



2021-22 ONE-YEAR ACTION PLAN

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Prepared by the

City of Ontario Housing Department
303 East B. Street
Ontario, CA 91764
(909) 395-2006

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2021-22 One Year Action Plan

Executive Summary

Executive Summary

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

Introduction

Ontario's Consolidated Plan identifies the City's overall housing and community development needs and outlines a strategy to address them. The primary purpose of the Consolidated Plan is to match HUD resources from Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), and Emergency Solutions Grant (ESG) with the identified needs and strategies. The Consolidated Plan provides a centralized analysis of community needs coupled with a five-year strategy for addressing these needs. The current Consolidated Plan covers the period from July 1, 2020 through June 30, 2024.

The One-Year Action Plan identifies specific goals consistent with the Five-Year Strategy and lists projects, programs, and resources that will be used to implement the Strategy during Fiscal Year 2021-22. This plan covers the period from July 1, 2021 through June 30, 2022.

During FY 2021-22, the City of Ontario will receive the following federal funds:

Program	FY 2021-22
Community Development Block Grant Program (CDBG)	\$1,882,004
Anticipated CDBG Program Income	\$0
Available CDBG Contingency (Roll Over from Prior Year)	\$197,777
HOME Investment Partnership Program (HOME)	\$748,625
Anticipated HOME Program Income	\$0
Available HOME Contingency (Roll Over from Prior Year)	\$0
Emergency Solutions Grant Program (ESG)	\$159,018
Available ESG Contingency (Roll Over from Prior Year)	\$0
TOTAL	\$2,987,424

The table on the following page identifies the total recommended allocation of CDBG, HOME, and ESG resources and the specific recommended allocations for housing and community development projects and programs.

PROPOSED PROGRAMS (CDBG, HOME AND ESG ALLOCATIONS)					
PROPOSED PRIORITIES	PROPOSED PROGRAMS	CDBG	HOME	ESG	TOTAL
HOUSING STRATEGY					
Goal #1: Expand affordable rental housing opportunities, particularly for low income persons.					
	Tenant Based Rental Assistance (TBRA)	\$0	\$280,734	\$0	\$280,734
GOAL #1 SUBTOTAL		\$0	\$280,734	\$0	\$280,734
Goal #2: Create new, preserve and rehabilitate existing rental and owner-occupied housing units.					
	Community Improvement Team (Code Enforcement)	\$100,000	\$0	\$0	\$100,000
	Single-Family/Multi-Family New Construction and Rehabilitation	\$0	\$280,735	\$0	\$280,735
GOAL #2 SUBTOTAL		\$100,000	\$280,735	\$0	\$380,735
Goal #3: Increase affordable homeownership opportunities, particularly for low and moderate income persons.					
	Community Housing Development Organizations (CHDOs) Housing Program	\$0	\$112,294	\$0	\$112,294
GOAL #3 SUBTOTAL		\$0	\$112,294	\$0	\$112,294
HOMELESS STRATEGY					
Goal #1: Preserve and improve the supply of supportive housing and public services for the homeless.					
	Assisi House (Mercy House Living Centers)	\$37,914	\$0	\$0	\$37,914
	Ontario Access Center (Mercy House Living Centers)	\$0	\$0	\$134,492	\$134,492
	Family Stabilization Program at SOVA Program Center (Inland Valley Hope Partners)	\$18,410	\$0	\$0	\$18,410
	Services for Battered Women and Their Children (House of Ruth)	\$0	\$0	\$12,600	\$12,600
	Continuum of Care Manager (Community Life & Culture)	\$146,776	\$0	\$0	\$146,776
GOAL #1 SUBTOTAL		\$203,100	\$0	\$147,092	\$350,192
SPECIAL NEEDS STRATEGY					
Goal #1: Provide supportive services for special needs populations.					
	Senior Support Services (Inland Fair Housing and Mediation Board)	\$10,000	\$0	\$0	\$10,000
GOAL #1 SUBTOTAL		\$10,000	\$0	\$0	\$10,000

PROPOSED PROGRAMS (CDBG, HOME AND ESG ALLOCATIONS)					
PROPOSED PRIORITIES	PROPOSED PROGRAMS	CDBG	HOME	ESG	TOTAL
COMMUNITY DEVELOPMENT STRATEGY					
Goal #1: Provide for needed infrastructure improvements in target lower- and moderate-income neighborhoods.					
	Pavement Management Rehabilitation (Engineering)	\$300,000	\$0	\$0	\$300,000
	Alley Pavement Management Rehabilitation (Engineering)	\$235,000	\$0	\$0	\$235,000
	LED Street Light Conversion Project (Engineering)	\$100,000	\$0	\$0	\$100,000
	Wheelchair Ramp Installation (Community and Public Services)	\$175,000	\$0	\$0	\$175,000
	GOAL #1 SUBTOTAL	\$810,000	\$0	\$0	\$810,000
Goal #2: Provide for new community facilities and improve the quality of existing community facilities to serve lower- and moderate-income neighborhoods.					
	Park Improvements Project (Public Works)	\$386,081	\$0	\$0	\$386,081
	GOAL #2 SUBTOTAL	\$386,081	\$0	\$0	\$386,081
Goal #3: Provide needed community services to serve lower and moderate income residents.					
	Child Care, Family, and Youth Subsidies (Ontario-Montclair YMCA)	\$22,000	\$0	\$0	\$22,000
	Ontario on the Go (Community, Life, & Culture)	\$15,000	\$0	\$0	\$15,000
	GOAL #3 SUBTOTAL	\$37,000	\$0	\$0	\$37,000
Goal #4: Expand the City's economic base and promote greater employment opportunities.					
	Downtown Storefront Façade Improvement Program (Economic Development)	\$125,000	\$0	\$0	\$125,000
	GOAL #4 SUBTOTAL	\$125,000	\$0	\$0	\$125,000
FAIR HOUSING STRATEGY					
Goal #1: Continue to implement the Fair Housing laws by providing funding to further fair housing.					
	Fair Housing (Inland Fair Housing and Mediation Board)	\$22,000	\$0	\$0	\$22,000
	Landlord/Tenant Mediation (Inland Fair Housing and Mediation Board)	\$10,200	\$0	\$0	\$10,200
	GOAL #1 SUBTOTAL	\$32,200	\$0	\$0	\$32,200

PROPOSED PROGRAMS (CDBG, HOME AND ESG ALLOCATIONS)					
PROPOSED PRIORITIES	PROPOSED PROGRAMS	CDBG	HOME	ESG	TOTAL
ADMINISTRATION					
	City of Ontario	\$376,400	\$74,862	\$5,662	\$457,019
	Mercy House Living Centers, Inc.	\$0	\$0	\$6,264	\$6,169
ADMINISTRATION SUBTOTAL		\$376,400	\$74,862	\$11,926	\$463,188
TOTAL		\$2,079,781	\$748,625	\$159,018	\$2,987,424

FY 21-22 ALLOCATION	\$1,882,004	\$748,625	\$159,018	\$2,789,647
ANTICIPATED PROGRAM INCOME	\$0	\$0	\$0	\$0
AVAILABLE CONTINGENCY FROM PRIOR YEARS	\$197,777	\$0	\$0	\$197,777
TOTAL	\$2,079,781	\$748,625	\$159,018	\$2,987,424

Summarize the objectives and outcomes identified in the Plan

Based on the *Needs Assessment – Resident Survey*, community meetings, consultation with other organizations, individual interviews, housing market and needs study, and other factors, the City of Ontario has developed the following five-year strategies to address the priority needs found in the Consolidated Plan:

Housing Strategy

Goal #1: Preserve existing rental and owner-occupied housing resources.

Goal #2: Expand affordable rental housing opportunities, particularly for low income persons.

Goal #3: Increase affordable homeownership opportunities, particularly for low and moderate income persons.

Homeless Strategy

Goal #1: Preserve and improve the supply of supportive housing and public services for the homeless and homelessness prevention services.

Special Needs Strategy

Goal #1: Provide supportive services for special needs populations.

Fair Housing Strategy

Goal # 1: Continue to implement the Fair Housing laws by providing funding to further fair housing.

Public Housing Strategy

Goal #1: Continue to support the on-going efforts of the Housing Authority of the County of San Bernardino and the Ontario Housing Authority to maximize the use of rental assistance subsidies and other resources in the City.

Lead Hazard Strategy

Goal #1: Reduce the number of housing units with lead paint hazards through education, inspection, and rehabilitation.

Community Development Strategy

Goal #1: Provide needed public infrastructure improvements in target lower and moderate income neighborhoods.

Goal #2: Provide for new community facilities and improve the quality of existing community facilities to serve lower and moderate income neighborhoods.

Goal #3: Provide needed community services to serve lower and moderate income residents.

Goal #4: Expand the City's economic base and promote greater employment opportunities.

Evaluation of past performance

The City was able to make progress toward achieving many of its short and long-term housing and community development goals established within the FY 2020-24 Consolidated Plan. These efforts were reflected in the creation and implementation of pro-active programs and projects designed to increase the availability of affordable housing, construction of a number of important infrastructure improvements, and preservation/expansion of public service programs and have been detailed in the annual submission of the Consolidated Annual Performance and Evaluation Reports.

Listed below is a brief summary of the goals and accomplishments from the FY 2020-24 Consolidated Plan. Please note the accomplishment data is through June 30, 2020.

A. Housing Strategy

Priority 1: Expand affordable rental housing opportunities, particularly for low-income persons.

Five-Year Total Goal: 202

Accomplishments through June 30, 2020: 114 households were assisted through the Tenant Based Rental Assistance Program

Evaluation: The demand for new affordable rental units remains high within Ontario. The City continuously seeks opportunities for funding for construction of additional affordable housing units, including funding that has recently become available through the State of California including the following programs: Affordable Housing and Sustainable Communities Program (AHSC), Veterans Housing and Homeless Prevention Program (VHHP), and other new possible State funding. The City implemented a Tenant Based Rental Assistance program targeted at chronically homeless individuals and families over the past year.

Priority 2: Preserve existing rental and owner-occupied housing resources.

Five-Year Total Goal: 1,563

Accomplishment through June 30, 2020: 337

Evaluation: Over the past year, the City implemented the following programs to address this priority:

- Conservation Home Improvement Program
- Multi-Family Rehabilitation and Monitoring Activities
- Community Improvement Team (Code Enforcement)

The programs implemented by the City over the past year had a significant impact on preserving the existing rental and owner-occupied housing stock within Ontario. The demand has remained high for these type of services is estimated to remain high for the next year.

Priority 3: Increase affordable homeownership opportunities, particularly for low- and moderate-income persons.

Five-Year Total Goal: 0

Accomplishments through June 30, 2020: 157

Evaluation: The most successful homeownership programs in terms of number of households assisted were operated by private and non-profit housing service organizations. Ontario continues to partner with the private sector and non-profit housing service organizations to increase affordable homeownership opportunities within Ontario utilizing these federal and state programs that are already available to low- and moderate-income households.

B. Homeless Strategy

Priority 1: Preserve and improve the supply of supportive housing and public services for the homeless.

Five-Year Goal: 31,250 persons served

Accomplishments through June 30, 2020: 3,727 persons served

Evaluation: The City of Ontario over the past year continued to operate a comprehensive Continuum of Care Program within Ontario.

The demand for homeless programs and services is still strong. On a federal and state funding level, the availability of funding for transitional housing type products is dwindling. The federal and state funding has transitioned to “Housing First” type products. The City of Ontario is strategically investigating conversion of transitional housing programs into permanent supportive housing programs to ensure the viability of funding for housing options available to address the homeless within Ontario.

C. Special Needs Strategy

Priority 1: Preserve and improve the supply of supportive housing and public services to special needs populations.

Five-Year Goal: 750

Accomplishments through June 30, 2020: 157 persons served

Evaluation: Over the past year, the City of Ontario encouraged partnerships to deliver supportive housing services and public services to special needs population, including the following programs:

- Senior Services operated by Inland Fair Housing and Mediation Board
- Project Gateway, a supportive housing program to assist chronically homeless households with mental illness secure permanent housing with a myriad of supportive housing services. Project Gateway is a partnership with the Housing Authority of the County of San Bernardino, County of San Bernardino Department of Behavioral Health, Mercy House Living Centers, Ontario Housing Authority, and the City of Ontario.

The funding for the supportive housing programs that were implemented over the past year were successful and the City continues to see demand for these types of services.

D. Fair Housing Strategy

Priority 1: Continue to implement the Fair Housing laws by providing funding to further fair housing.

Five-Year Goals: 7,500 persons served

Accomplishments through June 30, 2020: 932 persons served

Evaluation: This program has continued to assist the City in meeting its obligations to affirmatively further fair housing choice within Ontario.

E. Public Housing Strategy

Priority 1: Continue to support the on-going efforts of the Housing Authority of the County of San Bernardino and the Ontario Housing Authority to maximize the use of Section 8 subsidies and other resources in the City.

Evaluation: The Housing Authority of the County of San Bernardino (HACSB) implements the public housing strategy within Ontario. The HACSB is a Moving-To-Work (MTW) Public Housing Authority. With this designation, the HACSB is permitted to seek exemption from many existing Public Housing and Housing Choice Voucher program rules found in the United States Housing Act of 1937 in pursuit of the three MTW statutory objectives:

- Reduce cost and achieve greater costs of effectiveness in Federal expenditures;
- Give incentives to families with children where the head of household is working, is seeking work, or is preparing for work by participating in job training, educational programs, or programs that assist people to obtain employment and become economically self-sufficient; and
- Increase housing choices for low-income families.

The HACSB has implemented a variety of programs that have achieved the MTW statutory objectives listed above.

The City of Ontario continues to believe that a working partnership with the HACSB will provide the greatest opportunity to provide high quality services to Ontario residents with the public housing strategy.

F. Community Development Strategy

The Community Development Strategy did not have annual goals as the goals were generally focused on larger long-term needs. All four priorities will be discussed and evaluated together.

Priority 1: Provide needed infrastructure improvements in target lower- and moderate-income neighborhoods.

Priority 2: Provide for new community facilities, neighborhood enhancement activities, and improve the quality of existing community facilities to serve lower- and moderate-income neighborhoods.

Priority 3: Provide needed community services to serve lower- and moderate-income residents.

Priority 4: Expand the City's economic base and promote greater employment opportunities.

Evaluation: Over the past year, the City has continued to invest in the City's infrastructure (water, street, sewers, parks, storm drains, and public facilities) and monitor the infrastructure needs. The City continues to thoughtfully focus resources through a Five-Year Capital Improvement Program (CIP). The CIP is used as a tool by the City to: (1) identify capital improvement needs, and (2) coordinate the financing and timing of those needs in a manner that assures the most responsible and efficient use of the City's limited resources.

The City will continue to utilize the CIP as a tool to identify needs throughout the community and focus resources to address those needs.

As it relates to the community services to serve lower- and moderate-income residents, the City has funded public service providers that have been focused on crime prevention and child care services. These programs consistently are identified as a high need through outreach to Ontario residents.

Lastly, the City continues to pursue activities to expand the City's economic base and promote greater employment opportunities. The City has actively pursued other funding sources for these activities other than utilizing CDBG for these type of activities.

Summary of Citizen Participation Process and consultation process

The City of Ontario Housing Department is the lead agency for the 2021-22 One-Year Action Plan. The City of Ontario Housing Department urges citizens to voice their concerns, share their ideas concerning federal programming, and welcomes comments and suggestions.

The One-Year Action Plan Participation section describes how residents and local organizations participated in the development of the One-Year Action Plan. The City of Ontario Department offered numerous opportunities for public input, comment, and review including the following:

- Two community forums/public hearings to garner citizen comments on the needs, strategies, actions, and projects in the One-Year Action Plan.
- Distribution of the draft One-Year Action Plan combined with a minimum 30-day public comment period.

Summary of Public Comments

No public comments were received during the community forum/public hearing conducted on January 21, 2021. Minutes from that meeting are included in Appendix C.

Comments were received relating to program descriptions from Pomona Valley Habitat for Humanity and House of Ruth during the community forum/public hearing conducted on April 1, 2021. Minutes from that meeting are included in Appendix C.



2021-22 One Year Action Plan

The Process

The Process

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

Agency/entity responsible for preparing/administering the Consolidated Plan

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
CDBG Administrator	ONTARIO	Housing Department
HOME Administrator	ONTARIO	Housing Department
ESG Administrator	ONTARIO	Housing Department

Table 1 – Responsible Agencies

Narrative (optional)

The City of Ontario Housing Department is the lead agency in the administration of CDBG, HOME, and ESG funds and development of the Consolidated Plan. The City of Ontario is an entitlement community and receives CDBG, HOME, and ESG funds directly from HUD.

Consolidated Plan Public Contact Information

Hannah Mac Kenzie, Project Manager
City of Ontario
Housing Department
303 East B. Street
Ontario, CA 91764
Phone - (909) 395-2753 Fax (909) 395-2288
hmackenzie@ontarioca.gov

AP-10 Consultation – 91.100, 91.200(b), 91.215(I)

Introduction

As part of its research on the needs of low income residents, and the development of strategies to address those needs, the City of Ontario Housing Department consulted with a number of other organizations that provide services to Ontario residents.

