

# CDBG-CV Best Practices Webinar Series: Public Services

October 14, 2021

ICF

BUSINESS AS  
NEW NORMAL



**CDBG**  
**CARES Act**



# HUD Welcome

Duncan Yetman, HUD

# Session Overview and Introductions

Andelyn Nesbitt-Rodriguez, ICF

# Session Overview

- Learning Objectives
  - Participants will learn unique approaches to identify and solve challenges in the successful implementation of CDBG-CV Public Service programs.
  - Participants will gain understanding of effective, replicable, best practice models to implement in their CDBG-CV programs.
- Agenda
  - Introductions
  - Panelist Community Presentations
  - Q&A

# Introductions

- **Lisa Farris**, City of Idaho Falls, Idaho
- **Rhonda Lee-James, Luz Acosta, and Michael Morrissey**, City of Yuma, Arizona
- **Brandie Isaacson and Dave Heavener**, City of Livonia, MI
- **Tia Braseth**, City of Fargo, ND

# Poll Question #1

What is the size of your CDBG-CV allocation across all rounds?

- A.  $\leq$  \$500,000
- B. \$500,001 - \$1,000,000
- C. \$1,000,001 - \$3,000,000
- D. \$3,000,001 - \$10,000,000
- E.  $>$  \$10,000,000

# City of Idaho Falls, Idaho

Lisa Farris

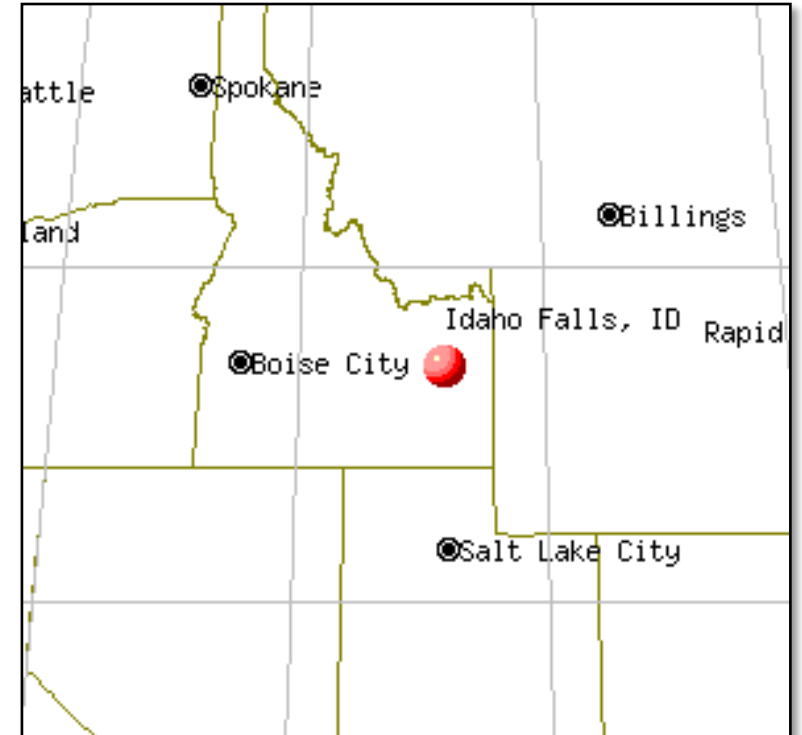


- School District Food Service Program
- Senior Citizen Community Center
- Community Outreach Center/Soup Kitchen
- Day Shelter
- Pharmacy Refrigerator/Vaccination Point of Distribution
- Mortgage Assistance



# City of Idaho Falls Profile

- Population:
  - City of Idaho Falls population: **64,818**
  - Metropolitan Planning Area (MPA) - Idaho Falls, Bonneville Count, Cities of Ammon, Ucon and Iona: **123,964**
- PPR Tieback: Public services to address homelessness and the issues surrounding homelessness, which became a greater need during the pandemic.
- CDBG-CV 1 Allocation: **\$250,072**
- CDBG-CV 3 Allocation: **\$257,585**
- CDBG-CV allocation spent to date: **62%**
- 2021 Annual CDBG Allocation: **\$445,126**





