

DRAFT

CARROLLTON TEXAS

PY 2003

**Consolidated Annual
Performance and
Evaluation Report**

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CARROLLTON TEXAS

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December 2004

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INTRODUCTION

In accordance with 24 CFR Part 91.520 of Title I of the Housing and Community Development Act of 1974, as amended, the city of Carrollton, a Federally-designated entitlement community, is required to conduct an annual review of its Community Development Block Grant (CDBG) Program and report on the progress it has made in implementing its five-year strategic plan to the United States Department of Housing and Urban Development (HUD). This document represents the City of Carrollton's 2003 Program Year (PY) Consolidated Annual Performance and Evaluation Report (CAPER) for the Community Development Block Grant (CDBG) Program. Further, the document reports on the specific projects and activities that were undertaken during the 2003 program year to address Carrollton's community development priorities as established in the 1999-2005 Carrollton Consolidated Plan.

CONSOLIDATED PLAN

Carrollton's 1999-2005 Consolidated Plan describes the city's strategies and anticipated resources over a five-year period that will help to create a stronger link between the needs of the city and applicable strategies and available resources. Based on the needs analysis of the city of Carrollton in 2003-04, the following strategy areas were identified and are reaffirmed in this annual report:

- Infrastructure Improvements: Includes improvements to streets, sidewalks and water and sanitary sewer lines;
- Public Facility and Park Improvements: Includes improvements to existing public facilities and the construction of new facilities;
- Human Service Strategies: Enhancement of services to meet the needs of low-to-moderate income citizens;
- Lead-Based Paint: Education and reduction of lead-based paint hazards to all citizens at risk;
- Housing: Education and assistance to all citizens in the furtherance of fair, safe and affordable housing opportunities;
- Economic Development & Anti-Poverty Strategy: Support training and employment opportunities for all citizens.

CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER)

The city of Carrollton's PY 2003 Consolidated Annual Performance and Evaluation Report (CAPER) contains the following basic elements:

- 1) It provides the U.S. Department of Housing and Urban Development (HUD) with necessary

information for the Department to meet its regulatory requirement to assess Carrollton's ability to carry out the Community Development Block Grant (CDBG) Program in compliance with all applicable rules and regulations;

- 2) It provides information necessary for HUD's Annual Report to the U.S. Congress;
- 3) It provides the city of Carrollton with an opportunity to describe and relay to its citizens the many successes of the program in meeting the strategies stated in the 1999-2005 Consolidated Plan.

RESOURCES AVAILABLE

The city of Carrollton is an entitlement community under HUD's Community Development Block Grant (CDBG) Program. During the 2003 Program Year, October 1, 2003 through September 30, 2004, the following new funding was available to the city of Carrollton to further the objectives of the 1999-2005 Consolidated Plan:

2003 Program Year	Amount
Community Development Block Grant (CDBG) Funds	\$975,399
Program Year (PY) 2002 Program Income	\$30,433
Total Funds Available	\$1,005,832

CITIZEN PARTICIPATION

To ensure general citizen participation in the PY 2003 Consolidated Annual Performance and Evaluation Report (CAPER) process, the city followed its adopted 1999-2005 Citizen Participation Plan. Information on the public hearing was developed and mailed out to neighborhood associations, social service agencies, City Council, Neighborhood Advisory Commission, churches, civic service clubs and interested citizens. Notices were also published in the **Northwest Morning News**, a local edition of the **Dallas Morning News** and in **The Courier**, a monthly, community-wide neighborhood newsletter published by the Community Development Office.

The Neighborhood Advisory Commission held a public hearing on November 11, 2004 and the City Council held a public hearing on December 7, 2004, after having provided a 30-day public review and comment period. The public hearings updated citizens on the implementation of current CDBG activities and offered the PY 2003 CAPER for public review. Both public hearings were held in the evening at City Hall, 1945 East Jackson Road, which is centrally located in the community. All citizen comments received during this public hearing process have been summarized in Appendix A of this document.

PUBLIC NOTICES

The advertisement presented below was published in the November and December editions of *The Courier*, a monthly community-wide neighborhood newsletter. A slightly modified version of the advertisement was also published in the *Northwest Morning News*, a local edition of the *Dallas Morning News*, on October 29, 2004 and again on November 26, 2004. The November 26, 2004 advertisement included all of the text printed below except the paragraph that gives notice of the Neighborhood Advisory Commission (NAC) public hearing.

NOTICE OF PUBLIC HEARING

On October 1, 2003, the city of Carrollton received \$975,399 in Community Development Block Grant (CDBG) funds from the United States Department of Housing and Urban Development (HUD) and programmed \$30,433 in Program Year 2002 Program Income. According to Federal regulations, these funds must be utilized for the principal benefit of persons of low-to-moderate income in Carrollton.

The city of Carrollton is currently in the process of preparing a final Consolidated Annual Performance and Evaluation Report (CAPER) for the 2003 program year. This report reviews and reports on the accomplishments of the Carrollton CDBG program for the period spanning October 1, 2003 through September 30, 2004. A draft copy of the report is available for public review at City Hall, 1945 E Jackson Road, in the Office of Community Development and a digital copy is available on-line at <http://www.cityofcarrollton.com>.

The Neighborhood Advisory Commission (NAC) will hold a public hearing on November 11, 2004 to receive your comments on the Consolidated Annual Performance and Evaluation Report (CAPER) for the 2003 program year. The public hearing will be held at 6:30 p.m. in the City Council Briefing Room on the 2nd Floor of City Hall, 1945 E Jackson Road.

In addition, the City Council will hold a public hearing on December 7, 2004 to receive your comments on the Consolidated Annual Performance and Evaluation Report (CAPER) for the 2003 program year. The public hearing will be held at 7:00 p.m. in the City Council Chambers on the 2nd Floor of City Hall, 1945 E Jackson Road.

If you are unable to attend, you may submit written comments, concerns and/or ideas to the following address:

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c/o David Gwin, AICP, CEcD
Community Development
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PY 2003 CAPER ACTIVITY NARRATIVES

The purpose of the following tables and narratives is to meet the U.S. Department of Housing and Urban Development (HUD)'s requirements governing the annual submission of the Consolidated Annual Performance and Evaluation Report (CFR 91.520). The report describes how Community Development Block Grant (CDBG) funds were allocated in PY 2003 to address priority needs identified in the 1999-2005 Carrollton Consolidated Plan. The narratives also outline how the city used other resources to meet those needs.

Housing and Community Development Objectives

Carrollton's housing and community development objectives include, but are not limited to the following:

- Enhancement and preservation of infrastructure and public facilities.
- Elimination of conditions that are detrimental to the health, safety and public welfare.
- Preservation and enhancement of existing housing stock.
- Restoration and preservation of properties of special regard in terms of history, architectural style and/or aesthetics.
- Alleviation of physical and economic distress through the stimulation of private investment.

Non-Housing Community Development Strategies, Priorities and Accomplishments

The following list of strategies and priorities were developed in partnership with the community. Accomplishments during PY 2003 have been identified in the far left column of the table. A complete discussion of non-housing community development needs can be found on pages 97-102 in the 1999-2005 Carrollton Consolidated Plan.

Strategy	Priority	PY 2003 Accomplishments
Preserve and enhance neighborhoods throughout the city.	Priority 1	<p>In PY 2003, the city provided a total of \$154,716 in general fund resources for the implementation of this strategy. These funds are used for staffing and capital funds for the Neighborhood Enhancement Matching Grant Program. The Community Development Office works on an on-going basis to foster stronger partnerships in neighborhoods throughout the community. Special attention is focused on the oldest areas of the city.</p> <p>In PY 2003, the city made \$15,000 in General Fund resources available for Neighborhood Enhancement Matching Grant Projects. To date, twenty-three (23) projects have been awarded and completed under this program.</p>
Continue to work proactively in securing additional resources to meet community infrastructure needs.	Priority 1	<p>In PY 2003, the city allocated over \$2.8 million in General Fund resources to fund infrastructure projects in older areas of the community. This funding was used for projects in the city's oldest areas that do not meet CDBG eligibility requirements. In PY 2003, the city implemented the second phase of a \$5.5 million plan to reconstruct all of the sub-standard alleys, streets and sidewalks in the Rollingwood Estates neighborhood. This first phase of the project is complete and the second phase of the plan is well underway.</p>
Establish a more proactive municipal presence in older neighborhoods across the city.	Priority 1	<p>In PY 2003, the city provided a total of \$154,716 in general fund resources for the implementation of this strategy. These funds are used for staffing and capital for the Neighborhood Enhancement Matching Grant Program. The Neighborhood Partnership Office works on an on-going basis to foster stronger partnerships in neighborhoods throughout the community. Special attention is focused on the oldest areas of the city.</p> <p>In PY 2003, the city allocated \$106,835 in CDBG funds for grant administration and planning. These funds paid the salaries and operating expenses for three (3) staff members to work with community groups and city staff to implement this strategy. The effort is on-going.</p>
Establish a reinvestment plan for the reconstruction and/or enhancement of infrastructure in older neighborhoods throughout the community.	Priority 1	<p>Initiated in 2002, this project is on-going. It is anticipated that this plan will be in continuous evolution as additional needs are identified. Efforts are currently underway to increase the effectiveness of neighborhood integrity initiatives in older areas of the community.</p>

		In PY 2003, the city allocated \$106,835 in CDBG funds for grant administration and planning. These funds paid the salaries and operating expenses for three (3) staff members to work with community groups and city staff to implement this strategy. To date (PY 1999, 2000, 2001, 2002 & 2003), approximately \$550,000 has been allocated for this activity.
Proactively replace or construct sidewalks in predominately lower-income neighborhoods.	Priority 2	In PY 2003, the city implemented Phase I of a plan to reconstruct the streets and sidewalks in Holiday Park, a CDBG eligible neighborhood. It is currently estimated that approximately \$5 million will be required to reconstruct and stabilize all of the infrastructure in this low to moderate income neighborhood.
Proactively replace and construct drainage improvements in predominantly lower-income neighborhoods.	Priority 2	No action taken on this strategy in PY 2003.
On an as needed basis, assist in the rehabilitation of community facilities that principally serve lower income citizens.	Priority 2	In PY 1999, the city approved a \$2.5 million, CDBG-funded renovation and expansion of Old City Hall for use as a comprehensive community service center. This project has been completed. In PY 2003, the City of Carrollton expended the final \$43,097.28 in CDBG funds for this project. To date (PY 1999, 2000, 2001, 2002 & 2003), \$2,400,115 has been spent on this project and the project is now closed.
Replace or construct new sewer lines and water mains in predominantly lower income neighborhoods.	Priority 3	In PY 2003, the city implemented Phase I of a \$5 million plan to reconstruct the streets and sidewalks in Holiday Park, a CDBG eligible neighborhood. As a part of this project, the city's Utility Fund will fund reconstruction of the neighborhood's water and sewer lines. Reconstruction of this infrastructure is currently underway.