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

The City of Ontario Housing Department staff members work on a continual basis with a number of regional agencies, including non-profit agencies, affordable housing providers, San Bernardino County Department of Behavioral Health, the Housing Authority of the County of San Bernardino, and the Ontario Housing Authority. The coordination between the City and these agencies provides better service and resources to the public on programs and services available through a variety of agencies.

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

The City works in partnership with the County of San Bernardino Office of Homeless Services in support of the County's Continuum of Care to address homelessness on a regional basis. As part of this partnership, the Continuum of Care Manager regularly attends the County of San Bernardino's Interagency Homeless Policy Council. In addition, a staff member from the City is a board member of the West Valley Regional Steering Committee sponsored by the Office of Homeless Services. In 2009, the County of San Bernardino adopted a 10-Year Strategy to End Homelessness. The City supported the development and adoption of this document.

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

Staff members from the City of Ontario Housing Department work in cooperation with Continuum of Care lead agency staff continuously throughout the year. City staff members are members of the San Bernardino County Interagency Homeless Policy Council, the Coordinated Entry System Planning Group, and the HMIS Policy Advisory Group.

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

Table 2 – Agencies, groups, organizations who participated

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
Ontario Housing Authority	PHA Other government - Local	Housing Need Assessment Public Housing Needs	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination in providing affordable housing.
Neighborhood Partnership Housing Services, Inc. (NPHS)	Housing Services - Housing Regional organization Community Development Financial Institution	Housing Need Assessment	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination with first-time homebuyer and owner-occupied rehabilitation loan programs, and other programs and services relating to homebuyer education, financial literacy, and homeowner assistance. Coordination with a possible Community Housing Development Organization (CHDO).
AOF/Golden State Community Development Corp.	Housing Services - Housing	Housing Need Assessment	Invited to participate in community meetings/public hearings and a copy of the executive summary was provided for feedback and comments. Coordination with a possible Community Housing Development Organization (CHDO).
Mercy House Living Centers	Housing Services – Housing Services-Homeless	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination in providing homeless services and permanent supportive housing.
Inland Fair Housing and Mediation Board	Services-Elderly Persons Service-Fair Housing	Housing Need Assessment Non-Homeless Special Needs Fair Housing Strategy	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination in providing increased services for senior citizens, fair housing services, landlord/tenant mediation services, fair housing education, testing, and enforcement, first time homebuyer education, and financial literacy programs.

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
County of San Bernardino Office of Homeless Services	Services-homeless Other government - County Continuum of Care	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination in providing homeless services in the region, HMIS services, Continuum of Care coordination, and coordinated assessment system.
Ontario-Montclair YMCA	Services-Children	Non-Housing Community Development Strategy	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination of child care for affordable housing residents.
Ontario-Montclair School District	Services-Children Services-Homeless Services-Education	Homeless Needs - Families with children	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Identification and coordination of services for homeless families within the school district.
Ontario Senior Center	Services-Elderly Persons Grantee Department	Non-Homeless Special Needs	Invited to participate in community meeting/public hearing. Coordination of Homeowner Energy Assistance Program (HEAP) services and social services for senior residents within affordable senior housing projects.
Rolling Start, Inc.	Services-Persons with Disabilities	Non-Homeless Special Needs	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination of Section 504 outreach and identifying potential participants for affirmative marketing outreach for affordable housing units.
San Bernardino County Department of Behavioral Health	Services-Persons with Disabilities Services-Health Health Agency Other government - County	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination of Project Gateway (Shelter Plus Care vouchers) and proactively working together to secure additional resources to serve Ontario residents.

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
Foothill AIDS Project	Services-Persons with HIV/AIDS	Housing Need Assessment Homelessness Strategy	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination and identification of potential participants for affirmative marketing outreach for affordable housing units.
County of San Bernardino Children and Family Services	Services-Health Health Agency Child Welfare Agency Other government - County	Non-Housing Community Development Strategy	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination for potential bridge housing resources.
Inland Valley Hope Partners	Services-Homeless Services-Health	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination in providing services for the homeless and those at-risk of homelessness and identification of potential participants for affirmative marketing outreach for affordable housing units.
House of Ruth, Inc.	Services-Victims of Domestic Violence	Homelessness Strategy Homeless Needs - Families with children	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination of providing services for victims of domestic violence and potential identification of participants for affirmative marketing outreach for affordable housing units.
State of California Housing and Community Development	Other government - State	Housing Need Assessment	Participate in various programs that will fund identified community needs (Affordable Housing and Sustainable Communities (AHSC), Veteran Housing and Homeless Prevention (VHHP), Emergency Housing and Assistance Program Capital Development (EHAP-CD), and others). Actively support efforts to create permanent affordable housing funding sources.

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
Foothill Family Shelter	Services-Homeless	Homelessness Strategy Homeless Needs - Families with children	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination in providing homeless services, transitional housing, and identification of potential participants for affirmative marketing outreach for affordable housing units.
Housing Authority of the County of San Bernardino	PHA	Public Housing Needs	Requested review of public housing needs section and a copy of the executive summary was provided for feedback and comments. Implement permanent supportive housing programs and work together to secure state and federal resources for the region.
SANBAG	Regional organization Planning organization	Economic Development Market Analysis	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination for AHSC funding program.
City of Chino	Other government - Local	Executive Summary	A copy of the executive summary was provided for feedback and comments. Coordinate delivery of services on a regional basis.
City of Rancho Cucamonga	Other government - Local	Executive Summary	A copy of the executive summary was provided for feedback and comments. Coordinate delivery of services on a regional basis.
City of Fontana	Other government - Local	Executive Summary	A copy of the executive summary was provided for feedback and comments. Coordinate delivery of services on a regional basis.
City of Upland	Other government - Local	Executive Summary	A copy of the executive summary was provided for feedback and comments. Coordinate delivery of services on a regional basis.
City of Pomona	Other government - Local	Executive Summary	A copy of the executive summary was provided for feedback and comments. Coordinate delivery of services on a regional basis.

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
City of Ontario Economic Development Agency	Services-Employment Grantee Department	Economic Development	Consulted with agency for information related to the economic development delivery portions of the One Year Action Plan. Coordinate for Section 3 compliance, economic development activities, and workforce development.
Ontario Chamber of Commerce	Business Leaders Civic Leaders Business and Civic Leaders	Economic Development	Invited to participate in community meeting/public hearing and a copy of the executive summary was provided for feedback and comments. Coordination of outreach for services to business and economic development activities.
Ontario Police Department	Services - Victims Grantee Department	Non-Housing Community Development Strategy	Consulted with this Agency for portions of the One Year Action Plan related to need for crime prevention/crime awareness programs and services provided by this agency.

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

All agency types required for consultation were included in the development of this Consolidated Plan.

Other local/regional/state/federal planning efforts considered when preparing the Plan

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	San Bernardino County Continuum of Care	Activities to address homeless needs address the goal established in the Homeless Strategy.
The Ontario Plan	City of Ontario Planning Department	Activities are planned to be consistent with housing needs and goals, community development needs and goals, and local priorities.

Table 3 – Other local / regional / federal planning efforts

Narrative (optional)

The City works in cooperation with Mercy House Living Centers, the County of San Bernardino Department of Behavioral Health, and the Housing Authority of the County of San Bernardino to implement the Project Gateway program to provide housing assistance and services for homeless persons. Project Gateway provides 12 Project Based Rental Assistance units at eight different locations throughout the City of Ontario for clients that are homeless and mentally ill, or dual diagnosed. The City of Ontario established the HOME Tenant-Based Rental Assistance (“TBRA”) Program to help Ontario’s chronically homeless individuals and families secure permanent housing through temporary rental subsidies with or without rental security deposits and/or utility deposits. The program is administered by Mercy House Living Centers.

In addition to Project Gateway and HOME TBRA, the City works in cooperation with Mercy House Living Centers, House of Ruth, and Inland Valley Hope Partners to provide additional housing assistance services to homeless persons and persons who were recently homeless but now live in permanent housing. These organizations provide a wide range of services including housing referrals, assistance in identifying and obtaining resources necessary to obtain housing, transitional housing programs, and emergency shelter. Mercy House also provides an aftercare services program to assist formerly homeless individuals now living in permanent housing to ensure ongoing housing stability.

AP-12 Participation – 91.105, 91.200(c)

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

Summarize citizen participation process and how it impacted goal-setting

The City of Ontario Housing Department encourages and solicits the participation of its residents and other local agencies in the process of identifying housing and community development needs.

1. Summary of Citizen Participation

The City of Ontario Housing Department developed the FY 2021-22 One Year Action Plan using substantial citizen participation and consultation. The process offered numerous opportunities for public input, comment, and review.

2. Community Meetings

The City of Ontario Housing Department conducted a community forum/public hearing on January 21, 2021 and April 1, 2021. At the first meeting, an overview of entitlement programs was provided and applications for public service programs were released. The public review draft of the FY 2021-22 One Year Action Plan was presented at the second meeting along with the proposed projects and activities for FY 2021-22. Due to the coronavirus pandemic, the City of Ontario utilized the Waiver of Community Planning and Development Grant Program and Consolidated Plan Requirements to Allow for Virtual Public Hearings in the Preparation of FY 2021-22 Consolidated Plans and Annual Action Plans. Both meetings were held via Zoom at 6:00 p.m. Bilingual staff was available for translation, as needed.

Legal and display advertisements were published on January 8, 2021 and January 15, 2021 for the January 21, 2021 meeting. Legal advertisements were published on March 19, 2021 and March 26, 2021 for the April 1, 2021 meeting. A legal advertisement was published on April 2, 2021 announcing the availability of the FY 2021-22 One-Year Action Plan for public review from April 2, 2021 through May 4, 2021. These advertisements were placed in the local newspaper, the Inland Valley Daily Bulletin.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
1	Newspaper Ad	Non-targeted/broad community	Legal and display advertisements were published in the Inland Valley Daily Bulletin on January 8, 2021 and January 15, 2021 to advertise the community meeting scheduled for January 21, 2021	No comments were received.		
2	Public Hearing	Non-targeted/broad community	Meeting held on January 21, 2021, at 6:00 p.m via Zoom webinar. A presentation was made providing an overview of entitlement programs and public service applications were released.	No comments were received.		
3	Newspaper Ad	Non-targeted/broad community	Legal advertisements were published in the Inland Valley Daily Bulletin on March 19, 2021 and March 26, 2021 to advertise the community meeting scheduled for April 1, 2021	No comments were received.		
4	Community Forum/public hearing	Non-targeted/broad community	Meeting held on April 1, 2021, at 6:00 p.m. via Zoom webinar. A presentation was made regarding proposed projects for FY 2021-22.	Program information was provided by Pomona Valley Habitat for Humanity and House of Ruth.		

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
5	Newspaper Ad	Non-targeted/broad community	Legal advertisement was published in the Inland Valley Daily Bulletin on April 2, 2021, to advertise the 30-day public review period.	No comments were received.		

Table 4 – Citizen Participation Outreach

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FY 2021-22

One-Year Action Plan

Expected Resources

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

Introduction

The table on the following page identifies funds expected to be received and available for programming during FY 2021-22, which is the second year of this Consolidated Plan.

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Priority Table

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public – federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	1,882,004	0	197,777	2,079,781	5,400,000	The CDBG allocation for FY 2021-22 is \$1,882,004. A total of \$197,777 unallocated CDBG funds is available from prior years. An estimated \$1.8 million per year for the remaining three years of the Consolidated Plan is expected to be received.
HOME	public - federal	Acquisition Homebuyer assistance Homeowner rehab Multifamily rental new construction Multifamily rental rehab New construction for ownership TBRA	748,625	0	0	748,625	2,250,000	The HOME allocation for FY 2021-22 is \$748,625. An estimated \$750,000 per year for the remaining three years of the Consolidated Plan is expected to be received.
ESG	public - federal	Conversion and rehab for transitional housing Financial Assistance Overnight shelter Rapid re-housing (rental assistance) Rental Assistance Services Transitional housing	159,018	0	0	159,018	\$480,000	The ESG allocation for FY 2021-22 is \$159,018. An estimated \$160,000 per year for the remaining three years of the Consolidated Plan is expected to be received.

Table 5 - Expected Resources – Priority Table

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

The City will seek available funding opportunities to leverage federal funds in meeting the goals established by this One Year Action Plan. Potential funding sources that could be used to leverage federal funds include Low Income Housing Tax Credits, Transformative Climate Communities (TCC) Grant, Affordable Housing and Sustainable Communities funds, CalHome funds, and local in-lieu fees for the development of affordable housing. HOME funds require a 25% match for each dollar spent. Ontario has previously been designated as a distressed community and anticipates receiving a 50% HOME match reduction for FY 2021-22. HOME match will be provided from available match on hand and from non-federal funding sources used for housing projects. ESG funds require a dollar for dollar match for each dollar spent. Ontario works in partnership with the agencies receiving ESG funds to provide match from eligible sources.

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

The City and the Ontario Housing Authority identified and acquired land for future housing projects pending additional funding to make the projects feasible. At the time of publication, the publicly owned sites shown in the table below have been identified and proposed for future housing development.

Project Name/Property Address(es)	Assessor’s Parcel Number(s)
221 N. Mountain Ave.	1010-521-28
Euclid In-fill (110 E. Maitland St., 1004 S. Euclid Ave., 1325 S. Euclid Ave., 1329 S. Euclid Ave.)	1049-511-03, 1049-563-10, 1049-531-02, 1049-531-01
Emporia and Fern Sites	1049-054-02, 1049-054-03, and 1049-054-06
905 E. Holt Blvd.	1048-481-08
4 th and Cucamonga	1048-131-52

The City has entered into a Development and Disposition Agreement with Ontario Emporia II Housing Partners, L.P., an affiliate of Related California for a 50-unit project on the Emporia and Fern site which will consist of 6 one-bedroom units, 29 two-bedroom units, and 15 three-bedroom units restricted for tenants with household incomes from 30% AMI to 60% AMI with estimated rents ranging from \$433 to \$1,083.

Annual Goals and Objectives

AP-20 Annual Goals and Objectives - 91.420, 91.220(c)(3)&(e)

Goals Summary Information

Goal	Category	Geographic Area	Needs Addressed	Funding
Housing Strategy Goal #1	Affordable Housing	N/A	Affordable Housing – Rental Assistance	CDBG \$ 0 HOME \$ 280,734 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Affordability	Objective: Provide decent affordable housing
	Description: Expand affordable rental housing opportunities, particularly for low-income persons.			
	Goal Outcome Indicator Tenant-based rental assistance/Rapid Rehousing		Quantity 20	Unit Households assisted
Housing Strategy Goal #2	Affordable Housing	N/A	Affordable Housing – Rehabilitation of Existing Units	CDBG \$ 100,000 HOME \$ 280,735 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Affordability	Objective: Provide decent affordable housing
	Description: Preserve existing rental and owner-occupied housing resources.			
	Goal Outcome Indicator Housing Code Enforcement		Quantity 300	Unit Household housing units

Goal	Category	Geographic Area	Needs Addressed	Funding
Housing Strategy Goal #3	Affordable Housing	N/A	Affordable Housing – Production of new units	CDBG \$ 0 HOME \$ 112,294 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Affordability	Objective: Provide decent affordable housing
	Description: Increase affordable homeownership opportunities, particularly for low and moderate income persons.			
	Goal Outcome Indicator		Quantity	Unit
Homeless Strategy	Homeless	N/A	Homelessness - Outreach Homelessness - Emergency/Transitional Shelter Homelessness - Rapid Re-Housing Homelessness - Prevention	CDBG \$ 203,100 HOME \$ 0 ESG \$ 159,018
	Start Year: 2021 End Year: 2022		Outcome: Availability/Accessibility	Objective: Create suitable living environments
	Description: Preserve and improve the supply of supportive housing and public services for the homeless and homelessness prevention services.			
	Goal Outcome Indicator		Quantity	Unit
Public service activities other than Low/Moderate Income Housing Benefit		1,700	Persons assisted	
Homeless Person Overnight Shelter		65	Persons assisted	
Homelessness Prevention		2,700	Persons assisted	
Special Needs Strategy	Non-Homeless Special Needs	N/A	Community Development - Public Services	CDBG \$ 10,000 HOME \$ 0 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Availability/Accessibility	Objective: Create suitable living environments
	Description: Provide supportive services for special needs populations.			
	Goal Outcome Indicator		Quantity	Unit
Public service activities other than low/moderate income housing benefit		600	Persons assisted	