# Challenges Faced

- Pandemic/Stay Home Order suddenly increased basic needs for LMI community
  - Summer school lunch programs (K-12 LMI students) stopped in one school district.
  - Food shortage for Senior Center/Home-delivered meals for seniors/disabled citizens.
  - Individuals/families experienced food insecurities and turned to local food bank.
  - Single adult men needed emergency shelter, food, and services.
- Increased food costs/preparation costs for local food bank
- Local Fire Department and Eastern Idaho Public Health identified need for a Place of distribution (POD) to receive and administer COVID-19 vaccine

# Program Partners

- Trinity United Methodist Church-Day Shelter
- New Day Lutheran Church - School District 91 Food Service Program
- Idaho Falls Senior Citizen Community Center
- Community Food Bank Idaho Falls
- Idaho Falls Community Outreach Center - Soup Kitchen
- Homeownership Lending and local Idaho Housing & Finance Association (IHFA)
- Idaho Falls Fire Department
- Idaho Falls Power
- Behavioral Health Crisis Center of Eastern Idaho
- Eastern Idaho Community Action Partners (EICAP)
- Idaho Legal Aid
- Habitat for Humanity Idaho Falls Area
- Eastern Idaho Public Health
- District 7 Health Department

# New Day Lutheran - School District 91 Food Service Program

- Prepared/delivered lunches to students (K-8) in LMI neighborhoods during stay-at-home order
- Addressed food insecurities for children from LMI households



# Idaho Falls Senior Citizen Community Center



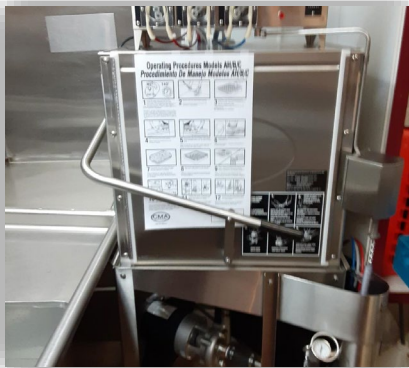
- Idaho Falls Senior Citizen Community Center prepared and delivered meals to seniors and disabled citizens isolated at home during the shut down
- Funds assisted with increased food costs to prepare/deliver meals



# Community Food Basket Idaho Falls

## Community Outreach Center - Soup Kitchen

- Local food bank struggled to meet increased food insecurity needs during pandemic
- Funds assisted with equipment to prepare and serve meals



# Trinity United Methodist Church Day Shelter



- Day Center expanded services from **6** adult men to over **3,300** individuals from January 1, 2021, thru August 31, 2021
- CDBG-CV funds enabled Trinity United Methodist Church to assist those in need before, during and after the pandemic

City of Idaho Falls, Idaho



# Pharmacy Refrigerator helps Idaho Falls Fire Department Administer over 3000 COVID 19 Vaccines



City of Idaho Falls, Idaho

- Place of distribution (POD) for COVID 19 vaccine at Skyline Activity Center (SAC)
- Vaccine efforts coordinated/supported by Idaho Falls Fire Department and East Idaho Public Health
- IFFD vaccinated first responders, courthouse employees, essential city workers, skilled nursing facility workers and patients
- Skyline Activity Center provides a staging area to deliver vaccines to homeless shelters
- Skyline Activity Center allows IFFD to serve as the primary resource for medically homebound patients
- IFFD planning to administer several thousand vaccine booster shots

# Mortgage Assistance for LMI Homeowners



- Gap in service identified a new need for LMI homeowners
- CV1 and CV3 CDBG funds provide mortgage assistance for (24) LMI homeowners
- Assistance made possible by partnering with Idaho Housing & Finance Association (IHFA) Homeownership Lending Division and Habitat for Humanity Idaho Falls (H4HIF)