Housing Strategies, Priorities and Accomplishments

The following list of goals and priorities were developed in partnership with the community during the preparation of the 1999-2005 Carrollton Consolidated Plan. Accomplishments during PY 2003 have been identified in the far left column of the table. A complete discussion of housing in Carrollton can be found on pages 41 - 74 of the city's Consolidated Plan.

Strategy	Priority	PY 2003 Accomplishments
Increase opportunities for first-time homebuyers.	Priority 1	<p>In PY 2003, the city continued its partnership with Dallas County and the Denton County Housing Finance Corporation to provide first-time homebuyers assistance in Carrollton. The city is active in the marketing of both programs. The city continues to serve as an information and referral conduit for these programs. In FY 2003, the city made 83 referrals to both programs and, of those, 53% (44) were minority (non-white) households. In addition, 90% (75) were determined to be of low-to-moderate income.</p> <p>In PY 2002, the city allocated \$106,835 in CDBG funds for grant administration and planning. These funds paid the salaries and operating expenses for three (3) staff members to work with interested individuals and entities to implement this strategy. In PY 2003, \$112,358.12 in CDBG funds was expended for this activity. To date (PY 1999, 2000, 2001, 2002 & 2003), \$470,025.91 has been expended for this activity.</p>
Create opportunities for elderly and disabled homeowners to make home repairs that represent a risk to their health and/or safety.	Priority 1	<p>In PY 2003, the city continued to foster a close working relationship with Senior Adult Services (SAS), the major elderly service provider in Carrollton. SAS currently administers a program that addresses this need and the city provided \$125,000 in general fund resources for the program. One hundred percent of the individuals assisted were elderly and, as such, were presumed to be low-income. For more specific information on the beneficiaries of this program, please see the "Other Activities" section of this document.</p>
Preserve and enhance the existing stock.	Priority 2	<p>In PY 2000, the city completed an "Analysis to Impediments to Fair Housing Choice" study for Carrollton. While no major problems were identified in that analysis, the city continues to work toward the development of programs that will address the long-term enhancement and preservation of the city's housing stock. Efforts in this regard are on-going.</p>
Promote the construction of affordable housing throughout the city.	Priority 2	<p>In PY 2000, the city completed an "Analysis to Impediments to Fair Housing Choice" study for Carrollton. The city continues to work toward the development of an implementation plan for the study.</p>
Promote a diverse housing stock that is affordable for all income segments of the population.	Priority 3	<p>In PY 2000, the city completed an "Analysis to Impediments to Fair Housing Choice" study for Carrollton. The city continues to work toward the development of an implementation plan for the study.</p>

Educate owners and first-time homebuyers on the hazards and safe handling of lead-based paint.	Priority 1	During PY 2003, the city has continued to promote educational opportunities on this item. In PY 2003, the city participated in three (3) educational seminars on the dangers of lead-based paint and future activity is planned.
Educate the general citizenry about fair housing laws and choice.	Priority 1	In PY 2000, the city completed an "Analysis to Impediments to Fair Housing Choice" study for Carrollton. The city continues to work toward the development of an implementation plan for the study.
Continue to affirmatively further fair housing in Carrollton.	Priority 1	In PY 2000, the city completed an "Analysis to Impediments to Fair Housing Choice" study for Carrollton. The city continues to work toward the development of an implementation plan for the study.

Priority Population Strategies, Priorities and Accomplishments

The following list of goals and priorities were developed in partnership with the community during the preparation of the 1999-2005 Carrollton Consolidated Plan. Accomplishments during PY 2003 have been identified in the far left column of the table. A complete discussion of the priority population situation in Carrollton can be found on pages 103 – 116 of the city's Consolidated Plan.

Strategy	Priority	PY 2003 Accomplishments
<p>Strengthen and enhance partnerships between the city of Carrollton and local social service providers.</p>	<p>Priority 1</p>	<p>In PY 2003, the city provided \$154,716 in General Fund resources for staffing and operations related to this strategy. Since 1998, the city's Neighborhood Partnership Office has worked to develop partnerships throughout the community. To date, stronger partnerships have been realized between the city and neighborhoods, businesses, civic groups, non-profit agencies, religious entities and other governmental entities. For more information on these partnerships, please contact the city's Community Development Office or visit the city's website at www.cityofcarrollton.com.</p> <p>In PY 2003, the city also allocated \$106,835 in CDBG funds for grant administration and planning. These funds paid the salaries and operating expenses for three (3) staff members to work with community service providers to implement this strategy. The effort is on going.</p>
<p>Provide technical assistance and support to local service agencies in order to secure additional resources and thus allow them to better meet the needs of the populations they serve.</p>	<p>Priority 1</p>	<p>In PY 2003, the city allocated \$106,835 in CDBG funds for grant administration and planning. These funds paid the salaries and operating expenses for three (3) staff members to work with community service providers to implement this strategy. The effort is on going.</p> <p>In PY 2003, the city also provided \$154,716 in General Fund resources for staffing and operations related to this strategy. Since 1998, the city's Community Development Office has worked to develop partnerships throughout the community. To date, stronger partnerships have been realized between the city and neighborhoods, businesses, civic groups, non-profit agencies, religious entities and other governmental entities. For more information on these partnerships, please contact the city's Community Development Office or visit the city's website at www.cityofcarrollton.com.</p>
<p>Promote self-sufficiency strategies and plans among service providers.</p>	<p>Priority 2</p>	<p>In PY 2003, the city also allocated \$106,835 in CDBG funds for grant administration and planning. These funds paid the salaries and operating expenses for three (3) staff members to work with community service providers to implement this strategy. The effort is on going.</p>

<p>Seek increased involvement from regional service providers that do not currently have an active presence in Carrollton.</p>	<p>Priority 2</p>	<p>In PY 2003, the city provided approximately \$154,716 in General Fund resources for staffing and operations related to this strategy. Since 1998, the city's Community Development Office has worked to develop partnerships throughout the community. To date, stronger partnerships have been realized between the city and neighborhoods, businesses, civic groups, non-profit agencies, religious entities and other governmental entities. For more information on these partnerships, please contact the city's Community Development Office or visit the city's website at www.cityofcarrollton.com.</p> <p>In PY 2003, the city also allocated \$106,835 in CDBG funds for grant administration and planning. These funds paid the salaries and operating expenses for three (3) staff members to work with community service providers to implement this strategy. The effort is on going.</p>
<p>Promote an environment conducive to cooperation between all social service providers.</p>	<p>Priority 2</p>	<p>In PY 2003, the city allocated \$106,835 in CDBG funds for grant administration and planning. These funds paid the salaries and operating expenses for three (3) staff members to work with community service providers to implement this strategy. The effort is on going.</p> <p>In PY 2003, the city provided \$154,716 in General Fund resources for staffing and operations related to this strategy. Since 1998, the city's Neighborhood Partnership Office has worked to develop partnerships throughout the community. To date, stronger partnerships have been realized between the city and neighborhoods, businesses, civic groups, non-profit agencies, religious entities and other governmental entities.</p>
<p>Conduct and maintain an ongoing methodology to assess social service needs in the community.</p>	<p>Priority 3</p>	<p>No action pursued in regard to this strategy during PY 2003.</p>

Anti-Poverty Strategy Accomplishments

In PY 2003, the city continued to work to implement the following actions in an attempt to reduce the overall number of persons living in poverty in Carrollton:

- ❖ Endeavored to better coordinate local and other resources to increase educational opportunities for low-income persons in order to improve their ability to earn better wages. The city regularly meets with area social service agencies to assess identified community needs and, when able, city staff has responded to help the agencies to address these needs. In PY 2003, three (3) such meetings were held.
- ❖ Promoted tuition assistance programs, in-house college courses and other means to higher education as offered at local education institutions. In this capacity, the city met regularly with the representatives of Dallas County Community College System and with community outreach staff at two of the region's four-year universities. In PY 2003, two (2) such meetings were conducted.
- ❖ Improved the linkage between job training programs and local job creation efforts to attract jobs that pay above minimum wages and provide people with the ability to service a home mortgage.
- ❖ Promoted financial counseling and classes on budgeting and money management. In PY 2003, the city continued to promote area training and educational opportunities in this area. One (1) such promotion was made in *The Courier*, the city's community-wide neighborhood newsletter.
- ❖ Promoted linkages between housing, employment and educational systems and/or facilities.
- ❖ Promoted programs and training that help families-in-need to become more self-sufficient.

In addition, the Community Development Division provided technical assistance and information to private and public organizations that seek to provide affordable housing and support services to residents of Carrollton. Efforts in this area are on going.

The city promoted and continued to emphasize the need for greater coordination between all of the agencies active in Carrollton so as to minimize the duplication of efforts. Cooperative efforts in applying for available funds were initiated between public and private housing providers so as to maximize the potential for being awarded funds by the State and Federal Government. Efforts to enhance coordination between the public and private sector will insure that needs are being properly addressed and that resources are being maximized.