Goal	Category	Geographic Area	Needs Addressed	Funding
Fair Housing Strategy	Non-Housing Community Development	N/A	Community Development - Public Services	CDBG \$ 32,200 HOME \$ 0 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Availability/Accessibility	Objective: Create suitable living environments
	Description: Continue to implement the Fair Housing laws by providing funding for further fair housing.			
	Goal Outcome Indicator Public service activities other than low/moderate income housing benefit		Quantity 1,500	Unit Persons assisted
Community Development Strategy Goal #1	Non-Housing Community Development	N/A	Community Development - Public Infrastructure	CDBG \$ 810,000 HOME \$ 0 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Availability/accessibility	Objective: Create suitable living environments
	Description: Provide needed public infrastructure improvements in target lower- and moderate-income neighborhoods.			
	Goal Outcome Indicator Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit Other		Quantity 39,140 70	Unit Persons assisted Public facilities
Community Development Strategy Goal #2	Non-Housing Community Development	N/A	Community Development - Public Facilities	CDBG \$ 386,081 HOME \$ 0 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Availability/accessibility	Objective: Create suitable living environments
	Description: Provide for new community facilities and improve the quality of existing community facilities to serve lower- and moderate-income neighborhoods.			
	Goal Outcome Indicator Other		Quantity 1	Unit Public facilities

Goal	Category	Geographic Area	Needs Addressed	Funding
Community Development Strategy Goal #3	Non-Housing Community Development	N/A	Community Development - Public Services	CDBG \$ 37,000 HOME \$ 0 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Availability/accessibility	Objective: Create suitable living environments
	Description: Provide needed community services to serve lower and moderate income residents.			
	Goal Outcome Indicator Public service activities other than low/moderate income housing benefit		Quantity 12,305	Unit Persons assisted
Community Development Strategy Goal #4	Non-Housing Community Development	N/A	Community Development - Economic Development	CDBG \$ 125,000 HOME \$ 0 ESG \$ 0
	Start Year: 2021 End Year: 2022		Outcome: Availability/accessibility	Objective: Create suitable living environments
	Description: Expand the City's economic base and promote greater employment opportunities.			
	Goal Outcome Indicator Businesses Assisted		Quantity 4	Unit Businesses Assisted

Table 6 – Goals Summary

Goal Descriptions

Goal Name	Goal Description
Housing Strategy Goal #1	Expand affordable rental housing opportunities, particularly for low-income persons.
Housing Strategy Goal #2	Preserve existing rental and owner-occupied housing resources.
Housing Strategy Goal #3	Increase affordable homeownership opportunities, particularly for low and moderate income persons.
Homeless Strategy	Preserve and improve the supply of supportive housing and public services for the homeless and homelessness prevention services.
Special Needs Strategy	Provide supportive services for special needs populations.
Fair Housing Strategy	Continue to implement the Fair Housing laws by providing funding for further fair housing.
Public Housing Strategy	Continue to support the on-going efforts of the Housing Authority of the County of San Bernardino and the Ontario Housing Authority to maximize the use of rental assistance subsidies and other resources in the City.
Lead Hazard Strategy	Reduce the number of housing units with lead paint hazards through education, inspection, and rehabilitation.
Community Development Strategy Goal #1	Provide needed public infrastructure improvements in target lower- and moderate-income neighborhoods.
Community Development Strategy Goal #2	Provide for new community facilities and improve the quality of existing community facilities to serve lower- and moderate-income neighborhoods.
Community Development Strategy Goal #3	Provide needed community services to serve lower and moderate income residents.
Community Development Strategy Goal #4	Expand the City's economic base and promote greater employment opportunities.

Table 7 – Goal Descriptions

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

HOME TBRA Program – Projected Total Assisted 20 persons

Under this program, HOME TBRA subsidies will be made available to homeless individuals and families meeting the TBRA definition of chronically homeless or the McKinney-Vento Education Programs definition of homeless. These homeless households must be in need of immediate financial assistance in order to obtain affordable housing. The intent of the program is to provide a mechanism to rapidly re-house homeless individuals and families.

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AP-35 Projects – 91.220(d)

Introduction

Based upon the local priorities and available funding, the City Council has determined to distribute CDBG, HOME, and ESG funds to the following projects.

#	Project Name
1	Single Family/Multi-Family Housing Rehabilitation and New Construction
2	Community Improvement Team
3	Tenant Based Rental Assistance
4	Community Housing Development Organizations (CHDOs) Housing Program
5	Homeless Outreach, Shelter, Prevention, and Administration
6	Senior Support Services
7	Pavement Management Rehabilitation
8	Alley Pavement Management Rehabilitation
9	LED Street Light Conversion Project
10	Wheelchair Ramp Installation
11	Park Improvements Project
12	Child Care, Family, and Youth Subsidies
13	Ontario on the Go
14	Fair Housing (AFFH) Program
15	Landlord/Tenant Mediation Program
16	Expanded Downtown Façade Improvement Program
17	Administration

Table 8 – Project Information

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

The projects selected for funding represent programs designed to meet needs identified as medium or high within the FY 2021-22 Consolidated Plan. Funding is limited, so not all projects requesting funding were able to be funded. The City strives to have a broad spectrum of programs to meet the needs of as many populations throughout Ontario as possible.

Projects

AP-38 Projects Summary

Project Summary Information

1	Project Name	Single Family/Multi-Family Housing Rehabilitation and New Construction
	Target Area	
	Goals Supported	Housing Strategy Goal #2
	Needs Addressed	Affordable Housing – Production of New Units
	Funding	HOME: \$280,735
	Description	This program will provide for the rehabilitation and/or construction of new single family or multi-family housing units for very low- and low-income households.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	At this time no units are proposed to be completed pending the submission of a proposed project from a qualified developer.
	Location Description	
	Planned Activities	

2	Project Name	Community Improvement Team
	Target Area	
	Goals Supported	Housing Strategy Goal #2
	Needs Addressed	Affordable Housing - Rehab of Existing Units
	Funding	CDBG: \$100,000
	Description	The Community Improvement Team has been specifically designed to proactively implement an intensive code compliance program to address serious code violations within eligible targeted low/mod areas that have been identified as deteriorated areas that are having significant impact on the existing neighborhoods. The boundaries of the area where CIT activities are eligible for CDBG funding are in the following census tracts/block groups CT 001400, BG 1 and 2; CT 001501, BG 1 and 2; CT 001503, BG 1 and 2; CT 001504, BG 1 and 2; CT 001600, BG 1, 3, 4, and 5; CT 001702, BG 1; CT 001706, BG 1, 2, and 3; CT 001702, BG 1; CT 001706, BG 1, 2, and 3; CT 001707, BG 1 and 2; CT 001812, BG 1 and 2; and CT 001813, BG 1 and 2. Costs incurred for inspections of code violations and the enforcement of code requirements for properties located within eligible focus block groups are eligible for CDBG funding. In addition, costs incurred for inspections to monitor the condition of restricted affordable housing units within Ontario. To ensure long term program solutions, the team coordinates the resources available with various City departments, including but not limited to: Police, Planning, Housing and Code Enforcement.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 300 housing units will be inspected under this program.
	Location Description	This project is restricted to Census Tracts CT 001400, BG 1 and 2; CT 001501, BG 1 and 2; CT 001503, BG 1 and 2; CT 001504, BG 1 and 2; CT 001600, BG 1, 3, 4, and 5; CT 001702, BG 1; CT 001706, BG 1, 2, and 3; CT 001702, BG 1; CT 001706, BG 1, 2, and 3; CT 001707, BG 1 and 2; CT 001812, BG 1 and 2; and CT 001813, BG 1 and 2.
	Planned Activities	Activities that can be funded under this project include inspections and related enforcement activities for serious code violations.

3	Project Name	Tenant Based Rental Assistance
	Target Area	
	Goals Supported	Housing Strategy Goal #1
	Needs Addressed	Affordable Housing - Rental Assistance
	Funding	HOME: \$280,734
	Description	<p>This program is designed to assist homeless individuals and families meeting the TBRA definition of chronically homeless or the McKinney-Vento Education Programs definition of homeless obtain and maintain permanent housing units. The program will provide direct financial assistance to each participant up to \$20,000, including security and utility deposits. If the tenant is required to pay utilities, this would be deducted from the gross allowed rental cost to determine if the unit is eligible. Unit rental cost must be supported by a review of comparable rental costs of similar units within the neighborhood. Program is provided based upon determined preferences. Eligibility is restricted to households with incomes at or below 50% of area median income.</p> <p>Funding is as follows: 2021 HOME Funds - \$280,734</p>
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 20 households will be assisted through this program.
	Location Description	
	Planned Activities	Program will provide no more than a two month security deposit and minimum utility deposits. No pet security deposits or rental increases due to pet costs will be allowed. Assistance will be provided for 12 months with an option for a 12-month extension, dependent upon availability. All deposits will be provided as a grant to the tenant.

4	Project Name	Community Housing Development Organizations (CHDOs) Housing Program
	Target Area	
	Goals Supported	Housing Strategy Goal #3
	Needs Addressed	Affordable Housing - Production of New Units
	Funding	HOME: \$112,294
	Description	This program is designed to preserve, enhance, and improve existing neighborhoods through acquisition, rehabilitation, and/or new construction activities through Community Housing Development Organizations (CHDOs). The Housing and Neighborhood Preservation Agency will accept applications for financial assistance from certified CHDOs for proposed high quality housing projects that will enhance the City's efforts to create and preserve a variety of housing opportunities for Ontario residents with a range of affordability requirements.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	At this time no units are proposed to be completed pending the submission of a proposed project from a qualified CHDO.
	Location Description	
	Planned Activities	

5	Project Name	Homeless Outreach, Shelter, Prevention, and Administration
	Target Area	
	Goals Supported	Homeless Strategy
	Needs Addressed	Homelessness - Outreach Homelessness - Emergency/Transitional Shelter Homelessness - Rapid Re-Housing Homelessness - Prevention
	Funding	CDBG: \$203,100 ESG: \$159,018
	Description	This project represents four separate programs and related administration that provide services to the homeless and those at-risk for homelessness in Ontario. Improvements for hydration and hygiene will be provided at the Ontario Access Center. Mercy House operates a complete continuum of care within Ontario, including an Access Center, transitional housing, and affordable permanent housing designed to meet the needs of the homeless at every stage of their struggle. Inland Valley Hope Partners' Family Stabilization Program at SOVA Program Center helps families living in poverty maintain their health, stretch their food dollars, and avoid homelessness by providing emergency food, support services, and advocacy. House of Ruth is a non-profit domestic violence agency, serving battered women and their children for more than 35 years.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Mercy House's Continuum of Care will serve approximately 1,300 persons; Inland Valley Hope Partners' Family Stabilization Program at SOVA Program Center will serve approximately 3,000 persons; and House of Ruth's Services for Battered Women and Their Children will serve approximately 1,200 persons.
	Location Description	517/521/525 N. Virginia Ave., Ontario, California 435 S. Bon View Ave., Ontario, California 904 E. California St., Ontario, California

<p>Planned Activities</p>	<ol style="list-style-type: none"> 1. ASSISI HOUSE: Assisi House transitional shelter provides transitional housing and supportive services to single men, single women, and single mothers with their children. The affordable permanent housing programs, housing voucher programs, including the Shelter Plus Care program, and aftercare program in Ontario provide continued care and support to those in need, a lasting end to their homelessness. 2. ONTARIO ACCESS CENTER: The Ontario Access Center provides safety-net and housing stabilization services to the homeless and at-risk of homeless. Services at the Center include lockers, laundry facilities, food distribution, showers, and meeting spaces. Assisi House transitional shelter provides transitional housing and supportive services to single men, single women, and single mothers with their children. The affordable permanent housing programs, housing voucher programs, including the Shelter Plus Care program, and aftercare program in Ontario provide continued care and support to those in need, a lasting end to their homelessness. 3. FAMILY STABILIZATION AT SOVA PROGRAM CENTER: The program provides low and very low income and homeless individuals and families with emergency food supplies and support services. Participants are able to obtain a four or five day supply of basic staple foods, enough to provide approximately 10-15 meals for each family member, every 30 days. Clients are also able to access additional support, such as hygiene products, diapers, and paper products. Utility and rental assistance may be accessed, as well as 3-5 day emergency motel vouchers (when available). Information and referral resources are available, especially in the areas of health services, housing, and other food programs. 4. SERVICES FOR BATTERED WOMEN AND CHILDREN: Services are provided through the agency's 24-hour crisis hotline, at conveniently located walk-in centers in Ontario and Pomona, and at House of Ruth's emergency and transitional shelters. Safety and self-sufficiency are the focus of all of House of Ruth's programs. The hotline provides crisis counseling, intake to shelter and referral to community services. Women in both residential and non-residential programs are provided with case management, individual and group counseling, safety planning, assistance with accessing mainstream social services, assistance with filing a restraining order, and help with employment and housing needs. Their children may be referred to House of Ruth's Child Abuse Treatment program for therapeutic counseling. Women at the Emergency Shelter also receive emergency transportation, clothing, and all meals. Domestic violence
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		<p>prevention education brings awareness of domestic violence to local communities.</p> <ol style="list-style-type: none"> 5. CONTINUUM OF CARE MANAGER: The City of Ontario Continuum of Care Manager will manage all aspects of the homeless services Continuum of Care, providing resources to assist individuals and families experiencing homelessness move into transitional and permanent housing, as well as leading the growth and development of future Continuum of Care initiatives and goals. 6. ADMINISTRATION: Funds will be utilized by the City and Mercy House Living Centers to pay for administrative costs related to the provision of programs and services funded by the ESG program.
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6	Project Name	Senior Support Services
	Target Area	
	Goals Supported	Special Needs Strategy
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$10,000
	Description	Inland Fair Housing and Mediation Board (IFHMB) has provided application-based services to seniors in the City of Ontario for the State of California's Home Energy Assistance Program (HEAP) for over 20 years. This project will allow for an expansion of the existing program and provide application assistance to senior citizens to complete and submit the HEAP application and all required documentation. IFHMB will also assist senior citizens with any complaints or information they may need during the workshop.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 600 unduplicated persons will benefit from this project.
	Location Description	
	Planned Activities	The Senior Program Coordinator ensures that only appropriate copies of sensitive documents are submitted to the State as part of the HEAP application, returns the original documents and a copy of the application to the senior, and mails the application to the State. Rebates are returned directly to the applicant.

7	Project Name	Pavement Management Rehabilitation
	Target Area	
	Goals Supported	Community Development Strategy Goal #1
	Needs Addressed	Community Development - Public Infrastructure
	Funding	CDBG: \$300,000
	Description	This project will renovate existing street surfaces with a rubber-polymer modified slurry seal coating extending the useful life of the street surface for more than 10 years.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 29,785 persons will benefit from these improvements.
	Location Description	This project is restricted to Census Tracts CT 001308, BG 1 and 2; CT 001309, BG 1 and 3; CT 001312, BG 2; CT 001400, BG 1 and 2; CT 001600, BG 1 and 2; CT 001803, BG 1; CT 001810, BG 1, 2, and 3; CT 001812, BG 2; and CT 001813, BG 1 and 2.
	Planned Activities	

8	Project Name	Alley Pavement Management Rehabilitation
	Target Area	
	Goals Supported	Community Development Strategy Goal #1
	Needs Addressed	Community Development - Public Infrastructure
	Funding	CDBG: \$235,000
	Description	This project will reconstruct alleys that are in very poor condition. The project includes brush and tree removal, repair of drainage issues, and general cleanup of alley areas. Reconstructed alleys are projected to last 20 to 25 years.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 5,890 persons will benefit from these improvements
	Location Description	Locations include alleys south of D Street and north of Holt Boulevard between San Antonio Avenue and Boulder Avenue.
	Planned Activities	

9	Project Name	LED Street Light Conversion Project
	Target Area	
	Goals Supported	Community Development Strategy Goal #1
	Needs Addressed	Community Development - Public Infrastructure
	Funding	CDBG: \$100,000
	Description	This project will include the conversion of over 60 existing decorative street lights throughout the CDBG-eligible areas to LED street lights. The project will result in up to 40% in energy savings over the life of the street light fixtures.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 60 street lights will be converted.
	Location Description	Location to be determined prior to project start.
	Planned Activities	

10	Project Name	Wheelchair Ramp Installation
	Target Area	
	Goals Supported	Community Development Strategy Goal #1
	Needs Addressed	Community Development - Public Infrastructure
	Funding	CDBG: \$175,000
	Description	This project will include the installation of approximately seventy (70) wheelchair ramps and replacement of adjoining sidewalks.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 70 wheelchair ramps will be installed.
	Location Description	This work will be done at various locations throughout the City, but locations within the TCC Boundary will be prioritized to coordinate with already planned pedestrian and transportation improvement projects.
	Planned Activities	

11	Project Name	Park Improvements Project
	Target Area	
	Goals Supported	Community Development Strategy Goal #2
	Needs Addressed	Community Development - Public Facilities
	Funding	CDBG: \$386,081
	Description	This project will include various projects to make CDBG-eligible improvements to CDBG-eligible parks and community centers. Maintenance of parks and/or community centers is not eligible under this project. Typical projects would include community center capital improvements (i.e., improvements to community rooms, lobby areas, kitchen areas, roofing, mechanical systems, etc.). Additionally ADA improvements to replace or update existing restroom facilities or access to community centers could be funded under this project. Park improvements to recreation facilities, such as improvements to sporting facilities, park shelters, or playground equipment, installation of water conserving landscaping and irrigation systems, or installation of new sporting facilities would also be eligible under this project.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	One public facility+ will be upgraded as a result of this project.
	Location Description	Specific locations to be determined, but all activities will take place at parks whose service areas are CDBG-eligible.
	Planned Activities	Eligible parks based on service area include: Bon View Park/Dorothy Quesada Community Center, Cypress Park, De Anza Park and Community Center, Grove Memorial Park, James Bryant Park, James Galanis Park, John Galvin Park, Nugent's Park, and Sam Alba Park.