# Impacts of CDBG-CV Funding

- **New Day Lutheran** prepares/delivers over **1,000** lunches during stay home orders to LMI students (K-8) in LMI neighborhoods
- **Senior Citizens Community Center** prepared and delivered over **800** meals to seniors and disabled citizens
- **Food Bank** served **68,645** people
- **Soup Kitchen** served **38,381** meals
- **Trinity United Methodist Day Shelter** provided access to services, food and supplies
- Linked clients to resources, temporary, or permanent housing
- **3,385** homeless individuals sought assistance
- **Idaho Falls Fire Department (IFFD)** establishes POD at the Skyline Activity Center. **Pharmacy Refrigerator** purchase helps IFFD administer over **3,000** doses of COVID-19 vaccines
- Mortgage assistance provided to **24** LMI households

# Lessons Learned

- Current needs expand rapidly during a pandemic
- Target assistance to the most vulnerable citizens at greatest risk:
  - Seniors, people with disabilities, LMI families/children, and people experiencing homelessness
- Fund the activity not the entity

# Best Practices

- Seek input from local service providers to identify current needs
- Inform housing/service providers of CARES Act funds, criteria, and brainstorm together
- Implement best practices and gain buy in with on-going conversations
- Communicate regularly with stakeholders:
  - Community partners
  - Region 6 Housing Coalition
  - Continuum of Care
  - Previous CDBG recipients
  - Nonprofit business leaders
  - Housing/service providers
  - Local government/leaders

# City of Yuma, Arizona

Rhonda Lee-James, Luz Acosta, and Michael Morrissey

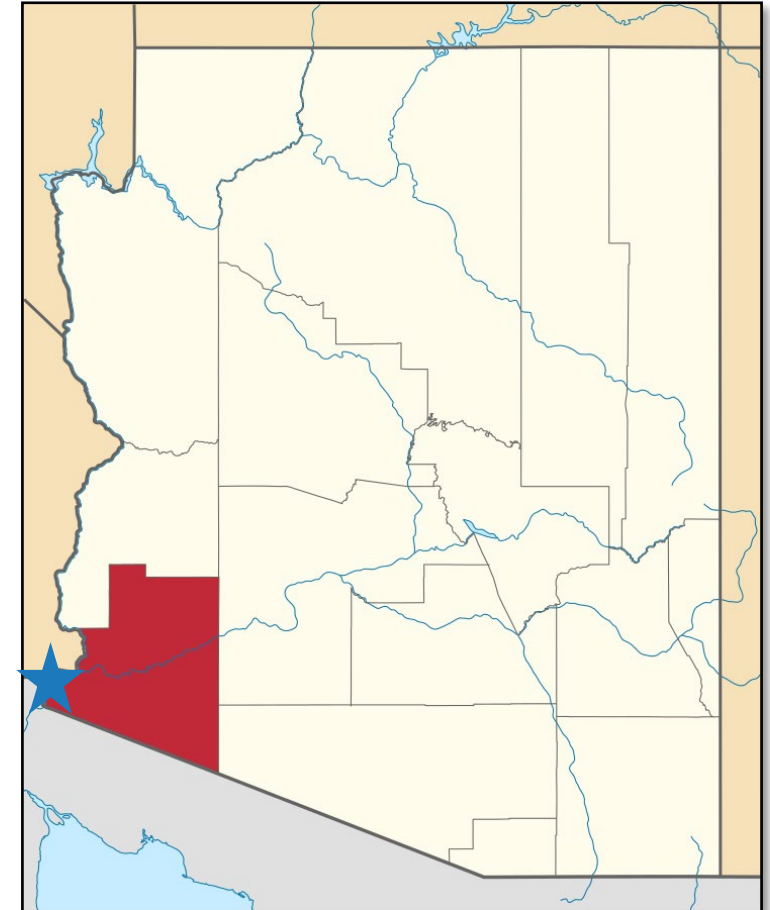


- Childcare Services for Children of First Responders, Health Care Providers, and Other Essential Workers
- Emergency Rental Assistance
- Homeless Services
- Domestic Violence Shelter Support
- Head Start Program Sanitation