Lead-Based Paint Strategy

During the 2003 program year, the city of Carrollton has continued to demonstrate its commitment to the eradication of lead-based paint hazards in the community. Since the city does not currently have a housing rehabilitation program, efforts over the past year have been focused on information

dispersal and educational opportunities. On three occasions in PY 2003, city staff participated in educational seminars to educate citizens, home renovators and area realtors on the seriousness of the issue and what can be done to warn prospective homebuyers.

Affirmatively Furthering Fair Housing

In PY 2000, the city of Carrollton completed an Analysis of Impediments to Fair Housing Choice Study. As stated in the publication, there are no obvious or insurmountable barriers to fair housing in the City of Carrollton. However, as in any community, there are fair housing issues and challenges that should be addressed. Major issues that were identified include the following:

- ❖ The population of Carrollton is growing at a faster rate than the region as a whole. In addition, the population is becoming increasingly diverse. For example, in 1980 more than 92% of the population was white. According to 2000 census data, only 61.2% of the City of Carrollton is classified as white.
- ❖ Mathematical models utilizing 1990 data show that racial/ethnic groups experience low to moderate levels of segregation in the City of Carrollton. Hispanics are the most segregated from the white population. Due to the large increase in minority population in the past ten years, it is possible, however, that 2000 data will yield different assumptions.
- ❖ Although the City's major employers are primarily located in the southern portion of Carrollton, a growing employment center is emerging in the northern portion of the City. Most of the single-family housing growth is also located in this area. The lack of affordable housing (and multi-family housing) in the northern portion of the City could be a barrier to fair housing in the future.
- ❖ There are numerous active nonprofit housing and community development organizations, as well as fair housing advocacy organizations, in the area surrounding the City of Carrollton. However, there is a void of nonprofit housing activity in the City itself.
- ❖ The City's development guidelines establish very high standards of quality. However, these same standards also increase the costs of construction and may discourage the development of affordable housing. The specific examples highlighted in the study include minimum unit size requirements for multi-family housing and lot size requirements for single-family housing.
- ❖ Private developers have been successful in developing affordable housing in the City of Carrollton through the Low-Income Housing Tax Credit program. Because of their success, families earning 60% at or below the median area income have opportunities for safe and affordable housing in Carrollton.
- ❖ Although HUD dismissed the Walker Project's 1992 complaint against the City of Carrollton, the lingering impact of the original Walker suit can still be felt throughout the Dallas area. The City of Carrollton was one of the few suburban communities to have

welcomed Walker housing, and Foundation Communities' Peter's Colony Apartments has been successful in integrating Walker residents into the community.

As a result of the comprehensive study, the consultant formulated a series of detailed and achievable recommendations. The following is a summary of the consultant's recommendations to the City of Carrollton:

- ❖ Develop and implement a local fair housing ordinance.
- ❖ Recognize that there are subpopulations in the City of Carrollton who need affordable and accessible housing.
- ❖ Invest with and promote banks with a good Community Reinvestment Act (CRA) rating.
- ❖ Develop relationships with nonprofit organizations in surrounding communities, such as Dallas, Plano, and Denton.
- ❖ Continue to support Low-Income Housing Tax Credit projects.
- ❖ Provide incentives to affordable housing developers.
- ❖ Continue more community focus on upgrading infrastructure.
- ❖ Assess amount of land available for multi-family development.
- ❖ Continue to seek new community development resources that primarily benefit low- to moderate-income people, including senior citizens.
- ❖ Encourage infill development.
- ❖ Establish a first-time homebuyer program.
- ❖ Create a local housing agency.
- ❖ Review development guidelines to ensure compatibility with affordable housing.

The city is excited about the opportunities that are included in the study. The city is currently working to develop and identify resources to fund an implementation plan for the study. It is anticipated that the city will have much more to report on this item in subsequent annual performance reports.

Overcoming Barriers to Affordable Housing

There are no overt barriers to the development of affordable housing in Carrollton and this was substantiated in the city's *Analysis of Impediments to Fair Housing Choice*. In addition, the city of Carrollton's Comprehensive Plan encourages the construction of numerous housing types and the city has adopted building codes and ordinances that promote affordable housing throughout the city. To date, there is no evidence that zoning regulations, building codes, lot size limitations, development fees, or tax rates have a significant adverse effect on the provision of affordable housing in Carrollton.

Public Housing

The city of Carrollton does not own or maintain any public housing. Instead, the focus of the 1999-2005 Consolidated Plan is to promote, foster and create opportunities for lower income residents to purchase homes that are affordable and thus minimize the need for this type of housing.

The city also does not receive or administer funds for assisted housing. However, several surrounding communities do administer assisted housing programs to residents of Carrollton. Due to strict rules governing client confidentiality, the city has not been able to determine the number of housing vouchers and/or certificates that are currently being administered by external entities in Carrollton. In PY 2003, the city continued to provide information and referral services for citizens seeking assisted housing. In PY 2003, staff in the city's Office of Community Development received 348 inquiries for this type of assistance.

Institutional Structure and Coordination Efforts

The following is a description of the activities that represent the city of Carrollton's efforts to coordinate with other local organizations to implement the strategies identified in the 1999-2005 Consolidated Plan. The city of Carrollton works closely with its HUD-appointed Community Builder to coordinate activities that are of benefit to Carrollton residents.

In PY 2003, the City Council provided \$218,950 in General Fund resources to partially fund agencies that are actively engaged in the provision of services to the low-to-moderate income population in Carrollton. The specific agencies, types of services and the amount of funding are identified in the "OTHER ACTIVITIES" section of this report.

In exchange for the funding, the agencies and organizations work closely with the city in the provision of social services to all citizens in need. The close partnership the city has with each agency grows with each year of collaboration. Staff that are employed as part of the PY 2003 CDBG grant administration and planning activity provide technical, referral and capacity building assistance for the agencies on an on-going basis.

Monitoring Procedures and Standards

The city of Carrollton's Community Development Division continuously monitors programs and projects to ensure compliance with all applicable laws and regulations. Staff focuses on the following areas: environmental, financial, programmatic and labor relations.

Environmental standards and procedures are developed and implemented that include completion of compliance checklists for all activities and the city's annual Environmental Review Record (ERR). Staff maintains a copy of the ERR available for year round public review during regular business hours in the Community Development Office at City Hall, 1945 E Jackson Road.

Community Development staff and the city's accounting staff administer financial monitoring for all

projects, programs and activities. The city's Treasury Division works closely with Community Development staff to ensure that all draw downs are made after all ledgers and records have been reconciled and approved. The city's Purchasing Department assists with purchases and the general bidding process to ensure compliance with all applicable State and Federal regulations. The financial operations and expenditures of the city are audited on an annual basis by an independent accounting firm.

Staff in the Community Development Office carries out programmatic monitoring on a routine basis. Project and activity checklists are utilized to ensure that all requirements are met in a systematic manner.

The Economic Development Manager administers, monitors and reviews labor standards on all capital improvement projects. Contractors are provided with training prior to the start of each project. All contractor payments are contingent upon payment of proper wages to employees and the city's receipt of appropriate payroll records.

OTHER ACTIVITIES

During the PY 2003 program year, the city of Carrollton funded seven (7) social service agencies to address local objectives and strategies identified in the 1999-2005 Consolidated Plan. These activities were funded from the General Fund in an amount of \$218,950. All of the agencies identified below predominantly serve persons of low-to-moderate income.

Organization	Type of Service	# of Persons Assisted	Amount Funded
Bea's Kids	Youth Services	284	\$3,500
Denton Co Children's Advocacy Center	Youth Services	102	\$9,000
The Family Place	Family Services	1,368	\$4,500
Metrocrest Family Medical Clinic	Medical Services	554	\$6,000
Metrocrest Social Service Center	Homeless and Crisis Services	22,511	\$66,450
Senior Adult Services	Elderly Services	1,786	\$125,000
Special Care & Career Center*	Family Services	334	\$4,500
Total		26,939	\$218,950

* This agency only tracks number of households served.

A subcommittee of the City Council considers the award of social service contracts annually. The city of Carrollton is proud of its continued partnership with the above-identified agencies/organizations. A brief outline of the specific services and activities offered by each of the agencies listed above is included in Appendix C.

The following two sections illustrate the total number and demographic characteristics of individuals served by the agencies that received funding from the city of Carrollton in PY 2003. Cumulatively, these agencies served 26,939 individuals and 10,433 households in Carrollton. Of the households, 312 were elderly, 447 were disabled and 5,113 were identified as female head of household. The numbers and types of specific services provided over the last year have not been presented in this document due to the overwhelming number of social services provided by these agencies. If more detail is needed, please contact the City's Community Development Office.

Individuals Assisted by Race / Ethnicity

The social service agencies funded by the city of Carrollton in PY 2003 provide a broad range of services and serve a diverse population. According to quarterly reports submitted to the city of Carrollton by the funded agencies for PY 2003, the most widely served ethnic population group was "Hispanic," with 52.8% (14,220) of all assisted individuals identifying as "Hispanic" in ethnicity. The organizations that serve a relatively high percentage of "Hispanic" clients are: Bea's Kids (100%, or 284 persons), Metrocrest Social Services (56.8%, or 12,786 persons), Metrocrest Family Medical Clinic (55.1%, or 305 persons), Special Care & Career Services (33.2%, or 111 persons), The Family Place (32.2%, or 440 persons), and Children's Advocacy Center for Denton County (21.6%, or 22 persons). The only organization that reported a relatively low percentage of "Hispanic" clients was Senior Adult Services (15.2%, or 272 persons).

"White" is the second-largest racial group assisted by the agencies of Carrollton's social service partnership, with 26.2% (7,046) of all those assisted identifying as "White" in racial origin. The organizations that primarily served clientele that identified as "White" include: Senior Adult Services (68.5%, or 1,223 persons), Children's Advocacy Center for Denton County (63.7%, or 65 persons), The Family Place (50.0%, or 684 persons) and Special Care & Career Services (47.6%, or 159 persons).