12	Project Name	Child Care, Family, and Youth Subsidies
	Target Area	
	Goals Supported	Community Development Strategy Goal #3
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$22,000
	Description	The Ontario-Montclair YMCA provides a before and after school childcare program for school aged boys and girls, who come from families of low to moderate incomes in the Ontario-Montclair and Mountain View School Districts.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 100 unduplicated persons will be served by this project.
	Location Description	950 N. Elderberry St., Ontario, CA 91762 2825 E. Walnut St., Ontario, CA 91761
	Planned Activities	Children are provided with childcare before school, delivered to school, picked up after school, and transported to childcare sites in the afternoon. Throughout the year, programs for youth and families are provided that are both sport related and non-sport related. Families are not denied program entrance for their lack of ability to pay.

13	Project Name	Ontario on the Go
	Target Area	
	Goals Supported	Community Development Strategy Goal #3
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$15,000
	Description	This project will offer mobile outreach that will provide positive educational activities and exciting programs to underserved neighborhoods located within pre-designated areas in the City. This targeted outreach will build confidence in Ontario's youth through educational and physical activities such as arts and crafts, athletic skills classes, homework help, and literacy instruction. These pre-designated areas demonstrate a greater need due to distance from established community center and library facilities. Ontario On The Go will spread excitement and education resources in a safe and fun environment and ultimately will lead to a better and stronger community.
	Target Date	06/30/2021
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 5,000 persons will be served by this activity.
	Location Description	Ontario Neighborhood Preservation Strategy target neighborhoods and CDBG-eligible parks.
	Planned Activities	

14	Project Name	Fair Housing (AFFH) Program
	Target Area	
	Goals Supported	Fair Housing Strategy
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$22,000
	Description	In collaboration HUD's new proposed rule, Inland Fair Housing and Mediation Board (IFHMB) will assist the City with the conversion from the Analysis of Impediments to the Assessment of Fair Housing tool, using HUD provided regional and national data that will improve fair housing assessment, planning, and decision-making; incorporate fair housing planning into existing planning processes; encourage and facilitate regional approaches to addressing fair housing issues, including effective incentives for collaboration across jurisdictions; bring people historically excluded because of characteristics protected by the Fair Housing Act into full and fair participation, and establish an approach to Affirmatively Furthering Fair Housing (AFFH) that calls for coordinated efforts to combat illegal discrimination, so individuals and families can make decisions about where to live, free from discrimination, with necessary information regarding housing options.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 100 people will benefit from this project.
	Location Description	
	Planned Activities	

15	Project Name	Landlord/Tenant Mediation Program
	Target Area	
	Goals Supported	Fair Housing Strategy
	Needs Addressed	Community Development - Public Services
	Funding	CDBG: \$10,200
	Description	It is from the landlord/tenant complaints that trained mediators at Inland Fair Housing and Mediation Board (IFHMB) assess the validity of the claims made to tenants by landlords (and vice-versa) to determine whether potential fair housing violations have occurred. IFHMB also investigates whether there are systemic elements in policies and procedures that compound the reported violations. These instances provide IFHMB the opportunity to educate landlords on their own rights and responsibilities, preventing future fair housing violations for renters and assisting renters in resolving their housing issues.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 1,400 persons will benefit from these services.
	Location Description	
	Planned Activities	

16	Project Name	Expanded Downtown Storefront Façade Revitalization Program
	Target Area	
	Goals Supported	Community Development Strategy Goal #4
	Needs Addressed	Community Development – Economic Development
	Funding	CDBG: \$125,000
	Description	This project is intended to provide financial assistance to property owner and/or tenants to renovate commercial façade buildings and structures within the City’s downtown area by matching the amount put into the renovation by the tenant/owner 1:1 up to \$25,000. Eligible improvements include: removal of old signs and awnings, exterior painting, repair/replacement of exterior siding, installation of new entry doors to meet ADA accessibility requirements, installation of anti-graffiti display windows, installation of new canvas awnings, installation of new signs, installation of new exterior lighting, and installation of permanent landscaping.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	Four businesses will be assisted through this program.
	Location Description	The program will operate in a TBD radius of the City’s Downtown area.
	Planned Activities	

17	Project Name	Administration
	Target Area	
	Goals Supported	
	Needs Addressed	
	Funding	CDBG: \$376,400 HOME: \$74,862
	Description	This activity will be used to pay for salaries and benefits for those persons administering the CDBG and HOME Programs.
	Target Date	6/30/2022
	Estimate the number and type of families that will benefit from the proposed activities	
	Location Description	
	Planned Activities	

Table 9 – Project Summary

AP-50 Geographic Distribution – 91.220(f)

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

The specific location of housing and community development projects is a crucial issue. It is important that projects designed to clear blighting conditions are conducted in areas that are actually blighted, and that public service programs are provided at locations convenient to their clients. All HUD funded activities will be implemented in low- and moderate-income service areas, as defined by HUD, with the exception of some public service projects, which are intended to serve CDBG-eligible persons on a citywide basis.

The City has established as a high priority, the investment of CDBG funds into targeted neighborhoods to help the City eliminate slum and blight conditions and improve the living conditions of the residents.

In order for an area to be considered as deteriorated or deteriorating the following conditions shall be met:

- A significant number of the properties located within the area must contain visible code violations affecting the property values in the area (such as lack of or insufficient landscaping, deteriorated paint, accumulations of debris, evidence of deferred maintenance, etc.);
- Infrastructure conditions that require attention (such as lack of sidewalks or sidewalks in disrepair, streets in disrepair, lack of or unmaintained street trees, etc.);
- May contain areas designated as targeted project areas;
- At least three of the five identified factors contributing to deterioration available through Census data shall be met
 - % of population below the poverty level $\geq 20\%$
 - % of vacant structures $\geq 5\%$
 - % of total occupied housing units that are overcrowded $\geq 20\%$
 - % of units lacking complete plumbing and/or kitchen facilities $\geq 1\%$
 - % of renter and/or owner occupied units experiencing a cost burden $\geq 30\%$

Area must demonstrate that both public or private improvements and/or services will occur within the area.

Rationale for the priorities for allocating investments geographically

The City has reviewed proposed projects and designed a program to arrest the decline in qualified areas. This approach includes targeting several projects to a specific area to have the biggest impact on that neighborhood. By allocating CDBG funds geographically, the City is able to change the overall conditions within targeted areas and leverage the use of CDBG funds with other resources.

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

The tables below delineate the affordable housing goals by population type and program type for FY 2021-22. The City will utilize several programs to achieve these goals, including the Tenant Based Rental Assistance (TBRA) program.

One Year Goals for the Number of Households to be Supported	
Homeless	20
Non-Homeless	0
Special-Needs	0
Total	20

Table 10 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	20
The Production of New Units	0
Rehab of Existing Units	0
Acquisition of Existing Units	0
Total	20

Table 11 - One Year Goals for Affordable Housing by Support Type

Discussion

It is anticipated that some participants assisted through the TBRA Program may qualify as special needs (elderly or disabled) households, however, without specific information the goal for special needs populations is estimated to be zero.

Introduction

The City will continue to support the HACSB Five-Year Goals/Accomplishments.

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

Public housing programs in Ontario are conducted through an agreement with the HACSB. The HACSB manages approximately 747 Section 8 vouchers within Ontario. During FY 2021-22, the City of Ontario Housing Department will continue to monitor affordable housing units at risk for conversion to market rate. Accordingly, it is the objective of the City that all assisted housing units that are eligible for conversion to non-low-income housing should be preserved. In addition, the HACSB will continue to administer the Family Self-Sufficiency Program within the City during FY 2021-22. In this program, residents sign a five-year contract with the HACSB. As incomes rise with new employment, savings

accounts are established. After five years, the savings account is available to the household to pay for costs associated with independent living.

The City of Ontario worked in collaboration with HACSB and the Ontario Housing Authority to secure S+C funding. Twelve (12) S+C vouchers have been awarded to assist qualified S+C households through an application referred to as "Project Gateway." As stated earlier, the City and the Ontario Housing Authority are actively pursuing additional opportunities to secure project based vouchers to assist in neighborhood revitalization strategies that also support Ontario's Continuum of Care for the homeless.

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

The City works closely with the HACSB and will provide marketing information when homeownership programs are available for the HACSB to distribute to appropriate public housing residents. In addition, HACSB has one of the most successful Public Housing Agency Homeownership programs on the west coast and continues to promote and progress this very successful program.

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

The public housing authority is considered a high performer.

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

Introduction

The City supports a variety of activities to address the needs of homeless persons and the special needs of persons that are not homeless but require supportive housing and special assistance. As part of the One-Year Action Plan, the City will support several programs and projects conducted by non-profit social service providers. Each of these activities was specifically selected for funding through CDBG and ESG programs to address each step along the Continuum of Care. The City sought out proposals and applications from a variety of homeless and social service providers prior to allocating CDBG and ESG resources.

This region is fortunate to have a number of organizations, which serve both the general homeless population and specific special segments within the homeless community. In developing the funding allocation, the City supported a diverse selection of providers and cultivated cooperation among those groups in the delivery of their services.

During FY 2005-06, the City began implementing a new Continuum of Care program in coordination with Mercy House Living Centers to assist homeless individuals and families transition from homelessness to permanent housing. The Continuum provides a comprehensive homeless strategy to assist homeless individuals and families to become self-sufficient. The programs within the Continuum include the following services: the Ontario Access Center, 34 transitional housing units, permanent housing units,

and an aftercare program. To date, the City and Mercy House have completed comprehensive rehabilitation on the transitional housing units and 76 permanent housing units.

The City worked in collaboration with HACSB and the Ontario Housing Authority to secure Shelter Plus Care (S+C) funding. Twelve (12) S+C vouchers have been awarded to assist qualified S+C households through an application referred to as "Project Gateway."

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

The Ontario Access Center provides referral services, emergency shelter, food, lockers, laundry facilities, showers, clothing, restrooms, telephone, transitional shelter services, and supportive housing services.

The Family Stabilization Program at SOVA Program Center provides food, a service referral database, emergency and transitional shelter information and referrals, and client services.

House of Ruth provides emergency and transitional shelter services, client case management services, domestic violence counseling, and childcare.

Addressing the emergency shelter and transitional housing needs of homeless persons

Mercy House's Assisi House program provides a 34-bed transitional housing facility with program stays up to 24 months to homeless families to overcome problems and conditions causing homelessness, life skills, education, budgeting, parenting education, day care, and family support.

The House of Ruth provide shelter and special services for victims of domestic violence.

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

The multi-family housing program, Tenant Based Rental Assistance Program, and the Housing Choice Voucher program, administered by the HACSB, provide rental housing vouchers and affordable housing units. In addition, the City works with other agency partners that offer downpayment assistance homeownership programs for low- and moderate-income families.

The Mercy House Continuum of Care provides permanent affordable housing units with after-care services to assist formerly homeless individuals and families retain permanent housing. In addition, twelve Shelter Plus Care vouchers are available for use in Continuum of Care properties.

The Continuum of Care Manager position has been created to coordinate housing and services for individuals and families experiencing homelessness, and to oversee the daily activities and long-term planning of the Continuum of Care.

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

Several programs, including the Ontario Access Center, the Family Stabilization Program at SOVA Program Center, and House of Ruth, provide referral services, counseling, case management, and household goods to families at-risk of homelessness, especially those living in poverty or with extremely low incomes. The City works in partnership with the San Bernardino County Department of Behavioral Health, Social Services Department, and Parole and Probation Department to provide referrals and resources to these agencies to assist individuals who are being discharged from mental health facilities, health care facilities, and other institutions.

AP-75 Barriers to affordable housing – 91.220(j)

Introduction

In addition to the housing activities already discussed in the One-Year Action Plan, the City will address key fair housing recommendations and objectives identified in the Analysis of Impediments to Fair Housing Choice (AI).

The AI addresses five specific target groups, tenants and property purchasers, property owners and managers, realtors, lenders and local government. Recommendations, actions, and a time period for completion will be completed for each target group.

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

Although the City does not have control over a number of factors that present barriers to affordable housing, the City does implement many programs to help facilitate the construction of affordable housing and assist renters and homeowners.

The City implements various housing programs to reduce or modify development standards that add costs to constructing affordable housing. These may include modification of parking, open space, and other standards through administrative exceptions. Moreover, considerable fee reductions are offered in return for affordability agreements. Finally, developers of affordable housing are also able to secure density bonuses that work to increase the cash flow of a project and indirectly mitigate the cost of construction, land costs, and financing constraints.

AP-85 Other Actions – 91.220(k)

Actions planned to address obstacles to meeting underserved needs

The City will continue to seek opportunities to obtain additional funding from other resources to leverage the use of HUD funds. The City monitors funding available from the State of California and other regional governmental entities to support the construction of affordable housing. In addition, the City utilizes other resources to fund public infrastructure and public facilities parks to enhance services provided to Ontario residents.

Actions planned to foster and maintain affordable housing

The City continues to monitor affordable housing units within Ontario to ensure ongoing affordability. In addition, the City seeks any available funding opportunities to add affordable housing units to its inventory.

Actions planned to reduce lead-based paint hazards

The City will continue to implement the HUD regulations concerning lead-based paint testing and abatement. Currently, City staff informs residents of activities in any housing rehabilitation program about lead-based paint hazards. This policy applies regardless of whether there are children present in the households. Furthermore, all rehabilitation projects are administered in compliance with HUD regulations concerning lead-based paint testing and abatement.

Most of Ontario's housing stock was constructed prior to the 1978 ban on lead-based paint. Therefore, most units potentially contain lead-based paint. The City will continue to identify specific neighborhoods and households, which may contain lead-based paint hazards.

Actions planned to reduce the number of poverty-level families

The City has included an Anti-Poverty/Vision for the Future Strategy within the Five-Year Consolidated Plan. In FY 2021-22, the City will continue to aggressively implement programs and activities that will generate jobs and tax revenue to help reduce the number of persons that are currently below the poverty level.

Actions planned to develop institutional structure

The City does not anticipate any gaps in the delivery of service based on the institutional structure of the City government, departments, or agencies. The Housing Department participates in a number of coalitions and collaborations to enhance coordination between the public and private housing and social service agencies providing services to Ontario residents. These coalitions include but are not limited to the following: County of San Bernardino Homeless Coalition, Inter-Agency Council on Homeless, and the HMIS Policy Advisory Board, and Housing Policy Advisory Committee.

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

The Housing Department consulted with other key City departments in developing this One-Year Action Plan. These departments included: City Manager's Office, Economic Development Department, Development Department, Planning Department, Public Works Agency, Parks Department, Police Department, Fire Department, and Community Improvement Department. City staff also consulted with the following adjacent jurisdictions during the development of the One-Year Action Plan by providing them with a copy of the Draft One-Year Action Plan during the public review period: Upland, Chino, Rancho Cucamonga, Pomona, Fontana, and County of San Bernardino. Other key public and quasi-public agencies contacted in preparation of the plan included the County of San Bernardino Housing Authority, Upland Housing Authority, Ontario Housing Authority, and Inland Fair Housing and Mediation Board.

City staff will continue to cooperate with other organizations in order to achieve housing and community development objectives. The following list identifies organizations that the City anticipates interacting with and, in some cases, providing funds to during the next fiscal year:

- Inland Fair Housing and Mediation Board
- Inland Valley Hope Partners
- House of Ruth
- Ontario-Montclair School District
- Mercy House
- County of San Bernardino Department of Behavioral Health
- Housing Authority of the County of San Bernardino
- County of San Bernardino Interagency Council on Homelessness

Program Specific Requirements

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

Introduction

Funding for CDBG programs is provided through evaluation of the City’s infrastructure, public service, public improvement, and public facility needs, along with a competitive application process conducted every two years for public service projects. HOME funds are available for to non-profit developers, private developers, and Community Housing Development Organizations (CHDOs) on an over-the-counter basis as funding is available. Applications for HOME funding are available on the City’s website. ESG funds are provided through a competitive application process conducted every two years.

