caps on amounts provided to each homeowner. This manual includes Program Overview, Organizational Structure, Citizen Participation Plan (which was updated this year due to COVID), and Calendar, Consolidated Plan adoption, environmental review records, procurement policies, etc.

The Community Development Specialist continually monitors its public service sub-recipients by ensuring they submit timely and accurate quarterly reports and drawdowns. No issues were identified this year among sub-recipients. Two sub-recipients, Appalachian Independence Center and Bristol Redevelopment and Housing Authority (Project Advance), had program reviews carried out by the Community Development Specialist to ensure accurate procedures, protocols and documents were in place to demonstrate transparency and adherence to CDBG grant requirements.

Regarding homeless activities and objectives, the City's CDBG Home Repair program continues to successfully provide improvements to low income homeowners in the City, enabling them to continue living in their homes in safety and comfort. Many would not have the resources to relocate. Additionally the Community Development Specialist continues to be involved with the initiative to open a homeless day center to serve Bristol. This has proven to be a very trying and difficult project, particularly because of NIMBY issues. The latest efforts are focusing on local church(es) that are already providing some services. Additionally, the Housing Authority has been designated as an EnVision Center which will provide comprehensive case management services to both public housing residents and other vulnerable populations throughout the City; this will positively complement day center services. And Family Promise of Bristol now has a homeless coordinator/case manager who focuses specifically on homeless individuals and their issues.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The PY 2020 CAPER was summarized and published in the Bristol Herald Courier on September 3, 2021. This ad provided the date of a public hearing as well as a 15 day comment period beginning on September 3, 2021. The CAPER was made available for review during this comment period per request in the office of the Community Development Specialist, at the Bristol City Library, and on the City website. The Community Development Specialist's contact information was in the notice and she was available during this time period to receive any questions or comments about the CAPER. A public hearing was held at a regularly scheduled Council Meeting on Tuesday, September 28, 2021; no comments were received during the public hearing or during the comment period.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

Most of the City's objectives remain the same for its CDBG allocation. The most needed funds continue to be for emergency home repair and sidewalk/public infrastructure improvements. One change made this year was to close-out the City's CDBG Home Maintenance Partnership Program, which is similar to the City's Emergency Home Repair program except that activities are not of an urgent or safety issue. This program was underutilized and the City realized these funds would be better spent through its CDBG Emergency Home Repair program.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.