Clients that identified as "Black" in racial origin represent 16.3% (4,402) of the population being served by these funded social service organizations. The agencies that reported the largest numbers of their clientele in this category are Metrocrest Social Services, with 17.9% (4,036), The Family Place, with 13.2% (180) and Children's Advocacy Center for Denton County, with 10.8% (11) of their clients in this category.

The racial category of "Asian / Pacific Islander" constituted 2.0% (539) of those assisted in Carrollton in PY 2003. The organizations assisting the largest proportion of people identified as "Asian / Pacific Islander" are Metrocrest Family Medical Clinic and Special Care & Career Services, with 10.8%, or 60 and 36 persons, respectively. Another agency providing assistance to a significant proportion of those identified as "Asian / Pacific Islander" was Senior Adult Services, assisting 161 persons (9.0%).

Clients that identified more closely with the "Other" racial category represent 0.7% (197) of the population being served by these funded social service organizations. The agencies reporting the largest percentage of their clientele in this category are: Children's Advocacy Center for Denton County (3.9%, or 4 persons), The Family Place (1.2%, or 16 persons) and Metrocrest Social Services (0.8%, or 175 persons). The remaining social service organizations report from 0.0% (0) to 0.6% (2) of persons they served in PY 2003 as being in this racial category.

Due in large part to their relatively small numbers as a racial group in Carrollton, "Native American" individuals represent a very small portion of the total people served by the funded social service agencies in Carrollton during PY 2003. This racial category comprises only 0.4% (102) of the total number of individuals assisted. The only two organizations that provided services to persons in this category were: Senior Adult Services (1.0%, or 17 persons) and Metrocrest Social Services (0.4%, or 85 persons).

Number of Individuals Assisted by Agency and Race / Ethnicity

Agency	White	Black	Asian / Pacific Islander	Native American	Hispanic	Other	Unknown	Total
Bea's Kids	0 / 0.0%	0 / 0.0%	0 / 0.0%	0 / 0.0%	284 / 100%	0 / 0.0%	0 / 0.0%	284 / 1.1%
Children's Advocacy Center for Denton Co.	65 / 63.7%	11 / 10.8%	0 / 0.0%	0 / 0.0%	22 / 21.6%	4 / 3.9%	0 / 0.0%	102 / 0.4%
The Family Place	684 / 50.0%	180 / 13.2%	48 / 3.5%	0 / 0.0%	440 / 32.2%	16 / 1.2%	0 / 0.0%	1,368 / 5.1%
Metrocrest Family Medical Clinic	131 / 23.6%	36 / 6.5%	60 / 10.8%	0 / 0.0%	305 / 55.1%	0 / 0.0%	22 / 4.0%	554 / 2.1%
Metrocrest Social Services	4,784 / 21.3%	4,036 / 17.9%	234 / 1.0%	85 / 0.4%	12,786 / 56.8%	175 / 0.8%	411 / 1.8%	22,511 / 83.6%
Senior Adult Services	1,223 / 68.5%	113 / 6.3%	161 / 9.0%	17 / 1.0%	272 / 15.2%	0 / 0.0%	0 / 0.0%	1,786 / 6.6%
Special Care & Career Services*	159 / 47.6%	26 / 7.8%	36 / 10.8%	0 / 0.0%	111 / 33.2%	2 / 0.6%	0 / 0.0%	334 / 1.2%
Total	7,046 / 26.2%	4,402 / 16.3%	539 / 2.0%	102 / 0.4%	14,220 / 52.8%	197 / 0.7%	433 / 1.6%	26,939 / 100%

Note: This table shows the distribution of social service recipient Race / Ethnicity reported during PY 2003. The percentages as identified are the percentages of the number of recipients divided by the total number served by each agency.

* This agency only tracks number of households served. An assumption was made that one household served equals one individual served.

Individuals Assisted by Median Family Income

The median family incomes (MFI) of the individuals served by the social service agencies funded by the city of Carrollton in PY 2003 are grouped into categories of varying income levels. The category with the greatest number of individuals is the "Unknown" income category, consisting of 42.3%, or 11,399, of the persons being served by these organizations. These individuals have unknown incomes. The organizations with substantial numbers of persons within the "Unknown" category are: The Family Place (100%, or 1,368 persons), Special Care & Career Services (92.8%, or 310 persons) and Metrocrest Social Services (43.1%, or 9,699 persons). Metrocrest Family Medical Clinic assisted 4.0%, or 22 persons and the remaining social service agencies reported that none of their clients were represented in the "Unknown" income category.

Clients in the "Other" (>80% MFI) income category comprise 19.4%, or 5,218, of the total persons served by these organizations. Agencies with the highest numbers of clients in the "Other" category include: Senior Adult Services (29.5%, or 526 persons), Metrocrest Social Services (20.7%, or 4,670 persons), and Special Care & Career Services (3.6%, or 12 persons). Metrocrest Family Medical Clinic assisted 1.8%, or 10 persons and the remaining agencies reported that they had no clients earn incomes in the "Other" category.

Clients in the "Very Low" (30-50% MFI) income category comprise 18.1%, or 4,871, of the persons served by these organizations. Agencies with the highest numbers of clients in the "Very Low" income category include: Metrocrest Family Medical Clinic (37.5%, or 208 persons), Metrocrest Social Services (19.4%, or 4,359 persons), and Senior Adult Services (16.2%, or 289 persons). Children's Advocacy Center for Denton County assisted 5.9%, or 6 persons, Special Care & Career Services assisted 2.7%, or 9 persons and the remaining agencies reported that they had no clients with incomes in the "Very Low" category.

Individuals in the "Low" (50-80% MFI) income category represent 15.0% (4,051 persons) of those assisted by Carrollton's social service agencies in PY 2003. The organization assisting the largest proportion of people in the "Low" income category is Children's Advocacy Center for Denton County, with 57.8%, or 59 persons. Other agencies providing assistance to a significant proportion of those identified as "Low" income were Metrocrest Family Medical Clinic, Metrocrest Social Services, and Senior Adult Services, assisting 161 persons (29.1%), 3,614 persons (16.1%), and 214 persons (12.0%), respectively. Special Care & Career Services assisted 0.9%, or 3 persons and the remaining organizations reported that they had no clients represented in the "Low" income category.

Persons in the "Extremely Low" (<30% MFI) income category comprise 5.2%, or 1,400, of the total number served by the funded social service agencies. The organization serving the highest proportion of persons in the "Extremely Low" income category is Bea's Kids (100%, or 284 persons). The other organizations serving a high proportion of those persons in the "Extremely Low" income category are: Senior Adult Services (42.4%, or 757 persons), Children's Advocacy Center for Denton County (36.3%, or 37 persons), and Metrocrest Family Medical Clinic (27.6%, or 153 persons). Metrocrest Social Services assisted 0.8%, or 169 persons and the remaining agencies reported that they had no clients in the "Extremely Low" income category.

Number of Individuals Served by Agency and Median Family Income						
Agency	>80% MFI (Other)	50-80% MFI (Low)	30-50% MFI (Very Low)	<30% MFI (Extremely Low)	Unknown	Total Served
Bea's Kids	0 / 0.0%	0 / 0.0%	0 / 0.0%	284 / 100%	0 / 0.0%	284 / 1.1%
Children's Advocacy Center for Denton County	0 / 0.0%	59 / 57.8%	6 / 5.9%	37 / 36.3%	0 / 0.0%	102 / 0.4%
The Family Place	0 / 0.0%	0 / 0.0%	0 / 0.0%	0 / 0.0%	1,368 / 100%	1,368 / 5.1%
Metrocrest Family Medical Clinic	10 / 1.8%	161 / 29.1%	208 / 37.5%	153 / 27.6%	22 / 4.0%	554 / 2.1%
Metrocrest Social Services	4,670 / 20.7%	3,614 / 16.1%	4,359 / 19.4%	169 / 0.8%	9,699 / 43.1%	22,511 / 83.6%
Senior Adult Services	526 / 29.5%	214 / 12.0%	289 / 16.2%	757 / 42.4%	0 / 0.0%	1,786 / 6.6%
Special Care & Career Services*	12 / 3.6%	3 / 0.9%	9 / 2.7%	0 / 0.0%	310 / 92.8%	334 / 1.2%
Total	5,218 / 19.4%	4,051 / 15.0%	4,871 / 18.1%	1,400 / 5.2%	11,399 / 42.3%	26,939 / 100%

Note: This table shows the number of program recipients by agency and Median Family Income reported during PY 2003. The percentages as identified are the percentages of the number of recipients divided by the total number of clients served by each agency.

* This agency only tracks number of households served. An assumption was made that one household served equals one individual served.

Annual Agency Performance

The PY 2003 social service organization reports indicate that, of the organizations that have been consistently funded since PY 2002, the number of individuals served has increased by 54.0% (9,450 individuals). The largest providers of individual assistance during the PY 2003 reporting period were Metrocrest Social Services (22,511 individuals served), Senior Adult Services (1,786 individuals served) and The Family Place (1,368 individuals served). Four of the funded agencies were responsible for substantial increases while three of the social service organizations had slight decreases in the number of persons assisted. Senior Adult Services experienced the largest percentage increase by adding 1,322 to the PY 2002 total of 464 for an increase of 284.9%. The Family Place reported a 91.6% change by adding 654 clients to the 714 individuals served in PY 2002. Special Care & Career Services reported a 76.7% change by adding 145 clients to the 189 individuals served in PY 2002. Metrocrest Social Services added 7,431 clients to the PY 2002 total of 15,080 individuals for an increase of 49.3%. Metrocrest Social Services assisted more individuals in PY 2003 than all seven reporting agencies combined in PY 2002. Children's Advocacy Center for Denton County, Metrocrest Family Medical Clinic and Bea's Kids had slight decreases in the number of persons assisted.