Community Development Block Grant Program (CDBG) Reference 24 CFR 91.220(I)(1)

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

- | | |
|--|----------|
| 1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed | 0 |
| 2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan. | 0 |
| 3. The amount of surplus funds from urban renewal settlements | 0 |
| 4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan | 0 |
| 5. The amount of income from float-funded activities | 0 |
| Total Program Income: | 0 |

Other CDBG Requirements

- | | |
|---|---------|
| 1. The amount of urgent need activities | 0 |
| 2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan. | 100.00% |

HOME Investment Partnership Program (HOME)
Reference 24 CFR 91.220(I)(2)

1. A description of other forms of investment being used beyond those identified in Section 92.205 is as follows:

The City does not use HOME funds in any other manner than those described in Section 92.205.

2. A description of the guidelines that will be used for resale or recapture of HOME funds when used for homebuyer activities as required in 92.254, is as follows:

The City will utilize recapture provisions for HOME-funded homebuyer activities. The City will recapture net proceeds after the homebuyer has recovered the homebuyer's entire investment (homebuyer's downpayment plus allowable expenditures for capital improvements made by the homebuyer). After the homebuyer's investment has been recovered, the City will then recapture the entire HOME loan amount or the portion remaining thereof in net proceeds. The amount subject to recapture is the direct subsidy made to the homebuyer. Capital improvements are permanent real property improvements and do not include maintenance items. The following items are examples of capital improvements: room addition, patio cover, in-ground pool and kitchen remodel. The following items are considered maintenance and would be ineligible for deduction: tools, annual flowers, and light bulbs. Painting and carpeting may be considered if the receipt is within five years and it adds to the overall value of the home.

An example of the recapture calculation is shown below:

HOME downpayment assistance = \$10,000

Homebuyer downpayment = \$2,000

Eligible capital improvements = \$3,000

Net proceeds = \$12,000

Net proceeds – Homebuyers Investment = Remaining net proceeds available for recapture (\$12,000 - \$5,000 = \$7,000).

In this example, the amount of HOME funds recaptured would be \$7,000.

3. A description of the guidelines for resale or recapture that ensures the affordability of units acquired with HOME funds? See 24 CFR 92.254(a)(4) are as follows:

The City will ensure that any property assisted with HOME funds complies with the periods of affordability requirement found at 24 CFR 92.254(a)(4) based on the level of HOME investment. Recapture provisions are utilized for HOME downpayment assistance loan programs, however the period of affordability remains unaffected, even if the funds are repaid prior to the expiration of the affordability period.

4. Plans for using HOME funds to refinance existing debt secured by multifamily housing that is rehabilitated with HOME funds along with a description of the refinancing guidelines required that will be used under 24 CFR 92.206(b), are as follows:

The City has no plans for using HOME funds to refinance existing debt secured by multifamily housing that is rehabilitated with HOME funds.

**Emergency Solutions Grant (ESG)
Reference 91.220(I)(4)**

1. Include written standards for providing ESG assistance (may include as attachment)

Written standards for the provision of ESG assistance are attached in Appendix F.

2. If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.

The City is currently working in cooperation with the San Bernardino County Office of Homeless Services to implement the coordinated entry system established by the San Bernardino County Continuum of Care. The City also requires any subrecipients utilizing ESG funds to participate in the coordinated assessment system.

3. Identify the process for making sub-awards and describe how the ESG allocation available to private nonprofit organizations (including community and faith-based organizations).

The City has adopted a process and criteria for awarding ESG. This process is conducted as part of the overall Consolidated Plan process. The City advertises the availability of CDBG, HOME, and ESG funds in a newspaper of general circulation. The criteria to select recipients are as follows:

1. Ability of service provider to meet the intended use of ESG funds;
2. Proposal is eligible;
3. Proposal is consistent with the Continuum of Care principals found in applications for funding; and
4. Ability to meet time frames required for obligation.

4. If the jurisdiction is unable to meet the homeless participation requirement in 24 CFR 576.405(a), the jurisdiction must specify its plan for reaching out to and consulting with homeless or formerly homeless individuals in considering policies and funding decisions regarding facilities and services funded under ESG.

The City consults with the Continuum of Care which has formerly homeless individuals as members.

5. Describe performance standards for evaluating ESG.

The City will enter into binding agreements with subrecipients. Elements of these agreements will include the following information:

1. Type of activity
2. Scope of services to be provided
3. Number of persons to be assisted
4. Budget
5. Reporting requirements
6. Other terms and conditions

The City will conduct annual on-site inspections to ascertain whether the organization is actually meeting their goals and objectives. The overall goal will be to identify any deficiencies and promote corrections in order to improve performance.



2021-22 One Year Action Plan

Appendix A Public Notices

Inland Valley Daily Bulletin

(formerly The Daily Report)
9616 Archibald Avenue Suite 100
Rancho Cucamonga, CA 91730
909-987-6397
legals@inlandnewspapers.com

5028333

ONTARIO CITY OF-LEGAL
ATTN: CITY CLERKS OFFICE
303 EAST B STREET
ONTARIO, CA 91764

**PROOF OF PUBLICATION
(2015.5 C.C.P.)**

**STATE OF CALIFORNIA
County of San Bernardino**

I am a citizen of the United States, I am over the age of eighteen years, and not a party to or interested in the above-entitled matter. I am the principal clerk of the printer of INLAND VALLEY DAILY BULLETIN, a newspaper of general circulation printed and published daily for the City of Ontario, County of San Bernardino, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of San Bernardino, State of California, on the date of August 24, 1951, Case Number 70663. The notice, of which the annexed is a true printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

01/08/2021, 01/15/2021

I declare under the penalty of perjury that the foregoing is true and correct.

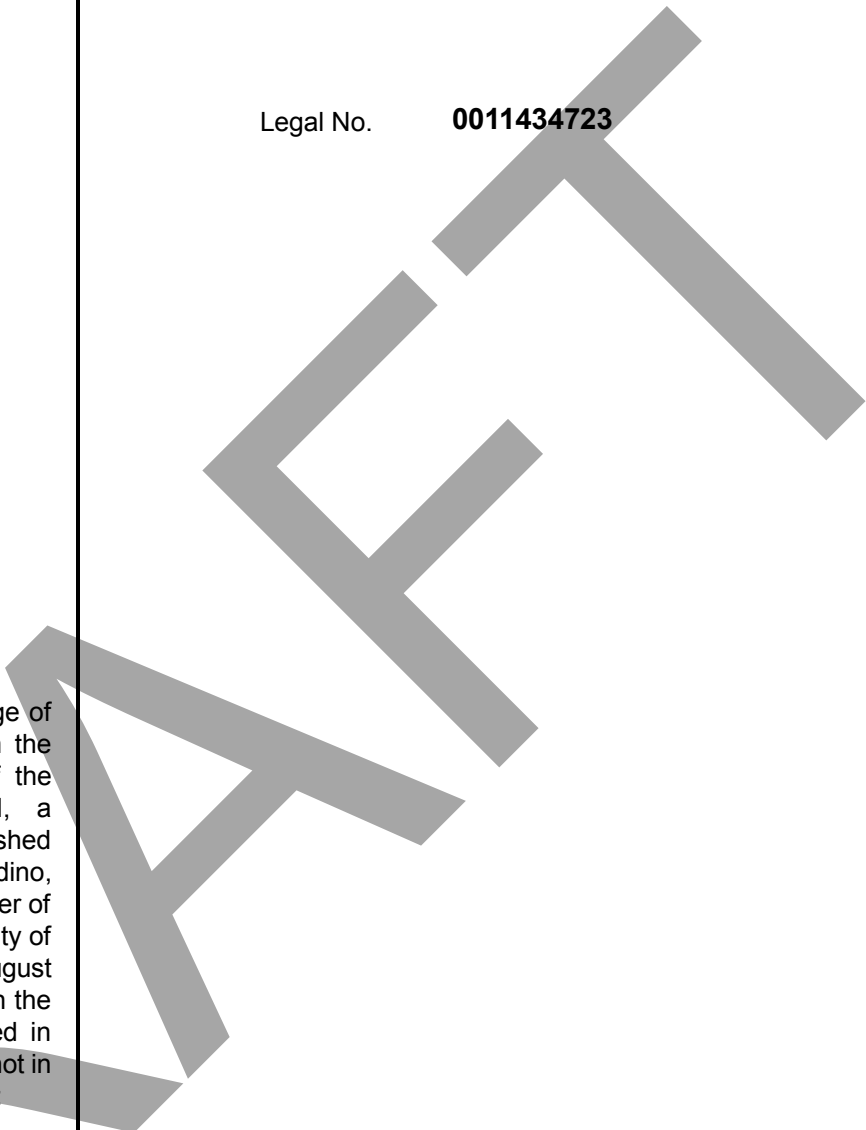
Executed at Rancho Cucamonga, San Bernardino Co., California, on this 27th day of January, 2021.

Evangelina Almeida

Signature

(Space below for use of County Clerk Only)

Legal No. **0011434723**



**NOTICE OF COMMUNITY MEETING/PUBLIC HEARING NEEDS ASSESSMENT
& APPLICATIONS FOR THE CITY OF ONTARIO**

Notice is hereby given that a community meeting/public hearing will be held on Thursday, January 21, 2021 at 6:00 p.m. via teleconference to solicit citizen participation in the development of the City's One-Year Action Plan for Fiscal Year 2021-22. To join via Zoom, call in to (669) 900-9128, Webinar ID: 856 5419 6292. Alternatively, the Zoom link will be available on OntarioCA.gov/Housing on the meeting date. Please note: Zoom requires a name and email. In addition, the City will provide information on obtaining applications for Community Development Block Grant (CDBG) public service activities and Emergency Solutions Grant (ESG) activities at this meeting.

All persons interested are invited to attend via Zoom.

If you have any questions regarding this community meeting/public hearing, please contact Hannah K. Mac Kenzie, Project Manager with the Ontario Housing and Neighborhood Preservation Agency at (909) 395-2753.

Published: Friday, January 08, 2021 and Friday, January 15, 2021
Inland Valley Daily Bulletin

Ad#11434723

DRAFT

Inland Valley Daily Bulletin

(formerly The Daily Report)
9616 Archibald Avenue Suite 100
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01/08/2021, 01/15/2021

I declare under the penalty of perjury that the foregoing is true and correct.

Executed at Rancho Cucamonga, San Bernardino Co., California, on this 27th day of January, 2021.

(Space below for use of County Clerk Only)

Legal **0011434**



**NOTICE OF
COMMUNITY MEETING/
PUBLIC HEARING**

**One-Year Annual Action Plan (CDBG-HOME-ESG)
For the City of Ontario**

Notice is hereby given that a community meeting/public hearing will be held on Thursday, January 21, 2021 at 6:00 p.m. via teleconference, to solicit public comment from interested citizens, non-profit public service organizations and other public agencies as to the needs of the community. The information received will be used by the City in the development of the City's One-Year Annual Action Plan for Fiscal Year 2021-22 for the City's CDBG, HOME, and ESG Programs. In addition, the City will provide instruction on how to access applications for Community Development Block Grant (CDBG) public service activities and Emergency Solutions Grant (ESG) activities at this meeting.

All interested persons are invited to attend via teleconference.

Join or Watch on ZOOM
Call in (669) 900-9128
Webinar ID: 856 5419 6292

Teleconference link available on OntarioCA.gov/Housing

If you have any questions regarding this community meeting, please contact Hannah K. Mac Kenzie, Project Manager, with the City of Ontario Housing and Neighborhood Preservation Agency at (909) 395-2753.

Signature

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County of San Bernardino**

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03/19/2021, 03/26/2021

I declare under the penalty of perjury that the foregoing is true and correct.

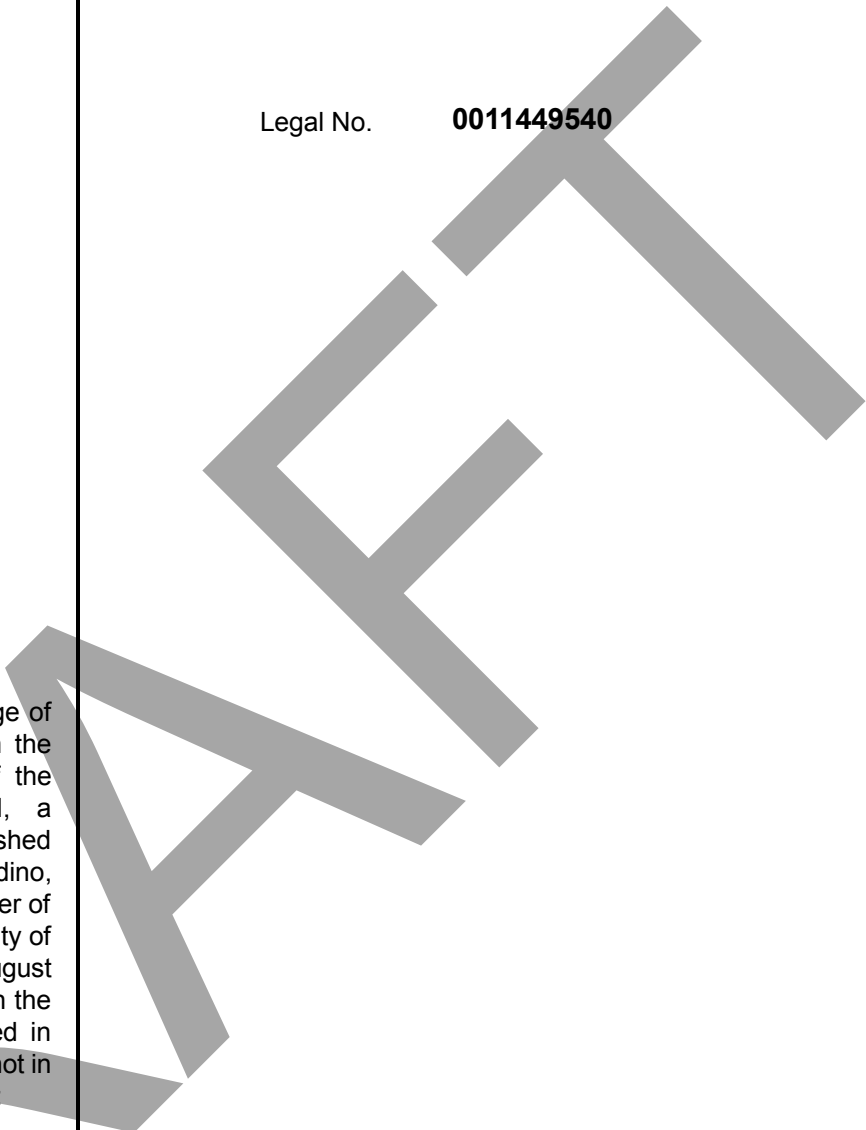
Executed at Rancho Cucamonga, San Bernardino Co., California, on this 19th day of April, 2021.

Evangelina Almeida

Signature

(Space below for use of County Clerk Only)

Legal No. **0011449540**



**NOTICE OF COMMUNITY MEETING/PUBLIC HEARING NEEDS ASSESSMENT
& APPLICATIONS FOR THE CITY OF ONTARIO**

Notice is hereby given that a community meeting/public hearing will be held on Thursday, April 1, 2021 at 6:00 p.m. via teleconference to solicit citizen participation in the development of the City's One-Year Action Plan for Fiscal Year 2021-22. To join via Zoom, call in to (669) 900-9128, Webinar ID: 841 9023 8841. Alternatively, the Zoom link will be available on OntarioCA.gov/Housing on the meeting date. Please note: Zoom requires a name and email.

All persons interested are invited to attend via Zoom.

If you have any questions regarding this community meeting/public hearing, please contact Hannah K. Mac Kenzie, Project Manager with the Ontario Housing Department at (909) 395-2753.

Publish Friday, March 19, 2021 and Friday, March 26, 2021
Inland Valley Daily Bulletin

Ad#11449540

DRAFT

Inland Valley Daily Bulletin

(formerly The Daily Report)
9616 Archibald Avenue Suite 100
Rancho Cucamonga, CA 91730
909-987-6397
legals@inlandnewspapers.com

5028333

ONTARIO CITY OF-LEGAL
ATTN: CITY CLERKS OFFICE
303 EAST B STREET
ONTARIO, CA 91764

**PROOF OF PUBLICATION
(2015.5 C.C.P.)**

**STATE OF CALIFORNIA
County of San Bernardino**

I am a citizen of the United States, I am over the age of eighteen years, and not a party to or interested in the above-entitled matter. I am the principal clerk of the printer of INLAND VALLEY DAILY BULLETIN, a newspaper of general circulation printed and published daily for the City of Ontario, County of San Bernardino, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of San Bernardino, State of California, on the date of August 24, 1951, Case Number 70663. The notice, of which the annexed is a true printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

04/02/2021

I declare under the penalty of perjury that the foregoing is true and correct.