The largest racial/ethnic group served by the agencies of Carrollton's social service partnership is consistently "Hispanics," who represented 8,933 individuals (51.1% of all served) in PY 2002 and 14,220 individuals (52.8% of all served) in PY 2003. The additional 5,287 persons represent a 59.2% increase. "Native Americans" continue to be the least represented race/ethnicity at 82 individuals (0.5% of all served) in PY 2002 and 102 individuals (0.4% of all served) in PY 2003. The additional 20 persons represent a 24.4% increase. Members of the "White," "Black" and "Asian / Pacific Islander" racial categories fall between "Hispanics" and "Native Americans" in total number of individuals assisted and in percent increase from PY 2002 to PY 2003.

The known income level of individuals served during PY 2002 was primarily in the "Very Low" income (30-50% MFI) category. In PY 2003, of the individuals with a known income, those in the "Other" income (>80% MFI) category comprised the predominant group. Representation in the "Other" income category has increased 65.0% from 3,162 individuals to 5,218 individuals. The remaining known income categories, "Low" (50-80% MFI), "Extremely Low" (<30% MFI), and "Very Low" (30-50% MFI), had respective increases of 56.0%, 43.0%, and 28.7% over PY 2002 totals.

The table on the following page illustrates the overall change in the number of individuals served by each agency for PY 2002 and PY 2003.

Annual Agency Performance			
Organization	# of Persons Assisted in PY 2002	# of Persons Assisted in PY 2003	Percent Change
Bea's Kids	309	284	- 8.1%
Children's Advocacy Center for Denton County	130	102	- 21.5%
The Family Place	714	1,368	91.6%
Metrocrest Family Medical Clinic	603	554	- 8.1%
Metrocrest Social Services	15,080	22,511	49.3%
Senior Adult Services	464	1,786	284.9%
Special Care & Career Services*	189	334	76.7%
Total	17,489	26,939	54.0%

Note: This table shows the number of program recipients as reported by each agency for PY 2002 and PY 2003. The percentages as noted represent the amount of change over the total number of recipients served for the respective year by each agency.

* This agency only tracks number of households served. An assumption was made that one household served equals one individual served.

PROGRAM EVALUATION

Evaluation of Activities to Address the Needs of the Homeless and Persons with Special Needs and Summary of Activities Related to the Continuum of Care

For the strategies addressing the homeless and non-homeless with special needs populations included in the 1999-2005 Consolidated Plan, the city's role is primarily one of facilitator. In that role the city provides information, referral and technical assistance and limited financial support to local agencies serving the homeless and non-homeless citizens with special needs. While, to date, no homeless programs have been funded with CDBG resources, the city did fund the Metrocrest Social Service Center in an amount of \$66,450 for the provision of referral and counseling services and financial assistance to the homeless and special needs populations. In PY 1999, the city approved a \$2.5 million plan to renovate Old City Hall for use as a comprehensive social service facility. The city's largest and primary homeless assistance provider currently operates out of this facility.

To date, the city has made great strides in positively impacting the needs of these populations. On-going endeavors continue to enhance programming in social service coordination, securing additional resources, public awareness education and community support for programming.

The city has also expressed a sincere interest and willingness to assist and participate in the Dallas Area Consortium on Homelessness. Efforts have also been made to work with the Denton County Consortium on Homelessness. The city's position on this issue will continue to be one of supporting and assisting agencies that are working to address this challenge in a coordinated and proactive manner.

Evaluation of Activities Involving Acquisition, Rehabilitation or Demolition of Occupied Real Properties

The city of Carrollton does not currently have a housing acquisition, rehabilitation and/or demolition program. It is anticipated that now that the city has completed its *Analysis of Impediments to Fair Housing Choice* Study consideration will be given as how best to proceed in addressing identified housing problems in the community. While a downturn in the economy has slowed the initiative, efforts to develop a proactive implementation plan are on going.

Evaluation of Limited Clientele Activities

In PY 2003, the city completed a \$2.5 million, CDBG-funded renovation and expansion of Old City Hall for use as a comprehensive community social service facility. Two agencies, including the Metrocrest Social Service Center and Senior Adult Services, occupied the facility in the spring of 2003. Both agencies predominantly serve limited clientele populations. All of the outstanding issues related to this project have been resolved and it has recently been closed.

To date, the city, in partnership with the local social service network of agencies, has made great strides in positively impacting the needs of these populations. On-going endeavors continue to

enhance programming in social service coordination, securing additional resources, public awareness education and community support for programming.

In PY 2003, the city also funded several agencies that serve a limited clientele with general fund resources. Please see the "OTHER ACTIVITIES" section of this report for the specific names of the agencies, types of services, amounts of funding, and the number of persons assisted.

Evaluation of Housing Rehabilitation Activities

The city of Carrollton does not currently have a housing rehabilitation program. However, it is anticipated that the city will continue to work to assess and develop plans to address any identified community needs of this type.

In PY 2003, the city did provide general fund resources in the amount of \$125,000 to Senior Adult Services, a major elderly service provider. A portion of these funds was used for minor home repairs encountered by elderly residents. Senior Adult Services reported serving 1,786 elderly Carrollton residents in PY 2003.

Evaluation of Non-Housing Programs, Projects and Activities

In PY 2003, the city completed the construction of a \$2.5 million, CDBG-funded renovation and expansion of Old City Hall for use as a comprehensive community service facility. Two social service agencies, the Metrocrest Social Service Center and Senior Adult Services, occupied the facility in the spring of 2003. The overall scope of this project provides over 13,000 square feet of renovated or newly constructed office space and, in addition, has served as a major anchor for revitalization in the geographic center of the city's identified CDBG target area.

Evaluation of the Leveraging of Resources

In November 1997, the City Council endorsed the creation of the Carrollton Neighborhood Partnership. To date, staff has developed an aggressive work plan that has evolved as the Neighborhood Partnership reaches varying levels of implementation. The leveraging of resources is a critical part of the reinvestment program.

The mission of the Neighborhood Partnership, as endorsed by the City Council, is to establish investment and reinvestment incentives to:

- Create economic development initiatives to sustain and improve aging commercial and retail areas; and
- Create neighborhood revitalization initiatives to arrest deterioration and decline of aging residential areas.

All of the programming implemented since the inception of the program has been created to address the above outlined mission and purpose. Further, all of the programs identified below have been incorporated into the Neighborhood Partnership and the programs identified for creation are in the following stage of implementation:

Mission: Create neighborhood revitalization initiatives to arrest deterioration and decline of aging residential areas.	
Proposed Program	Implementation Status
Neighborhood Integrity Hotline	Implemented, ongoing
Matching Enhancement Matching Grant Program	Implemented, ongoing – To date, 23 projects have been awarded to eligible neighborhoods
Neighborhood Planning/Action Grants	Requires additional funding to hire a neighborhood planner; Plans on hold indefinitely

Mission: Create economic development initiatives to sustain and improve aging commercial and retail areas.	
Proposed Program	Implementation Status
Commercial Enhancement Matching Grant Program	Implemented, ongoing
Small Business Development Assistance Program	Implementation has been halted; Funding shortfalls have resulted in the elimination of this program.
Commercial Infill/Redevelopment Incentive Area	Addressed and further implemented with the Carrollton Renaissance Initiative

To date, approximately \$1 million in General Fund resources have been invested over the last four years for the implementation of the Neighborhood Partnership, Keep Carrollton Beautiful and the city's CDBG Program. However, the net gain for the expenditure has resulted in approximately \$7 million in new resources for community reinvestment. These funds include five years of CDBG entitlements (\$4 million), \$30,000 in resources from the State of Texas, and \$2.8 million in private funds (includes the Trinity Valley Shopping Center Reinvestment Project and neighborhood matching projects).

Return on General Fund Program Investment, To Date		
Program	Amount of General Fund Investment	Return on Investment
Neighborhood Enhancement Matching Grant Program	\$86,752	\$167,400 (Private)
Commercial/Retail Reinvestment Program	\$330,000	\$2.7 million (Private)
Community Development Block Grant (CDBG) Program	\$626,097	\$4 million (CDBG)
State of Texas (KCB Grant)	- 0 -	\$29,116 (Solid Waste)
Total	\$1,042,849	\$6.9 million

Evaluation of Performance in Meeting Specific Objectives in the 1999-2005 Consolidated Plan and Identification of Any Changes to the Program as a Result of the Evaluation

In this section the city will evaluate the effectiveness of its performance during PY 2003 in the achievement of its overall goals and priorities as identified in the 1999-2005 Consolidated Plan. It is important to note that PY 2003 was the fifth year of participation in the CDBG Program by the city of Carrollton and, as such, continues to require extra time for further program development, training and administration.

As evidenced in this report, the city has made significant progress in the implementation of the 1999-2005 Consolidated Plan. In fact, given that the city receives a relatively small CDBG entitlement, the city has, to date, accomplished significant community development results.

In PY 2003, the city identified two (2) projects for CDBG funding. The projects are as follows:

- Grant Administration and Planning, \$106,835 – This project is on going
- Phase I – Reconstruction of Streets and Sidewalks in the Holiday Park Neighborhood, \$898,997 – This project is currently underway

Both of the projects are currently underway or on-going. It is also important to reiterate that the city has chosen to focus the use of CDBG resources for major infrastructure and public facility projects. It is believed that these projects represent the best overall value for the community.

General fund resources have been allocated for other projects, activities and programs, such as neighborhood enhancement matching grants, economic reinvestment, social services, non-CDBG

eligible infrastructure projects, neighborhood revitalization, etc. Leveraging these other resources has helped to ensure that the low-to-moderate income population in Carrollton continues to receive 100% of the benefit of CDBG expenditures.

The city of Carrollton is exceeding expectations on the timeliness of expenditures and there are no disbursements that differ substantially from line of credit disbursements. All major goals are on target and the city anticipates that all goals will be fully realized and, in many cases, results will exceed expectations.