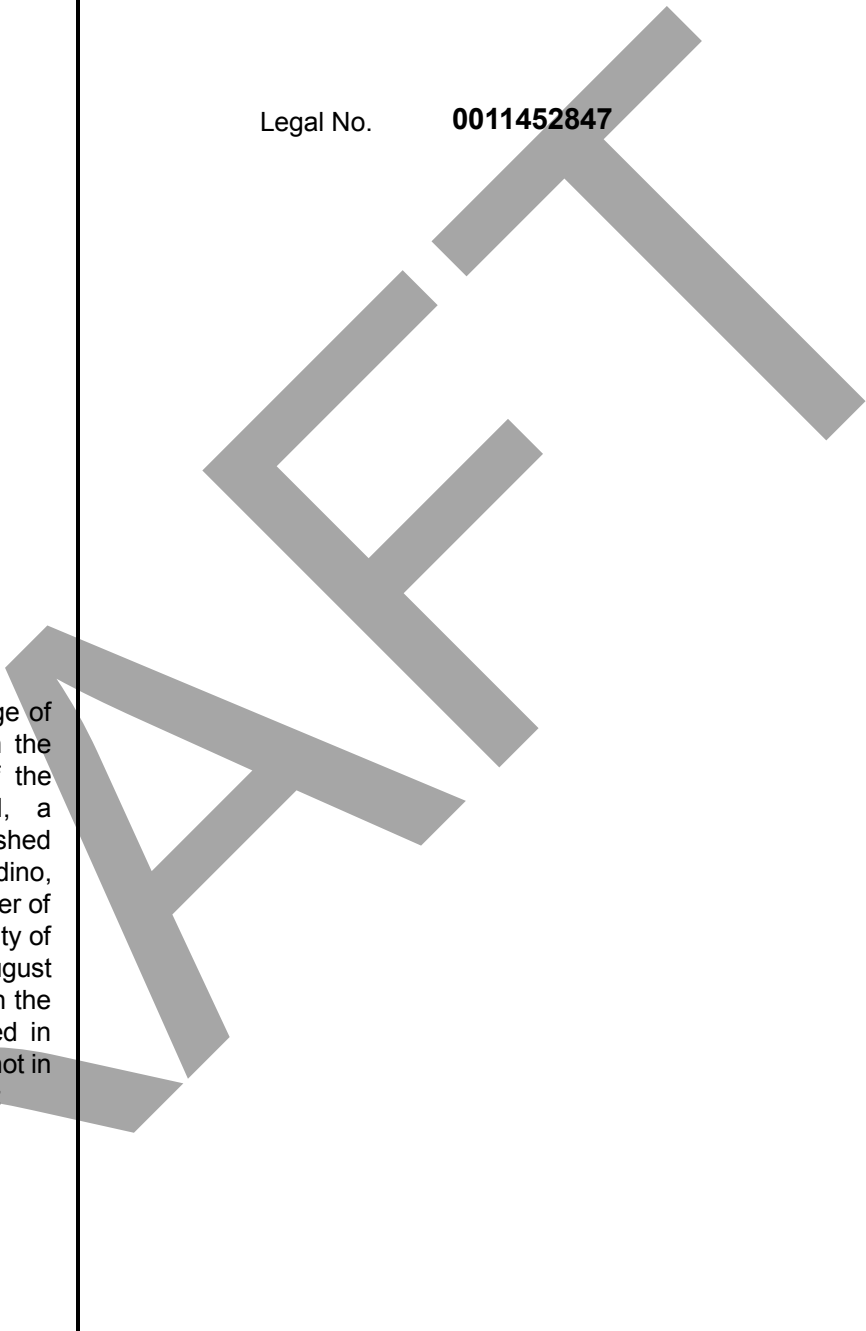
Executed at Rancho Cucamonga, San Bernardino Co., California, on this 12th day of April, 2021.

Evangelina Almeida

Signature

(Space below for use of County Clerk Only)

Legal No. **0011452847**



**NOTICE OF 30-DAY PUBLIC REVIEW FOR THE CITY OF ONTARIO
ONE-YEAR ACTION PLAN (2021-22)**

NOTICE IS HEREBY GIVEN that the City of Ontario has prepared its One-Year Action Plan (2021-22).

The publication of this notice is the beginning of the 30-day public review period required under Federal Regulation 24 CFR 91.105(b)(2). The public review and written comment period begins Friday, April 2, 2021 and runs through Monday, May 3, 2021.

NOTICE IS HEREBY FURTHER GIVEN that the One-Year Action Plan (2021-22) will be presented to the City Council for approval on the following date:

DATE: Tuesday, May 4, 2021
 LOCATION: City of Ontario, Council Chambers
 303 East B Street
 TIME: 6:30 PM

At this meeting, the City Council will (1) receive public comment on the draft One-Year Action Plan (2021-22), and (2) approve the submission of these documents to the Department of Housing and Urban Development (HUD).

BACKGROUND

Each year, the City of Ontario has participated in a variety of grant programs sponsored by the U.S. Department of Housing and Urban Development (HUD). HUD programs have included the Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), and Emergency Solutions Grant (ESG) programs. The City of Ontario anticipates receiving the following amounts for FY 2021-22 for these programs:

CDBG	\$1,882,004
Prior year unallocated CDBG funds	\$ 197,777
Estimated CDBG Program Income	\$ 0
HOME	\$ 748,625
Estimated HOME Program Income	\$ 0
ESG	\$ 159,018
TOTAL	\$2,987,424

ONE YEAR ACTION PLAN (2021-22)

For the fiscal year beginning July 1, 2021 and ending June 30, 2022, the City of Ontario proposes the utilization of CDBG, HOME, and ESG funds to implement the programs listed below:

COMMUNITY DEVELOPMENT BLOCK GRANT

<u>Proposed Programs</u>	<u>Implementing Agency</u>	<u>Amount</u>
Administration	City of Ontario Housing	\$ 376,400
Fair Housing	Inland Fair Housing and Mediation Board	\$ 22,000
Housing Mediation	Inland Fair Housing and Mediation Board	\$ 10,200
Senior Services	Inland Fair Housing and Mediation Board	\$ 10,000
Mercy House Continuum of Care	Mercy House	\$ 37,914
Continuum of Care Manager	City of Ontario Community, Life & Culture Agency	\$ 146,776
Ontario on the Go	City of Ontario Community, Life & Culture Agency	\$ 15,000
Community Improvement Team (CIT)	City of Ontario Housing	\$ 100,000
Downtown Storefront Façade Improvement Program	City of Ontario Economic Development	\$ 125,000
LED Street Light Conversion Project	City of Ontario Engineering	\$ 100,000
Rubber-Polymer Modified Slurry Seal (RPMSS) Project	City of Ontario Engineering	\$ 300,000
Alley Pavement Rehabilitation	City of Ontario Engineering	\$ 235,000
Wheelchair Ramp Installation	City of Ontario Public Works Agency	\$ 175,000
Park Improvements Project	City of Ontario Public Works Agency	\$ 386,081
Family Stabilization at Sova Program Center	Inland Valley Hope Partners	\$ 18,410
Child Care Subsidies	Ontario-Montclair YMCA	\$ 22,000
	TOTAL	\$ 2,079,781

HOME INVESTMENT PARTNERSHIP

<u>Proposed Programs</u>	<u>Implementing Agency</u>	<u>Amount</u>
Single Family/Multi-Family Housing Rehabilitation and New Construction	City of Ontario Housing	\$ 280,735
Tenant Based Rental Assistance Program	City of Ontario Housing	\$ 280,734
Community Housing Development Organizations (CHDOs) Housing Program	CHDOs	\$ 112,294
Administration	City of Ontario Housing	\$ 74,862
	TOTAL	\$ 748,625

EMERGENCY SOLUTIONS GRANT PROGRAM

<u>Proposed Programs</u>	<u>Implementing Agency</u>	<u>Amount</u>
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Administration	City of Ontario Housing	\$	5,757
Administration	Mercy House	\$	6,169
Services for Battered Women and Their Children	House of Ruth	\$	12,600
Mercy House Continuum of Care	Mercy House	\$	134,492
TOTAL		\$	159,018

PUBLIC COMMENT

Copies of the draft One-Year Action Plan (2021-22) will be available for public review at the following locations:

Ovitt Family Library
215 East 'C' Street, Ontario

Records Management Department
Ontario City Hall, 303 East 'B' Street, Ontario

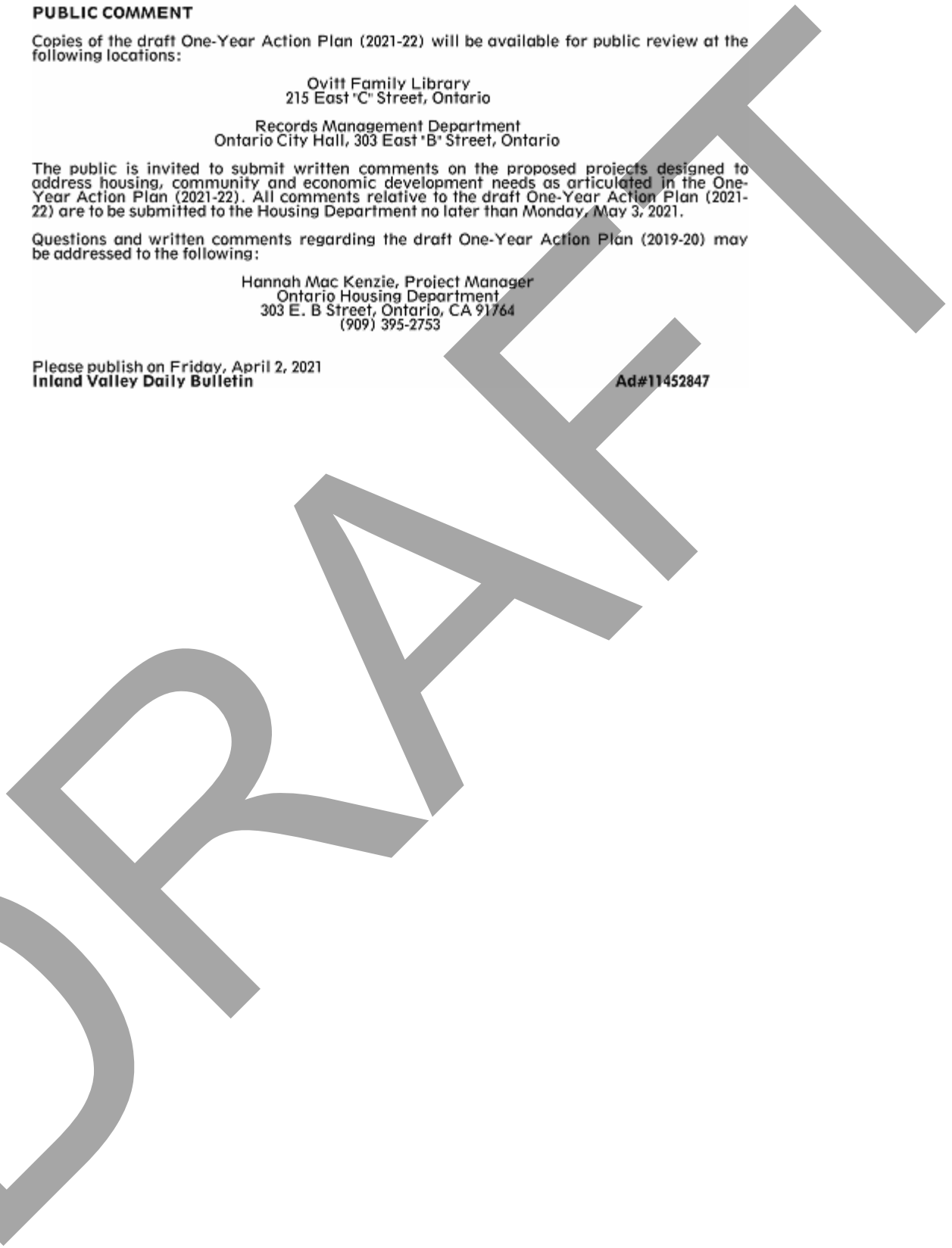
The public is invited to submit written comments on the proposed projects designed to address housing, community and economic development needs as articulated in the One-Year Action Plan (2021-22). All comments relative to the draft One-Year Action Plan (2021-22) are to be submitted to the Housing Department no later than Monday, May 3, 2021.

Questions and written comments regarding the draft One-Year Action Plan (2019-20) may be addressed to the following:

Hannah Mac Kenzie, Project Manager
Ontario Housing Department
303 E. B Street, Ontario, CA 91764
(909) 395-2753

Please publish on Friday, April 2, 2021
Inland Valley Daily Bulletin

Ad#11452847

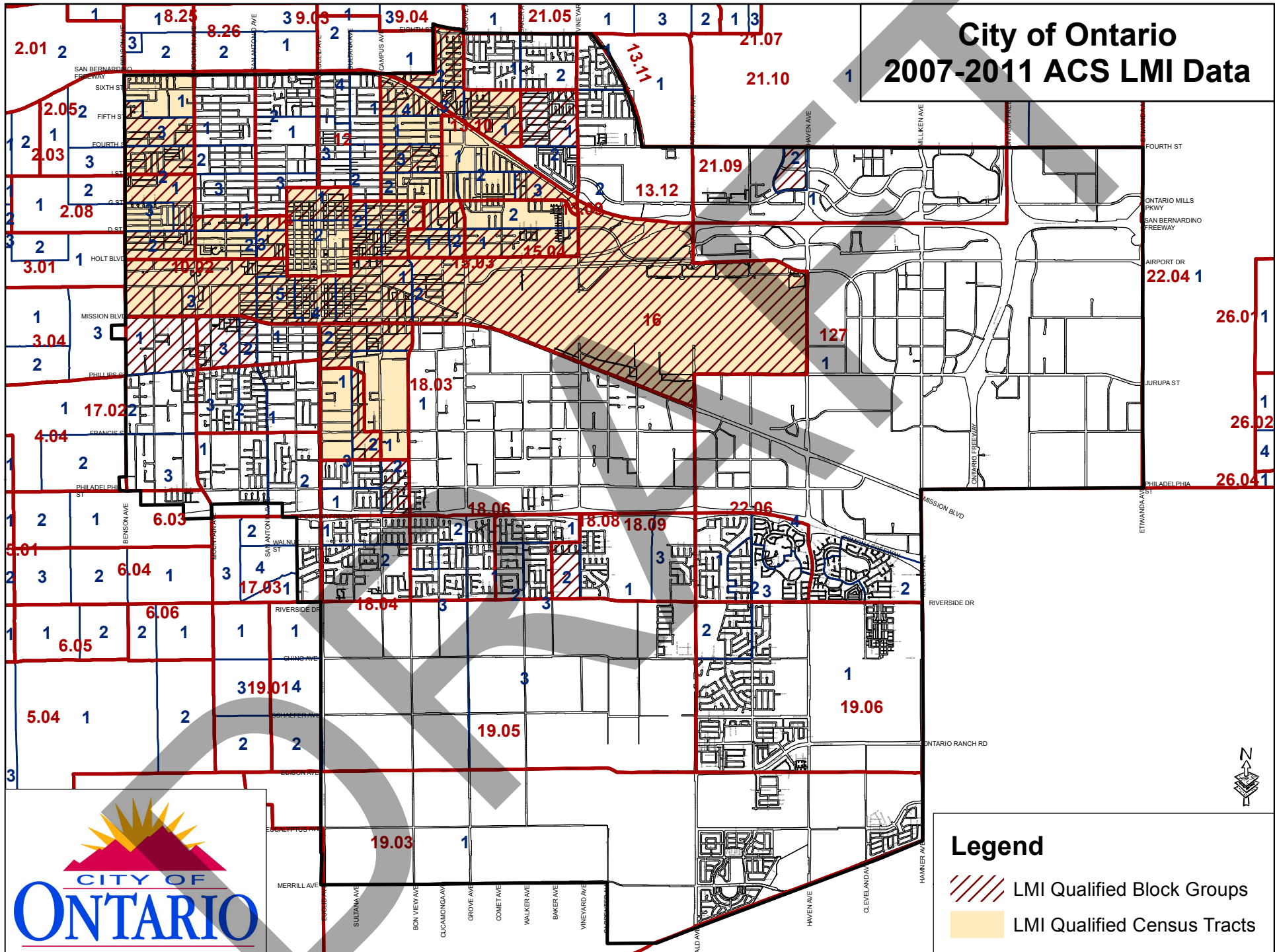




2021-22 One Year Action Plan

Appendix B Maps

City of Ontario 2007-2011 ACS LMI Data





2021-22 One Year Action Plan

Appendix C Public Comments



HOUSING DEPARTMENT

Community Forum/Public Hearing Minutes - Thursday, January 21, 2021

A Community Forum/Public Hearing was held on Thursday, January 21, 2021, via Zoom web-conference.


Meeting was called to order at 6:05 pm.

City Attendees: Katryna Gonzalez, Hannah Mac Kenzie

Hannah Mac Kenzie, Project Manager, provided an introduction and subsequently presented an overview of the CDBG, HOME, and ESG programs, and the FY 2020-21 estimated funding amounts. Ms. Mac Kenzie explained key points of the City's application process as follows:

- CDBG and ESG applications are one application to simplify the process;
- The City determines which funding is most appropriate for each program funded;
- All programs are required to provide matching funds; and
- A local service provider survey is required to be submitted with each application.