There have been no changes to the program objectives or strategies as stated in the 1999-2005 Consolidated Plan and the city continues to work toward full implementation of the document. As the capacity of the city grows to implement and utilize CDBG resources, so too will the overall impact of the resources in the oldest areas of the community.

Evaluation of Actions and Efforts in Relation to Certification

This section of the PY 2003 CAPER assesses the city's efforts in carrying the planned actions described in the plan as part of the city's certification that it will follow an adopted and HUD-approved Consolidated Plan. The items below are outlined to highlight that the city of Carrollton has endeavored to implement all planned actions and strategies. In accordance with the 1999-2005 Consolidated Plan, the city of Carrollton has:

- Followed an adopted and HUD-approved Citizen Participation Plan;
- Pursued all resources as identified in the 1999-2005 Consolidated Plan;
- Implemented all activities, programs and projects in accordance with all applicable local, State and Federal laws;
- Followed an adopted and HUD-approved Residential Anti-Displacement Plan;
- Provided requested certifications of consistency for HUD programs fairly and impartially; and
- Not hindered implementation of the Consolidated Plan by action or willful inaction.

In the 1999-2005 Consolidated Plan, the city identified the resources that could be pursued during the period covered by the plan. To date, every effort has been engaged to secure all non-housing resources available to the community.

The potential housing resources as identified in the 1999-2005 Consolidated Plan and the city's endeavors to pursue those funds will be planned in the development of an implementation plan for the city's *Analysis of Impediments to Fair Housing Choice in Carrollton* study. Currently, the city is exploring items that have been identified in the completed study.

Unliquidated Obligations and/or Funds Awaiting Project Identification

There are no unliquidated obligations to report in the city's PY 2003 CAPER. Instead, the city has been proactive in the reimbursement of all liabilities under the program. For PY 2004, all existing funds have been programmed and the resulting projects are currently being implemented.

Performance Measurement System

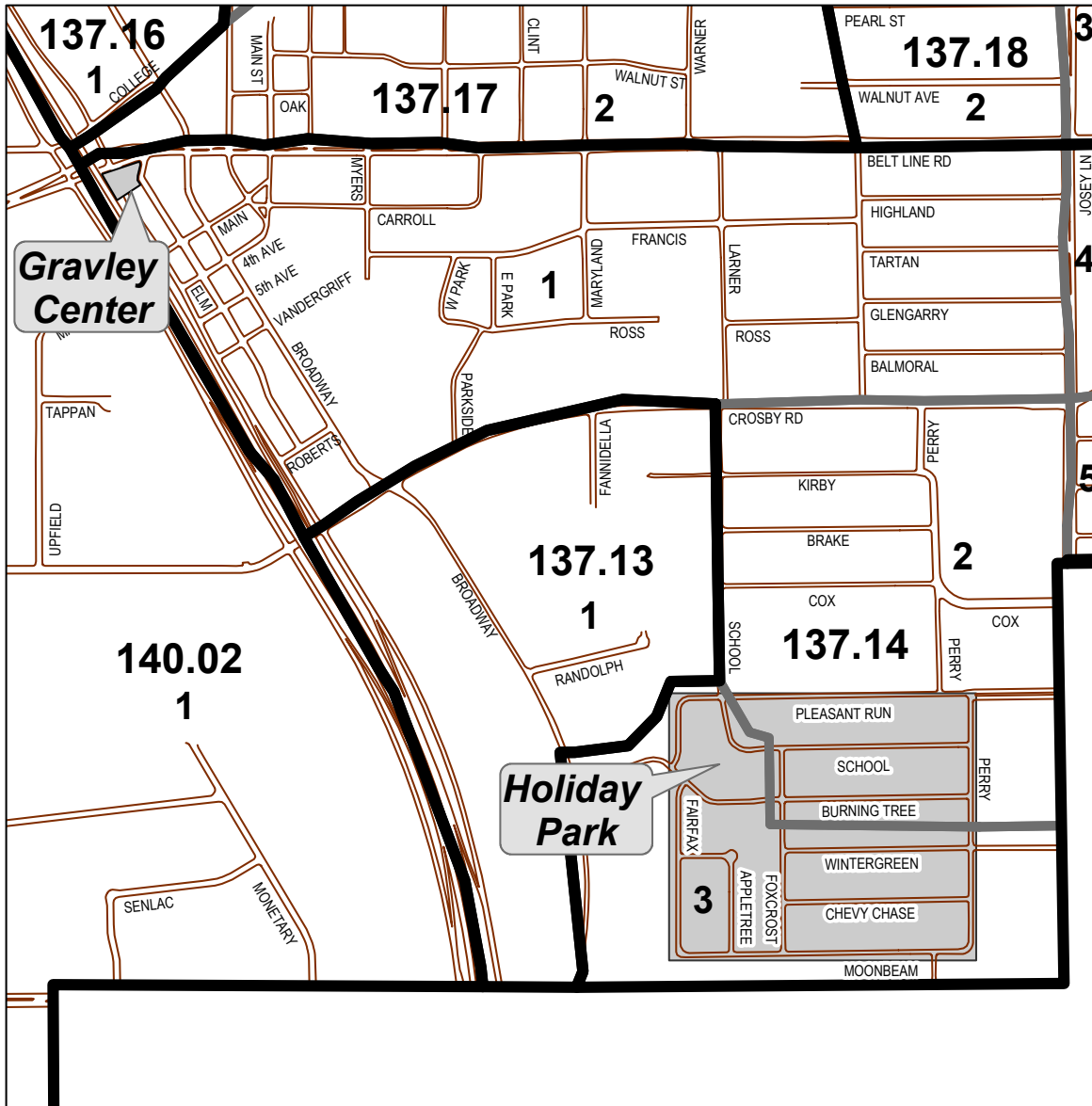
The city of Carrollton current has a performance measurement process and program in place. During the upcoming program year, the city will work to more fully integrate that overall process into the update of the city's Consolidated Plan. A copy of the FY 2004 performance measurement report has been provided as a part of the PY 2003 CAPER.




CERTIFICATION

As Chief Executive Officer (CEO) of the city of Carrollton, I certify that the information identified and contained in the Program Year 2003 Consolidated Annual Performance and Evaluation Report (CAPER) for the city of Carrollton is accurate to the best of my knowledge.

Leonard Martin
City Manager

Date



-  Census Tract Boundary
-  Census Block Boundary
-  PY 2003 CDBG Project Sites

PROGRAM YEAR 2003 CDBG PROJECT MAP

IDIS - C04PRO3

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT
INTEGRATED DISBURSEMENT AND INFORMATION SYSTEM
CDBG ACTIVITY SUMMARY REPORT (GPR) FOR PROGRAM YEAR 2003
10-01-2003 TO 09-30-2004
CARROLLTON, TX

DATE: 10-22-04
TIME: 15:25
PAGE: 1

PGM YEAR: 2003
PROJECT: 0001 - GRANT PLANNING AND ADMINISTRATION
ACTIVITY: 6 - GRANT ADMINISTRATION AND PLANNING
STATUS: UNDERWAY
LOCATION: CITY OF CARROLLTON
DEPARTMENT OF COMMUNITY DEVELOPMENT
1945 EAST JACKSON ROAD
CARROLLTON, TX 75006
FINANCING: INITIAL FUNDING DATE: 09-06-00
ACTIVITY ESTIMATE: 545,982.00
FUNDED AMOUNT: 515,549.00
UNLIQ OBLIGATIONS: 0.00
DRAWN THRU PGM YR: 470,025.91
DRAWN IN PGM YR: 112,358.12

DESCRIPTION:
ACTIVITIES INCLUDE, BUT ARE NOT LIMITED TO THE IMPLEMENTATION, COORDINATION,
MONITORING AND EVALUATION OF CDBG ELIGIBLE ACTIVITIES
MATRIX CODE: 21A REG CITATION: 570.206 NATIONAL OBJ:

	TOTAL #	#HISPANIC
WHITE:	0	0
BLACK/AFRICAN AMERICAN:	0	0
ASIAN:	0	0
AMERICAN INDIAN/ALASKAN NATIVE:	0	0
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER:	0	0
AMERICAN INDIAN/ALASKAN NATIVE & WHITE:	0	0
ASIAN & WHITE:	0	0
BLACK/AFRICAN AMERICAN & WHITE:	0	0
AM. INDIAN/ALASKAN NATIVE & BLACK/AFRICAN AM:	0	0
OTHER MULTI-RACIAL:	0	0
ASIAN/PACIFIC ISLANDER:	0	0
HISPANIC:	0	0
TOTAL:	0	0

ACCOMPLISHMENTS BY YEAR:
REPORT YEAR PROPOSED TYPE
ACCOMPLISHMENTS FOR THIS ACTIVITY ARE REPORTED AT ANOTHER ACTIVITY.
TOTAL: 0
PROPOSED UNITS ACTUAL TYPE
ACTUAL UNITS
0

ACCOMPLISHMENT NARRATIVE: *****

EXTENDED ACTIVITY NARRATIVE: *****

IDIS - C04PR03

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT
INTEGRATED DISBURSEMENT AND INFORMATION SYSTEM
CDBG ACTIVITY SUMMARY REPORT (GPR) FOR PROGRAM YEAR 2003
10-01-2003 TO 09-30-2004
CARROLLTON, TX

DATE: 10-22-04
TIME: 15:25
PAGE: 2

PGM YEAR: 2002
PROJECT: 0002 - RENOVATION OF OLD CITY HALL
ACTIVITY: 7 - RENOVATION OF OLD CITY HALL
STATUS: COMPLETED 04-04-04

MATRIX CODE: 03 REG CITATION: 570.201(c) NATIONAL OBJ: LMC

LOCATION:

1111 WEST BELT LINE ROAD
CARROLLTON, TX 75006

DESCRIPTION:

RENOVATION OF OLD CITY HALL TO PROVIDE OFFICE SPACE FOR THREE AREA NON-PROFITS
THAT PRINCIPALLY SERVE THE LOW- TO MODERATE-INCOME POPULATION IN CARROLLTON