The timeline for the developing the One-Year Action Plan was provided. Applications are due for CDBG/ESG public service activities and non-City capital improvement projects no later than February 12, 2021 by 5:00 p.m. Staff indicated that on April 1 2021 at 6:00 p.m., a Community Forum/Public Hearing will be held to receive input on funding recommendations and kick-off the 30-day public review period for the FY 2021-22 One Year Action Plan.

	<p style="text-align: center;">HOUSING & NEIGHBORHOOD PRESERVATION AGENCY</p> <p style="text-align: center;">Community Forum/Public Hearing Meeting Minutes - Thursday, April, 01, 2021</p>
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A Community Forum/Public Hearing Meeting was held on Thursday, April 1, 2021, via Zoom web-conference.

The meeting was called to order at 6:05 pm by Project Manager Hannah Mac Kenzie

An in-depth PowerPoint Presentation was presented by Ms. Mac Kenzie reviewing HUD Funding including CDBG, HOME, and ESG for the Fiscal Year 2021-22. Total funding is \$2,789,647. Presentation also included proposed capital improvements, housing and economic development programs, public service programs, administrative programs, along with ESG and HOME proposed funding allocations.

Public Hearing/Comments:

Christine Charland, Pomona Valley Habitat for Humanity – described the programs and services offered by Pomona Valley Habitat for Humanity.

Pat Bell, House of Ruth – described the programs and services House of Ruth provides.

The public hearing was concluded.

Ms. Mac Kenzie indicated the draft FY 2021-22 One Year Action Plan will be available for a 30-day public review beginning tomorrow April 2, 2021 until May 3, 2021. All public comments are due by May 3, 2021 and must be submitted in writing. The draft FY 2021-22 One Year Action Plan will be available at the following locations:

- Ovitt Family Community Library at 215 W. C St. Ontario, CA 91764
- Records Management Department at 303 E. B St. Ontario, CA 91764

Meeting adjourned at 6:25pm.



2021-22 One Year Action Plan

Appendix D SF424 Forms



2021-22 One Year Action Plan

Appendix E Certifications



2021-22 One Year Action Plan

Appendix F ESG Written Standards

City of Ontario

Written Standards for Provision of Emergency Solutions Grant (ESG) Assistance

The purpose of this document is to provide written standards for providing ESG assistance as required by 24 CFR 576.400(e)(1).

1. Standard policies and procedures for evaluating individuals' and families' eligibility for assistance under ESG.

Per 24 CFR 576.401 ESG subrecipients must conduct an initial evaluation to determine each individual's or family's eligibility for ESG assistance and the amount and types of assistance the individual or family needs to regain stability in permanent housing. These evaluations must be conducted in accordance with the centralized or coordinated assessment requirements set forth under §576.400(d) which is pending development by the San Bernardino County Continuum of Care (CoC).

ESG subrecipients must re-evaluate the program participants eligibility and the types and amounts of assistance the participant needs not less than once every three months for participants who are receiving homelessness prevention assistance, and not less than once annually for participants who are receiving rapid re-housing assistance.

At the subrecipient's discretion, re-evaluations may be conducted more frequently than required by 24 CFR 576.401(b)(1) and may also be incorporated into the case management process which must occur not less than monthly for homelessness prevention and rapid re-housing participants (see 24 CFR 576.401(e)(1)(i)). Regardless of which timeframe is used, re-evaluations must at a minimum establish that:

- a. The program participant does not have an annual income that exceeds 30% of median family income for the area, as determined by HUD; and the program participant lacks sufficient resources and support networks necessary to retain housing without ESG assistance. To determine if an individual or family is income eligible, the subrecipient must examine an individual's or family's annual income to ensure that it does not exceed the most current area income limits posted on HUD's website found at: <http://www.huduser.org/portal/datasets/il.html>.

Note: Annual income must be below 30% at the time of initial evaluation and re-evaluation.

- b. When the program participant's income or other circumstances change (*e.g.*, changes in household composition) that affects the program participant's need for assistance under ESG, the subrecipient must re-evaluate the program participant's eligibility and the amount and types of assistance the program participant needs.

2. Standard for targeting and providing essential services related to street outreach.

ESG funds may be used for costs of providing essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. For the purposes of this section, the

term “unsheltered homeless people” means individuals and families who qualify as homeless under paragraph (1)(i) of the “homeless” definition under 24 CFR 576.2.

As outlined in 24 CFR 576.101, essential services consist of:

- a. Engagement;
- b. Case management;
- c. Emergency health services – only when other appropriate health services are inaccessible or unavailable within the area;
- d. Emergency mental health services – only when other appropriate mental health services are inaccessible or unavailable within the area;
- e. Transportation; and
- f. Services for special populations.

ESG subrecipients must determine an individual’s or family’s vulnerability and unwillingness or inability to access emergency shelter, housing, or an appropriate health facility, prior to providing essential services under this component to ensure that ESG funds are used to assist those with the greatest need for street outreach assistance.

3. Policies and procedures for admission, diversion, referral, and discharge by emergency shelters.
 - a. Emergency Shelter Definition (24 CFR 576.2) – Any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements. This definition excludes transitional housing. However, projects that were funded as an emergency shelter (shelter operations) under the FY 2010 Emergency Shelter Grants program may continue to be funded under the emergency shelter component under the Emergency Solutions Grant program, regardless of whether the project meets the revised definition.
 - b. Admission, Diversion, Referral, and Discharge – Consistent with section (1) of this document, ESG subrecipients must conduct an initial evaluation of all individuals or families to determine if they should be admitted to an emergency shelter, diverted to a provider of other ESG funded components (*e.g.*, rapid re-housing or homelessness prevention assistance) and/or referred for other mainstream resources.

ESG subrecipients must determine that individuals meet criteria (1), (2), (3), or (4) of the homeless definition under 24 CFR 576.2 and rate the individual’s or family’s vulnerability to ensure that only those individuals or families that have the greatest need for emergency shelter assistance receive ESG-funded assistance.

Beyond basic eligibility and need as established by ESG regulations, ESG subrecipients may develop specific written policies regarding additional screening, such as substance abuse or criminal activity, to restrict its services and provide a safe environment for all clients. ESG subrecipients may also establish written policies for maximum length of stay.

ESG subrecipients must also reassess emergency shelter participants, on an ongoing basis, to determine the earliest possible time that they can be discharged to permanent housing.

- c. Safety and Shelter Needs of Special Populations – ESG funds may be used to provide services for homeless youth, victim services, and services for people living with HIV/AIDS, so long as the costs of providing these services are eligible under the regulations of the emergency shelter component found at 24 CFR 576.102.

Consistent with ESG recordkeeping and reporting requirements found at 24 CFR Part 576.500, ESG subrecipients must develop and apply written policies to ensure the safety of program participants through the following actions:

- i. All records containing personally identifying information (as defined in HUD’s standards for participation, data collection, and reporting in a local HMIS) of any individual or family who applies for and/or receives ESG assistance will be kept secure and confidential.
 - ii. The address or location of any domestic violence, dating violence, sexual assault, or stalking shelter project assisted under ESG will not be made public, except with written authorization of the person responsible for the operation of the shelter.
 - iii. The address or location of any housing of a program participant, including youth, individuals living with HIV/AIDS, victims of domestic violence, dating violence, sexual assault, stalking, and individuals and families who have the highest barriers to housing will not be made public, except as provided under a pre-existing privacy policy of the subrecipient and consistent with state and local laws regarding privacy and obligations of confidentiality.
- d. ESG subrecipients must adhere to the ESG shelter and housing standards found at 24 CFR 576.403 to ensure that shelter and housing facilities are safe, sanitary, and adequately maintained.
4. Policies and procedures for assessing, prioritizing, and reassessing individuals’ and families’ needs for essential services related to emergency shelter.

ESG funds may be used to provide essential services to individuals and families who are in an emergency shelter. Essential services for participants of emergency shelter assistance can include case management, child care, education services, employment assistance and job training, outpatient health services, legal services, life skills training, mental health services, substance abuse treatment services, transportation, and services for special populations.

ESG subrecipients are responsible to assess an individual’s or family’s need for emergency shelter and must reassess their need on an ongoing basis to ensure that only those individuals or families with the greatest need receive ESG-funded emergency shelter assistance.

Upon completion and implementation of the CoC’s centralized or coordinated entry system, ESG subrecipients shall be required to use that system to help determine an individual’s or family’s need for emergency shelter or other ESG-funded assistance.

5. Policies and procedures for coordination among emergency shelter providers, essential services providers, homelessness prevention and rapid re-housing assistance providers, other homeless assistance providers, and mainstream service and housing providers.

Coordination to assist the homeless and prevent homelessness will come from the leadership of the countywide CoC. Active engagement and membership in the CoC or a local homeless coalition is strongly encouraged for ESG subrecipients. ESG subrecipients shall be required to utilize the San Bernardino County HMIS tracking system to coordinate delivery of services.

6. Policies and procedures for determining and prioritizing which eligible families and individuals will receive homelessness prevention assistance and which eligible families and individuals will receive rapid re-housing assistance.

The key to the success of any program is a screening and assessment process, which thoroughly explores a family's or individual's situation and pinpoints their unique housing and service needs. Based upon the assessment, families and individuals should be referred to the kinds of housing and services most appropriate to their situations and need.

Once in place, a centralized or coordinated entry system will help to better match individuals and families with the most appropriate assistance. Under homelessness prevention assistance, funds are available to persons below 30% of Area Median Income who are homeless or at risk of becoming homeless.

ESG funds can be used to prevent an individual or family from becoming homeless and/or regain stability in current housing or other permanent housing. Rapid re-housing funding will be available to those who are literally homeless to ultimately move into permanent housing and achieve housing stability.

7. Standards for determining what percentage or amount of rent and utilities costs each program participant must pay while receiving homelessness prevention or rapid re-housing assistance.

Standards for both homelessness prevention and rapid re-housing for determining the share of rent and utilities costs that each program participant must pay, if any, will be based on the following:

- a. Rental assistance cannot be provided for a unit unless the rent for that unit is at or below the Fair Market Rent limit, established by HUD. A complete listing of Fair Market Rents can be found at <http://www.huduser.org/portal/datasets/fmr.html>.
- b. The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units in the private unassisted market and must not be in excess of rents currently being charged by the owner for comparable unassisted units (see 24 CFR 574.320).
- c. There must be a rental assistance agreement and lease between property manager and tenant as well as the owner of the property and ESG subrecipient.
- d. The rental unit must meet minimum habitability standards found at 24 CFR 576.403.
- e. No rental assistance may be made to an individual or family that is receiving rental assistance from another public source for the same time period.

Per 24 CFR 576.106 (e), ESG subrecipients may make rental assistance payments only to an owner with whom the subrecipient has entered into a rental assistance agreement. The rental assistance agreement must set forth the terms under which rental assistance will be provided, including the requirements that apply under this section. The rental assistance agreement must provide that,

during the term of the agreement the owner must give the subrecipient a copy of any notice to the program participant to vacate the housing unit, or any complaint used under state or local law to commence an eviction action against the program participant.

The participant's portion of the amount of rent and utilities will be determined by the participant's ability to pay. Assistance provided will be up to one month of rental assistance. Other assistance, such as utility assistance will be evaluated on an as needed basis. Considerations will be made with regard to the presence, or absence, of other resources available in the community.

8. Standards for determining how long a particular program participant will be provided with rental assistance and whether and how the amount of assistance will be adjusted over time.

Subject to the general conditions under 24 CFR 576.103 and 24 CFR 576.104, ESG subrecipients may provide a program participant with up to 24 months of rental assistance during any three-year period. This assistance may be short-term rental assistance, medium-term rental assistance, payment of rental arrears, or any combination of this assistance.

Short-term rental assistance is assistance for up to three months of rent. Medium-term rental assistance is assistance for more than three months, but not more than 24 months of rent. Payment of rental arrears may consist of a one-time payment for up to six months of rent in arrears, including any late fees on those arrears.

The maximum amount of rental assistance provided and an individual's or family's level of responsibility for rent payments over time shall be determined by the ESG subrecipient and shall be reflective of the individual's or family's need for rental assistance and the level of financial resources available to the ESG subrecipient. ESG subrecipients shall maintain written policies regarding their standards for the amount and duration of rental assistance as covered by this section.

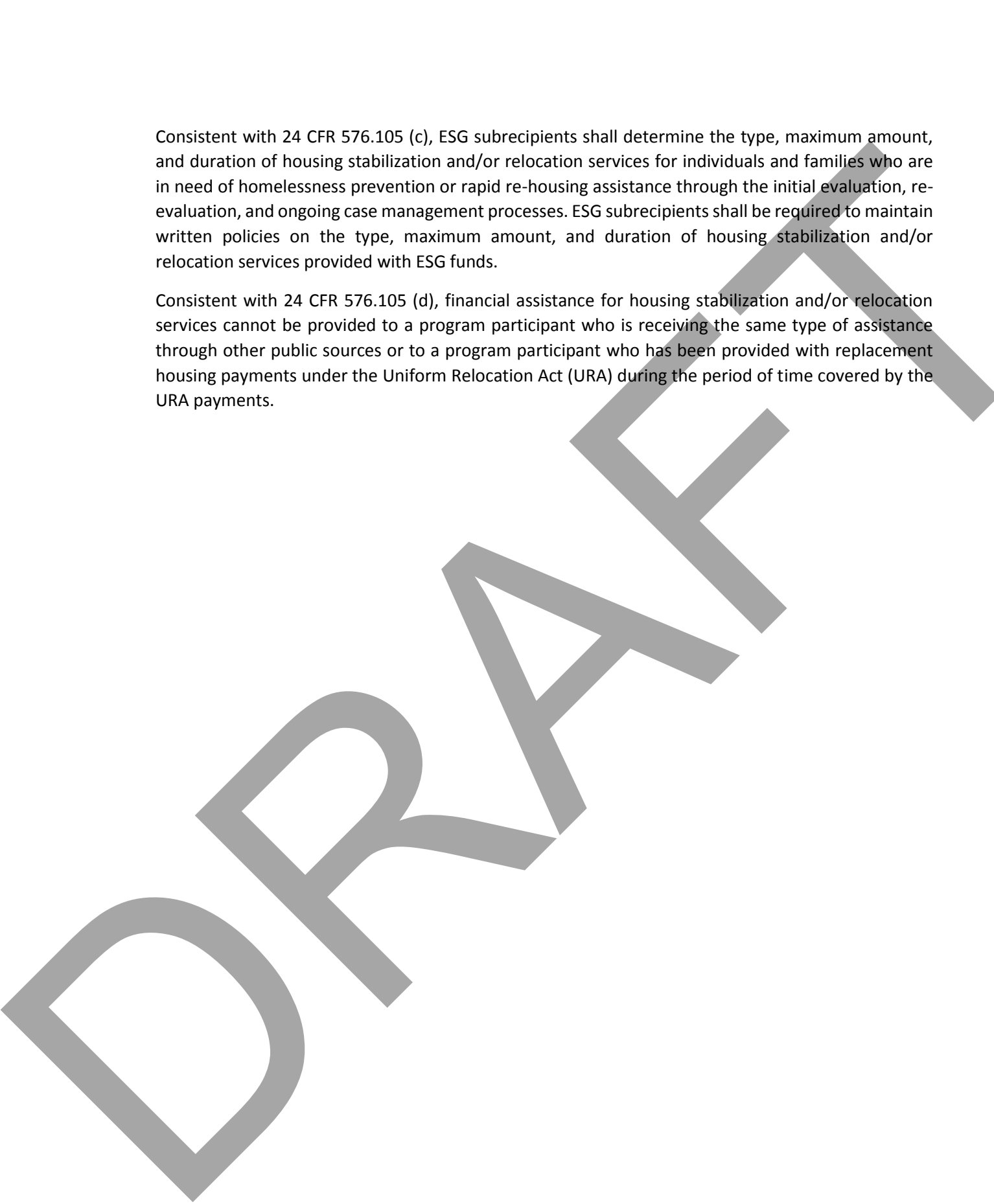
9. Standards for determining type, amount, and duration of housing stabilization and/or relocation services to provide a program participant, including the limits, if any, on homelessness prevention or rapid re-housing assistance that each program participant may receive, such as maximum amount of assistance, maximum number of months the program participant may receive assistance, or the maximum number of times the program participant may receive assistance.

Subject to the general conditions under 24 CFR 576.103 and 24 CFR 576.104, subrecipients may use ESG funds to pay housing owners, utility companies, and other third parties for some or all of the following costs:

- a. Rental application fees;
- b. Security deposits;
- c. Last month's rent;
- d. Utility deposits;
- e. Utility payments;
- f. Moving costs; and
- g. Some limited services costs.

Consistent with 24 CFR 576.105 (c), ESG subrecipients shall determine the type, maximum amount, and duration of housing stabilization and/or relocation services for individuals and families who are in need of homelessness prevention or rapid re-housing assistance through the initial evaluation, re-evaluation, and ongoing case management processes. ESG subrecipients shall be required to maintain written policies on the type, maximum amount, and duration of housing stabilization and/or relocation services provided with ESG funds.