FINANCING:
INITIAL FUNDING DATE: 09-07-00
ACTIVITY ESTIMATE: 2,400,114.62
FUNDED AMOUNT: 2,400,114.62
UNLIQ OBLIGATIONS: 0.00
DRAWN THRU PGM YR: 2,400,114.62
DRAWN IN PGM YR: 43,097.28

TOTAL # #HISPANIC

WHITE: 6,007 0
BLACK/AFRICAN AMERICAN: 4,149 0
ASIAN: 395 0
AMERICAN INDIAN/ALASKAN NATIVE: 102 0
NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER: 0 0
AMERICAN INDIAN/ALASKAN NATIVE & WHITE: 0 0
ASIAN & WHITE: 0 0
BLACK/AFRICAN AMERICAN & WHITE: 0 0
AM. INDIAN/ALASKAN NATIVE & BLACK/AFRICAN AM: 0 0
OTHER MULTI-RACIAL: 13,644 13,058
ASIAN/PACIFIC ISLANDER: 0 0
HISPANIC: 0 0
TOTAL: 24,297 13,058

ACCOMPLISHMENTS BY YEAR:

REPORT YEAR PROPOSED TYPE
1999 11 - PUBLIC FACILITIES
2000 11 - PUBLIC FACILITIES
2001 11 - PUBLIC FACILITIES
2002 11 - PUBLIC FACILITIES
2003 11 - PUBLIC FACILITIES
TOTAL: 1

PROPOSED UNITS ACTUAL TYPE

1 11 - PUBLIC FACILITIES
0 11 - PUBLIC FACILITIES
0 11 - PUBLIC FACILITIES
0 11 - PUBLIC FACILITIES
0 11 - PUBLIC FACILITIES
1 1

ACTUAL UNITS

0
0
0
0
1
1

ACCOMPLISHMENT NARRATIVE: PROJECT IS COMPLETE.

EXTENDED ACTIVITY NARRATIVE:

IDIS - CO4PRO3

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT
INTEGRATED DISBURSEMENT AND INFORMATION SYSTEM
CDBG ACTIVITY SUMMARY REPORT (GPR) FOR PROGRAM YEAR 2003
10-01-2003 TO 09-30-2004
CARROLLTON, TX

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PGM YEAR: 2003
PROJECT: 0002 - RECONSTRUCTION OF STREETS & SIDEWALKS
ACTIVITY: 12 - HOLIDAY PARK - STRTS & SDWLK- PHASE I
STATUS: FUNDS BUDGETED
LOCATION: HOLIDAY PARK SUBDIVISION
CENSUS TRACT 137.14, BLOCK GROUPS 2 & 3
CARROLLTON, TX 75006
MATRIX CODE: 03K REG CITATION: 570.201(c) NATIONAL OBJ: IMA

DESCRIPTION:
RECONSTRUCTION OF STREETS AND SIDEWALKS IN THE HOLIDAY PARK NEIGHBORHOOD

INITIAL FUNDING DATE:	69-09-04	TOTAL #	#HISPANIC
ACTIVITY ESTIMATE:	898,997.00	0	0
FUNDED AMOUNT:	898,997.00	0	0
UNLIQ OBLIGATIONS:	0.00	0	0
DRAWN THRU PGM YR:	0.00	0	0
DRAWN IN PGM YR:	0.00	0	0
NUMBER OF ASSISTED:		0	0
TOTAL LOW/MOD:	0	0	0
TOTAL LOW:	0	0	0
TOTAL EXTREMELY LOW:	0	0	0
TOTAL FEMALE HEADED:	0	0	0

ACCOMPLISHMENTS BY YEAR:		ACTUAL TYPE	ACTUAL UNITS
REPORT YEAR	PROPOSED TYPE		
2003	01 - PEOPLE (GENERAL)	2,830	0
TOTAL:		2,830	0
PERCENT LOW / MOD:	57.10		

ACCOMPLISHMENT NARRATIVE: PHASE I OF THE PROJECT IS CURRENTLY UNDERWAY.

EXTENDED ACTIVITY NARRATIVE: *****

TOTAL ACTIVITY ESTIMATE	:	3,845,093.62
TOTAL FUNDED AMOUNT	:	3,814,660.62
TOTAL AMOUNT DRAWN THRU PGM YR	:	2,870,140.53
TOTAL AMOUNT DRAWN IN PGM YR	:	155,455.40

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
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 CDBG FINANCIAL SUMMARY FOR PROGRAM YEAR 2003
 10-01-2003 TO 09-30-2004
 CARROLLTON, TX

PART I: SUMMARY OF CDBG RESOURCES

01	UNEXPENDED CDBG FUNDS AT END OF PREVIOUS PROGRAM YEAR	124,577.26
02	ENTITLEMENT GRANT	975,399.00
03	SURPLUS URBAN RENEWAL	0.00
04	SECTION 108 GUARANTEED LOAN FUNDS	0.00
05	CURRENT YEAR PROGRAM INCOME	54,342.75
06	RETURNS	0.00
07	ADJUSTMENT TO COMPUTE TOTAL AVAILABLE	0.00
08	TOTAL AVAILABLE (SUM, LINES 01-07)	1,154,319.01

PART II: SUMMARY OF CDBG EXPENDITURES

09	DISBURSEMENTS OTHER THAN SECTION 108 REPAYMENTS AND PLANNING/ADMINISTRATION	43,097.28
10	ADJUSTMENT TO COMPUTE TOTAL AMOUNT SUBJECT TO LOW/MOD BENEFIT	0.00
11	AMOUNT SUBJECT TO LOW/MOD BENEFIT (LINE 09 + LINE 10)	43,097.28
12	DISBURSED IN IDIS FOR PLANNING/ADMINISTRATION	112,358.12
13	DISBURSED IN IDIS FOR SECTION 108 REPAYMENTS	0.00
14	ADJUSTMENT TO COMPUTE TOTAL EXPENDITURES	0.00
15	TOTAL EXPENDITURES (SUM, LINES 11-14)	155,455.40
16	UNEXPENDED BALANCE (LINE 08 - LINE 15)	998,863.61

PART III: LOW/MOD BENEFIT THIS REPORTING PERIOD

17	EXPENDED FOR LOW/MOD HOUSING IN SPECIAL AREAS	0.00
18	EXPENDED FOR LOW/MOD MULTI-UNIT HOUSING	0.00
19	DISBURSED FOR OTHER LOW/MOD ACTIVITIES	43,097.28
20	ADJUSTMENT TO COMPUTE TOTAL LOW/MOD CREDIT	0.00
21	TOTAL LOW/MOD CREDIT (SUM, LINES 17-20)	43,097.28
22	PERCENT LOW/MOD CREDIT (LINE 21/LINE 11)	100.00%

LOW/MOD BENEFIT FOR MULTI-YEAR CERTIFICATIONS

23	PROGRAM YEARS (PY) COVERED IN CERTIFICATION	PY	PY
24	CUMULATIVE NET EXPENDITURES SUBJECT TO LOW/MOD BENEFIT CALCULATION		0.00
25	CUMULATIVE EXPENDITURES BENEFITTING LOW/MOD PERSONS		0.00
26	PERCENT BENEFIT TO LOW/MOD PERSONS (LINE 25/LINE 24)		0.00%

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
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PART IV: PUBLIC SERVICE (PS) CAP CALCULATIONS

27	DISBURSED IN IDIS FOR PUBLIC SERVICES	0.00
28	PS UNLIQUIDATED OBLIGATIONS AT END OF CURRENT PROGRAM YEAR	0.00
29	PS UNLIQUIDATED OBLIGATIONS AT END OF PREVIOUS PROGRAM YEAR	0.00
30	ADJUSTMENT TO COMPUTE TOTAL PS OBLIGATIONS	0.00
31	TOTAL PS OBLIGATIONS (LINE 27 + LINE 28 - LINE 29 + LINE 30)	0.00
32	ENTITLEMENT GRANT	975,399.00
33	PRIOR YEAR PROGRAM INCOME	0.00
34	ADJUSTMENT TO COMPUTE TOTAL SUBJECT TO PS CAP	0.00
35	TOTAL SUBJECT TO PS CAP (SUM, LINES 32-34)	975,399.00
36	PERCENT FUNDS OBLIGATED FOR PS ACTIVITIES (LINE 31/LINE 35)	0.00%

PART V: PLANNING AND ADMINISTRATION (PA) CAP

37	DISBURSED IN IDIS FOR PLANNING/ADMINISTRATION	112,358.12
38	PA UNLIQUIDATED OBLIGATIONS AT END OF CURRENT PROGRAM YEAR	99,865.00
39	PA UNLIQUIDATED OBLIGATIONS AT END OF PREVIOUS PROGRAM YEAR	81,479.21
40	ADJUSTMENT TO COMPUTE TOTAL PA OBLIGATIONS	0.00
41	TOTAL PA OBLIGATIONS (LINE 37 + LINE 38 - LINE 39 +LINE 40)	130,743.91
42	ENTITLEMENT GRANT	975,399.00
43	CURRENT YEAR PROGRAM INCOME	54,342.75
44	ADJUSTMENT TO COMPUTE TOTAL SUBJECT TO PA CAP	0.00
45	TOTAL SUBJECT TO PA CAP (SUM, LINES 42-44)	1,029,741.75
46	PERCENT FUNDS OBLIGATED FOR PA ACTIVITIES (LINE 41/LINE 45)	12.70%

IDIS - C04PR26

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
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LINE 17 DETAIL: ACTIVITIES TO CONSIDER IN DETERMINING THE AMOUNT TO ENTER ON LINE 17

NONE FOUND

LINE 18 DETAIL: ACTIVITIES TO CONSIDER IN DETERMINING THE AMOUNT TO ENTER ON LINE 18

NONE FOUND

LINE 19 DETAIL: ACTIVITIES INCLUDED IN THE COMPUTATION OF LINE 19

PGM YEAR	PROJ ID	IDIS ACT ID	ACTIVITY NAME	MATRIX CODE	NTL OBJ	DRAWN AMOUNT
2002	0002	7	RENOVATION OF OLD CITY HALL	03	LMC	43,097.28
TOTAL:						43,097.28

Financial Summary Attachment

A. Program Income Received

PY 2003 Gravley Center Rental Income = \$54,342.75

- Of this amount \$54,342.75 was applied to HUD Activity #6

B. Prior Period Adjustments

C. Loans and Other Receivables

D. LOCCS Reconciliation

Unexpended Balance of CDBG funds		\$ 998,863.61
LOC Balance		\$ 1,099,976.29
Cash on Hand:		
Grantee Program Account		\$ 54,342.72
Subrecipients Program Accounts		\$ -
Revolving Fund Cash Balances		\$ -
Section 108 Cash Balances		\$ -
	Cash on Hand Total	\$ 54,342.72
Grantee CDBG Program Liabilities (include any reimbursmts. due from program funds)		\$ 155,455.40
Subrecipient CDBG Program Liabilities (include any reimbursements due from program funds)		\$ -
	Liabilities Total	\$ 155,455.40
Balance (provide an explanation if an unreconciled difference exists)		\$ -

Explanation (if applicable):

E. Unprogrammed Funds Calculation

Amount of funds available during the reporting period		\$ 1,154,319.01
Income expected but not yet realized**		\$ -
	Subtotal	\$ 1,154,319.01
Less total budgeted amount		\$ 1,095,033.43
	Unprogrammed Balance	\$ 59,285.58

** This amount should reflect any income considered as a resource in the action plan (and any amendments) for the period covered by this report, as well as that identified in prior action plans/final statements (including any amendments), that was expected to be received by the end of the reporting period but had not yet been received; e.g., program income or Section 108 proceeds not yet received from an approved 108 loan.

APPENDIX A – SUMMARY OF CITIZEN COMMENTS

Neighborhood Advisory Commission (NAC) – Public Hearing – November 11, 2004

On November 11, 2004, the Neighborhood Advisory Commission (NAC) held a public hearing to receive comments on the draft PY 2003 Consolidated Annual Performance and Evaluation Report (CAPER). Having heard all comments, the NAC voted ___ to ___ to accept the report and transmit a draft version to the City Council for final action.

Public comments received during the November 11, 2004 public hearing are as follows:

-
- Prior to the actual public hearing, the Neighborhood Advisory Commission received letters from Copies of the actual letters can be viewed in the Office of Community Development, 1945 East Jackson Road, Carrollton, Texas.

No other comments, spoken or otherwise, were received by the Neighborhood Advisory Commission (NAC) during the public hearing process.

City Council – Public Hearing – December 7, 2004

On December 7, 2004, the City Council held a public hearing to receive comments on the draft PY 2003 Consolidated Annual Performance and Evaluation Report (CAPER) and, after receiving all comments, the City Council closed the public hearing and voted ___ to ___ to adopt the report by resolution and transmit a final version of the document to the United States Department of Housing and Urban Development (HUD).

Public comments received during the December 7, 2004 public hearing are as follows:

-
- Prior to the actual public hearing, the City Council also received letters from Copies of the actual letters can be viewed in the Office of Community Development, 1945 East Jackson Road, Carrollton, Texas.

No other comments, spoken or otherwise, were received by the City Council during the public hearing process.

APPENDIX B – RESOLUTION ADOPTING THE PY 2002 CAPER

RESOLUTION NO. _____

RESOLUTION NO. _____ OF THE CITY COUNCIL OF THE CITY OF CARROLLTON, TEXAS ADOPTING THE PROGRAM YEAR 2003 CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER) FOR THE COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) PROGRAM, TO BECOME EFFECTIVE UPON ITS PASSAGE AND APPROVAL.

WHEREAS, the city of Carrollton received \$975,399 in Community Development Block Grant (CDBG) funds from the United States Department of Housing and Urban Development (HUD) and generated \$30,433 in CDBG Program Income in Program Year (PY) 2002 and has prepared a Consolidated Annual Performance and Evaluation Report in partial fulfillment of the requirements to continue participating in this Federal program; and

WHEREAS, the Neighborhood Advisory Commission reviewed the draft PY 2003 Consolidated Annual Performance and Evaluation Report (CAPER); and

WHEREAS, on November 11, 2004, the Neighborhood Advisory Commission held a public hearing on the draft PY 2003 Consolidated Annual Performance and Evaluation Report (CAPER), and, after all persons were given an opportunity to present verbal and written testimony, did consider and make recommendation to adopt the PY 2003 CAPER; and

WHEREAS, the City Council, after having made the draft PY 2003 CAPER available for public review in accordance with Federal law, conducted a public hearing on December 7, 2004, and thereby provided all persons with an opportunity to present verbal and written testimony for a period in excess of thirty days; and

WHEREAS, the City Council has concluded that the adoption of the PY 2003 Consolidated Annual Performance and Evaluation Report (CAPER) is in the best interest of the city and is for the purpose of continued participation in the program and in securing additional community development resources for the primary benefit of low and moderate income citizens; and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CARROLLTON, TEXAS:

SECTION 1: THAT the PY 2003 Consolidated Annual Performance and Evaluation Report (CAPER), which is attached hereto and incorporated herein for all purposes, documents the performance and accomplishments of the Community Development Block Grant (CDBG) program as related to the adopted 1999-2005 Consolidated Plan and is hereby adopted by the City Council.

SECTION 2: THAT this report will constitute the PY 2003 Consolidated Annual Performance and Evaluation Report for the city of Carrollton, Texas for all matters related to program accomplishments and performance relative to the Community Development Block Grant (CDBG) Program and other programs administered by the United States Department of Housing and Urban Development (HUD).

SECTION 3: THAT this resolution shall become and be effective on and after its passage and approval.

SECTION 4: THAT the City Manager is authorized to sign the required report certification.

PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF CARROLLTON, TEXAS this the 7th day of December 2004.

CITY OF CARROLLTON

ATTEST:

Ashley D. Mitchell
City Secretary

Mark Stokes
Mayor

APPROVED AS TO FORM:

APPROVED AS TO CONTENT:

Regina Atwell Edwards
Assistant City Attorney

David Gwin, AICP, CEcD
Economic Development Manager

APPENDIX C – SOCIAL SERVICE AGENCIES AND SERVICES OFFERED

Bea's Kids

Contact: Ms. Orlando Salazar – Executive Director
1517 Metrocrest, Apt. 129; Carrollton, Texas 75006
Phone: 214-648-9786
E-Mail: beaskids@comcast.com

- Bea's Kids is a non-profit 501(c)(3) organization that has been serving underprivileged children and parents since 1990. Services include educational, cultural, recreational and sports programs and activities. The program also provides food, clothing and medical/dental care. Bea's Kids served over 150 children and 80 families in four apartment complexes located in Carrollton, Farmers Branch, Irving and Dallas, Texas. Bea's Kids leads a crusade against hunger, illiteracy, domestic strife, parental neglect, drugs, violence, gangs, school dropouts and poverty.

Denton County Children's Advocacy Center

Contact: Mr. Dan Leal - Executive Director
1960 Archer Avenue; Lewisville, Texas 75077
Phone: 972-317-2818 Fax: 972-317-6989
E-Mail: dan@cacdentonco.org

- This is a child-friendly environment for joint child abuse investigations by police and Child Protective Services. Some of the functions include video-taped interviews, comprehensive therapy services, information and referral and facilitation of joint investigations. The center houses nine professionals involved in investigations, including a Carrollton Police Child Abuse Investigator.

The Family Place

Contact: Ms. Paige Flink - Executive Director
P.O. Box 7999; Dallas, Texas 75029
Phone: 214-443-7787 Fax: 214-443-7797
E-Mail: phflink@familyplace.org

- The Family Place provides proactive prevention and intervention, extensive community education, and caring advocacy and assistance for victims of family violence.

Metrocrest Family Medical Clinic

Contact: Ms. Helen O. Lazor - Executive Director
Plaza 1, Suite 140, One Medical Parkway; Farmers Branch, Texas 75324
Phone: 972-484-6336 Fax: 972-484-0051

- The Metrocrest Family Medical Clinic helps by treating children and adults for minor medical conditions such as: respiratory tract infections, eye and ear infections and skin rashes. In addition, The Metrocrest Family Medical Clinic provides immunizations and affordable services to uninsured residents in Carrollton, Coppell, Farmers Branch, Addison and northwest Dallas.

Metrocrest Social Service Center

Contact: Ms. Bunny Summerlin - Executive Director
1111 West Beltline Road, Suite 100; Carrollton, Texas 75006
Phone: 972-446-2100 Fax: 972-446-2102
E-Mail: mss@metrocrestsocialservices.org

Website: www.socialservicecenter.org

- The Service Center provides information, referral and short-term emergency assistance for rent, utilities, food, clothing, medical and other financial needs in time of family crisis. Other services include job assistance, ESL classes, food bank and thrift store. The Center collaborates and partners with local governments, business and non-profits for mobilization and maximization of resources.

Senior Adult Services

Contact: Ms. Mary Joiner - Executive Director
1111 West Beltline Road, Suite 110; Carrollton, Texas 75006
Phone: 972-242-4464 Fax: 972-242-0299
E-Mail: mary.joiner@senioradultservices.org

- Senior Adult Services provides direct services including: case management, home delivered meals, transportation, home repair, grab bar installation, home safety, Senior Adult News, a monthly newsletter, and emergency financial aid.

Special Care & Career Center

Contact: Ms. Claudia Byrnes - Executive Director
4350 Sigma, Suite 100; Farmers Branch, Texas 75244
Phone: 972-991-6777 Fax: 972-991-6361
E-Mail: claudiab@specialcarecareer.org

- Provides speech, physical, occupational and other therapy to children under age three with developmental delays and disabilities.