Consistent with 24 CFR 576.105 (d), financial assistance for housing stabilization and/or relocation services cannot be provided to a program participant who is receiving the same type of assistance through other public sources or to a program participant who has been provided with replacement housing payments under the Uniform Relocation Act (URA) during the period of time covered by the URA payments.





2021-22 One Year Action Plan

Appendix G

Citizen Participation Plan

CITIZEN PARTICIPATION PLAN

A. Purpose

The City of Ontario is an entitlement jurisdiction receiving Community Development Block Grant (CDBG), HOME Investment Partnership (HOME), and Emergency Solutions Grant (ESG) funds directly from the U.S. Department of Housing and Urban Development (HUD). Pursuant to the program regulations, the City is required to prepare a five-year Consolidated Plan, annual action plans to guide and report on the use of CDBG, HOME, and ESG funds, and annual reports of program performance, Consolidated Annual Performance and Evaluation Reports (CAPER). Beginning with the program year starting on July 1, 2020, the City will also be required to submit an Assessment of Fair Housing (AFH) every five years. The AFH replaces the Analysis of Impediments to Fair Housing (AI) to assist the City in identifying fair housing issues.

This Citizen Participation Plan sets forth the City of Ontario's policies and procedures for citizen participation in the development of the Consolidated Plan, One-Year Action Plan, CAPER, and AFH documents, and any subsequent amendments. The Citizen Participation Plan provides an opportunity for nonprofit service agencies and the community to work in partnership with the City to identify needs and allocate HUD funds. While this plan encourages the participation of all citizens, special assurances will be made to ensure the participation of the following: extremely low-, low-, and moderate-income persons; persons living in areas where federal funds are proposed to be used; residents of assisted housing; low income residents of target revitalization areas; minorities; non-English speaking persons; and persons with physical disabilities.

B. Definitions

For purposes of the CDBG, HOME, and ESG programs, the following definitions will apply:

Action Plan (AP) – A component of the Consolidated Plan Document which highlights the activities to be conducted during a single Program year in support of the priorities identified in the Consolidated Plan.

Consolidated Annual Performance and Evaluation Report (CAPER) – An annual performance report of all HUD-funded Community Planning and Development Programs (CDBG, HOME, ESG, and HOPWA).

Consolidated Plan Documents (CPD) - For the CDBG, HOME, and ESG programs for the City of Ontario, the Consolidated Plan Documents will include the following:

- Five-Year Consolidated Plan
- Five-Year Assessment of Fair Housing (AFH)
- Citizen Participation Plan
- One-Year Action Plan
- Consolidated Annual Performance Evaluation and Report (CAPER)

Consolidated Program Year (see also Program Year) - The 12-month period for implementing the CDBG, HOME, ESG, and HOPWA programs. The Program Year shall run for a 12-month period and begin on the first calendar day of the fiscal year.

Cost Burden – The extent to which gross housing costs, including utility costs exceed 30 percent of gross income, based on data available from the U.S. Census Bureau.

Elderly Person – A person who is at least 62 years of age.

Extremely Low-Income Household – A household whose income does not exceed 30% of the median family income for the county.

Large Family – Family of five or more persons.

Low-Income Household – A household whose income does not exceed 50% of the median family income for the County.

Low and Moderate Income Neighborhood – A census block group (s) in which a minimum of 51% of the residents have an income not exceeding 80% of the median income for the County.

Moderate-Income Household – A household whose income does not exceed 80% of the median family income for the County.

Program Year – The City has defined the Program Year as July 1 through June 30. The Program Year also corresponds with the City's fiscal Year.

Slum or Blighted Area - An area meeting the definition of a slum, blighted, deteriorated or deteriorating area under State or local law, typically identified as a Redevelopment Project Area, or where there are a substantial number of deteriorating or dilapidated buildings and/or improvements throughout the area.

C. Citizen Participation Strategy

The City of Ontario recognizes that CDBG, HOME, and ESG funds are federal tax funds returned to the City to be used primarily to benefit extremely low-, low-, and moderate-income persons. City staff and officials are stewards of this public money and will openly discuss all records, except those confidential records protecting a household's privacy. The City presents the following as its policy defining its Citizen Participation Strategy.

D. Decision Making Bodies

City Council: After reviewing the recommendations on capital outlay projects, administration, and public service projects made by Agency staff and considering public testimony and comments, the City Council shall make the final funding determinations for the CDBG, HOME and ESG funds.

E. Program Planning Process

The City of Ontario will adhere to the following citizen participation process when conducting program planning and reporting for the CDBG, HOME and ESG programs.

1. Five-Year Consolidated Plan/One-Year Action Plan

a. Plan Development

During the development of the Five-Year Consolidated Plan, and subsequent One-Year Action Plans, the City will consult with various services/agencies to solicit their input on housing and community development needs:

- Health Services Providers
- Social Services for: Children, Elderly, Disabled, Homeless, Persons With AIDS
- Local Continuums of Care providing services to homeless individuals and/or families
- State and Local Health Agencies
- Adjacent Local Governments
- Economic Development Interests
- Public Housing Agency

A variety of mechanisms may be utilized to solicit input from these persons/service providers/agencies. These include telephone or personal interviews, mail surveys, and consultation workshops.

Public Review and Comment: For Program Years 2019 and 2020, the City of Ontario will exercise the waiver afforded by the CARES Act (Public Law 116-136) and have a reduced public comment period of 5 days for the Consolidated Plan and One-Year Action Plan. In all other Program Years, the draft Consolidated Plan/Action Plan will be made available for public review for a 30-day period. Written comments will be accepted during the public review period. A summary of the comments and views, and City responses shall be attached to the Consolidated Plan/Action Plan. The plan will be available at a minimum on the City's website at www.ontarioca.gov and physical copies may be made available at the following locations: Records Management Department, 303 E. B St., Ontario, CA 91764; Ovitt Community Library, 215 E. C St., Ontario, CA 91764; and Housing and Neighborhood Preservation Agency, 208 W. Emporia St., Ontario, CA 91762, at the City's discretion.

Community Forums/Public Hearings: The City will conduct a minimum of two community forums/public hearings at different stages of each program year. One of the required community forums/public hearings will be conducted prior to the publication of the proposed Consolidated Plan/Action Plan.

At least one community forum/public hearing will be conducted to accept public input on community needs during the development stage of the Draft Consolidated Plan/Action Plan. This community forum/public hearing will be advertised at least once in a newspaper of local circulation at least 10 days prior to the meeting.

b. Plan Amendment

Substantial Change: The City will formally amend its approved Five-Year Consolidated Plan or One-Year Action Plan whenever a decision is made to propose a substantial change in allocation priorities or method of distribution of funds.

For the purpose of the Five-Year Consolidated Plan, a "substantial change" is defined as follows:

For CDBG or ESG Funded Projects:

- A net increase or decrease greater than 100% of the activity allocation if the allocation is \$50,000 or more as listed in a published One-Year Action Plan, or as amended; or
- a net increase or decrease greater than \$50,000 of the activity allocation if the allocation is less than \$50,000 as listed in a published One Year Action Plan or amended; or
- A net increase or decrease in an activity allocation greater than \$300,000; or
- A new activity not previously identified in the One Year Action Plan.

For HOME Funded Projects:

- A new activity not previously identified in the One Year Action Plan.
- In an effort to meet HOME timeliness and commitment requirements, HOME funds may be reallocated between Single-Family/Multi-Family New Construction/Rehabilitation Project and Tenant Based Rental Assistance Program activities without triggering a substantial amendment.

Public Review and Comment: For Program Years 2019 and 2020, the City of Ontario will exercise the waiver afforded by the CARES Act (Public Law 116-136) and have a reduced public comment period of 5 days for substantial amendments to the Consolidated Plan and One-Year Action Plan. In all other Program Years, substantial amendments to the Consolidated Plan/Action Plan will be made available for a 30-day public review. Written comments will be accepted during the public review period. The plan will be available at a minimum on the City's website at www.ontarioca.gov, and physical copies may be made available at the following locations: Records Management Department, 303 E. B St., Ontario, CA 91764; Ovitt Community Library, 215 E. C St., Ontario, CA 91764; and Housing and Neighborhood Preservation Agency, 208 W. Emporia St., Ontario, CA 91762, at the City's discretion. A summary of the comments and views, and City responses must be attached to the amendment.

City Council Review and Consideration: The City Council will review and consider the request for an amendment to the Consolidated Plan/Action Plan at a City Council meeting. At that time, the City Council can approve, approve with modifications, or deny the request for an amendment to the Consolidated Plan/Action Plan. At such meeting, staff will provide the City Council with all public input received on the proposed amendment to the Consolidated Plan/Action Plan. Upon City Council approval of the substantial amendment, the City will make the approved amendment public and will notify HUD. A copy of each substantial amendment will be sent to HUD as it occurs. Letters transmitting copies of substantial amendments will be signed by the official representative of the City authorized to take such action.

c. Submission of the Consolidated Plan to HUD

After the conclusion of the public review period, City Council will adopt the Consolidated Plan/Action Plan pursuant to HUD regulations and will direct staff to prepare a final Consolidated Plan/Action Plan or other relevant document. A summary of all comments or views, and a summary of any comments or views not accepted and the reasons therefore, shall be attached to the final Consolidated Plan. The final Consolidated Plan/Action Plan will be submitted to HUD 45 days before the program year, or as otherwise permitted via waiver, pursuant to regulations.

2. Consolidated Annual Performance and Evaluation Report (CAPER)

a. Plan Development

Public Review and Comment: The Consolidated Annual Performance and Evaluation Report (CAPER) will be made available for a 15-day public review. Written comments will be accepted during the public review period. A summary of the comments and views, and City responses must be attached to the CAPER.

Public Hearing: The City Council will conduct a public hearing to accept public input on the Consolidated Annual Performance and Evaluation Report (CAPER).

Submission of the Performance Report to HUD: After the conclusion of the public review period, City Council will adopt the CAPER pursuant to HUD regulations and will direct staff to prepare a final CAPER or other relevant document. A summary of all comments or views, and a summary of any comments or views not accepted and the reasons therefore, shall be attached to the final CAPER. The final CAPER will be submitted to HUD pursuant to regulations.

3. Five-Year Assessment of Fair Housing (AFH)

a. Plan Development

During the development of the Five-Year AFH, the City will consult the following groups/agencies to solicit their input on fair housing issues in the City:

- Fair Housing Organizations

- Other local governments
- Advocacy groups for special needs households
- Affordable housing providers
- Banks and other financial institutions
- Educational institutions

A variety of mechanisms may be utilized to solicit input from these groups/agencies. These include telephone or personal interviews, mail surveys, and consultation workshops.

HUD AFH Data: The City will make the HUD-provided data and any other supplemental information planned to be used in the development of the AFH available to the public via its website as soon as feasible after the release of the AFH document for public participation.

Public Review and Comment: The draft AFH will be made available for public review for a 30-day period. Written comments will be accepted during the 30-day public review. A summary of the comments and views, and City responses must be attached to the AFH.

Community Forums/Public Hearings: The City will conduct at least one community forum/public hearing to accept public input on fair housing issues during the development stage of the draft AFH.

b. AFH Plan Revisions

The City of Ontario will prepare a revision to a previously accepted AFH when any of the following occurs:

Material Change: A material change is a change in circumstances in the City to the extent that the analysis, the fair housing contributing factors, or the priorities and goals of the AFH no longer reflect actual circumstances. These change in circumstances may be the result of a Presidentially declared disaster, significant demographic changes, new significant contributing factors, and civil rights findings, determinations, settlements, or court orders.

HUD Request: HUD's written notification specifying a material change that requires an AFH revision.

When an AFH revision is required, it will be completed within 12 months of the onset of the material change or by the date specified by HUD.

A summary of the comments and views, and City responses must be attached to the revised AFH.

Submission to HUD: The revised AFH will be submitted to HUD upon completion of the public review.

F. Public Notification

1. Public Meetings and Hearings

Staff will ensure adequate advance notice of all public meetings and hearings. Adequate noticing will include:

- Printing notices in the Inland Valley Daily Bulletin and/or other newspapers of general circulation in the City at least one time.
- Notices will be printed at least 10 days prior to the meeting date.

2. Documents for Public Review

Notices of availability of all draft Consolidated Plan Documents (CPD) for public review and a summary of the CPD will be published in a legal ad in the Inland Valley Daily Bulletin.

3. Access to Meetings

Public hearings will be conducted at various venues in the City, preferably in the low- and moderate-income target areas. Such hearing will be posted and advertised to allow sufficient notice to all interested persons.

Spanish translation is available at all public hearings if requested in advance at least 72 hours prior to the public hearing.

It is the intention of the City to comply with the Americans with Disabilities Act (ADA) in all respects. If an attendee or participant at a public hearing needs special assistance beyond what is normally provided, the City will attempt to accommodate these requests in every reasonable manner. The City Clerk must be notified at least 72 hours prior to the public hearing.

4. Availability of Documents for Public Review

The City will place draft copies of the Consolidated Plan Documents and substantial amendments to these documents for public review on the City's website at www.ontarioca.gov. Additionally, at the City's discretion, physical copies of the documents may be made available at the following locations:

Ontario City Library
215 East "C" Street, Ontario

Records Management Office
Ontario City Hall, 303 East "B" Street, Ontario

Housing and Neighborhood Preservation Agency
208 West Emporia Street, Ontario

The City will provide a reasonable number of free copies of the documents to citizens and groups upon request. Notices of Availability of draft documents for public review will be published as specified in the Citizen Participation Plan.

5. Access to Records

The City will ensure timely and reasonable access to information and records related to the development of the Consolidated Plan Documents (CPD), and the use of monies for programs funded by CDBG, HOME and ESG. Information to be made available will include budget and program performance information, meeting minutes, and comments received by the City during the development of the CPD.

Requests for information and records must be made to the City of Ontario in writing. Staff will respond to such requests within 10 working days or as soon as possible thereafter.

6. Technical Assistance

Upon request, staff will provide technical assistance to groups representing extremely-low, low-, and moderate-income persons to develop funding requests for CDBG, HOME and ESG eligible activities. Technical assistance will be provided as follows:

- Establish a bi-annual project proposal submission and review cycle (NOFA) that provides information, instructions, forms and advice to interested extremely low-, low- and moderate-income citizens or representative groups so that they can have reasonable access to the funding consideration process. Awards to agencies are regularly made through a renewable contract that can be extended for an additional one year period, at the discretion of the City.
- Provide self-explanatory project proposal forms and instructions to all persons who request them whether by telephone or by letter. The City's funding application form is designed to be easily understood and short, while still addressing all key items necessary to assess the proposed project. Statistics concerning specific areas of the City are furnished by City staff upon request.
- Answer, in writing, all written questions and answer verbally all verbal inquiries received from citizens or representative groups regarding how to write or submit eligible project proposals.
- Meet with groups or individuals as requested, to assist in identifying specific needs and to assist in preparing project proposal applications.
- Obtain information in the form of completed project proposal forms from citizens or non-profit agencies and assemble a list of proposals available for public review.

- Conduct a project eligibility analysis to determine, at an early stage, the eligibility of each project. In cases where only minor adjustments are needed to make proposals eligible or otherwise practical, City staff will advise the applicants on the options available and desired changes to the proposals.
- Provide bilingual translation on as needed basis.

7. Comments and Complaints

a. Comments

Citizens, as well as agencies providing services to the community, are encouraged to submit their comments in the development of the CPD and any amendments to the CPD. Written and verbal comments received at public hearings or during the comment period will be considered. Comments will be summarized and included as an attachment to the City's final CPD. Written comments should be addressed to:

City of Ontario
Housing and Neighborhood Preservation Agency
208 West Emporia Street
Ontario, CA 91762

A written response will be made to all written comments within ten working days, acknowledging the letter and identifying a plan of action, if necessary. Every effort will be made to send a complete response within 10 working days to those who submit written proposals or comments.

Copies of the complete final CPD and amendments to the CPD will be available to residents on the City's website at www.ontarioca.gov.

G. Complaints

A complaint regarding the CPD planning process and CPD amendments must be made within the advertised public review period. A written response will be made to all written complaints within 10 working days, acknowledging the letter and identifying a plan of action, if necessary.

The City will accept written complaints provided they specify:

- The description of the objection, and supporting facts and data.
- Provide name, address, telephone number, and a date of complaint.

H. Bilingual Opportunities

Wherever a significant number of extremely low- and low-income persons speak and read a primary language other than English, translation services at all public hearings will be provided in such language if translation services are requested in advance at least 72 hours prior to the public meeting.

I. Appeals

Appeals concerning the CPD, statements, or recommendations of the staff should be made to the following persons in the order presented:

- Executive Director of Housing and Neighborhood Preservation
- City Manager
- City Council
- Los Angeles Area Office of HUD (if concerns are not answered)