# City of Yuma Profile

- Population
  - City Population: **108,010**
  - MSA Population: **235,321**
- PPR Tieback: Public services to address housing instability caused by pandemic-related loss of income, social distancing and sanitation needs, and lack of childcare for essential workers
- CDBG-CV 1 Allocation: **\$505,565**
- CDBG-CV 3 Allocation: **\$775,575**
- CDBG-CV allocation spent to date: **97%**  
Committed; **80%** Spent
- 2021 Annual CDBG Allocation: **\$930,497**



# Challenges Faced

- Infrastructure: Staff working from home without technology
- Outreach: Finding laid off workers in need of rent assistance
- Intake: Safely receiving applications and documents
- Prioritizing needs: Essential services and childcare for essential workers
- Childcare: Vital need for childcare to keep parents working, particularly in healthcare, in the work force

# Program Partners

- Western Arizona Council of Governments
- Childcare facilities
  - Arizona Housing Development Corp
  - Chicanos Por La Causa Head Start Center
- Crossroads Mission Homeless Shelter
- Catholic Community Services
  - Domestic Violence Shelter
  - Adult Daycare Facility

# CDBG-CV COVID Response Programs

- \$745,000 – Emergency Rental Assistance
  - Launched April 20, 2020
  - 306 families served
- \$240,000 – Homeless Services – Equipment, shelter, furnishings, supplies
- \$150,000 – Adult Day Care – Building expansion for separation
- \$47,000 – Domestic Violence Shelter – Equipment, furnishings, supplies
- \$15,000 – Chicanos Por La Causa – Head Start program sanitation supplies
- \$10,000 – Veterans Group Home – Rental Assistance



# Success Story

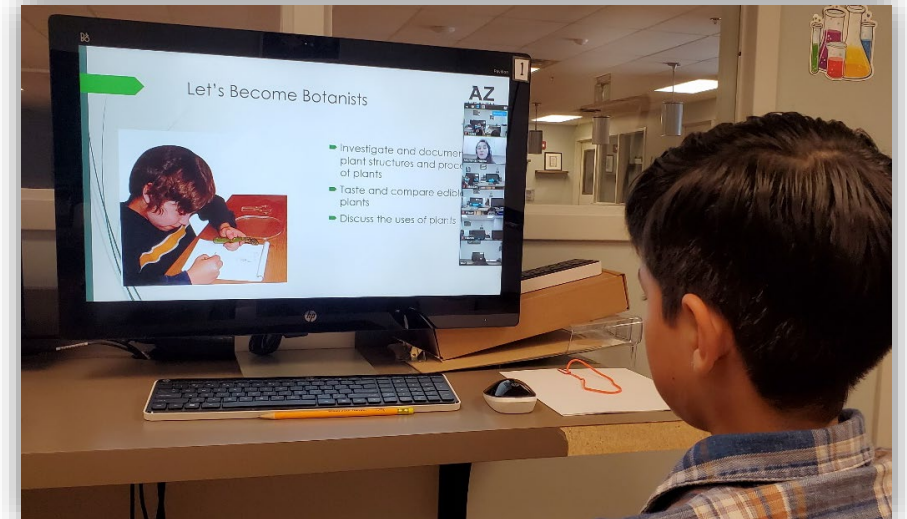
Arizona Housing Development Corporation  
(AHDC)

SHINE Boys and Girls Center Emergency  
Childcare Program



# SHINE Program

- CDBG-CV Award: **\$35,565**
  - Staff salaries: **\$27,149**
  - Sanitation, cleaning supplies: **\$8,416**
  - CDBG-CV covered **40%** of the program cost
- **20** families served
  - 75% Female Head of Household
  - 55% LMI households
  - 27% Law Enforcement/First Responder
  - 27% Medical
  - 9% Military
  - 36% Other Essential Workers
- CDBG Public Service Award **\$60,000** PY2021





City of Yuma, Arizona

# Lessons Learned

- Capitalize on existing relationships with community non-profits
- City Council support is critical
- Push ahead: Pay attention to CDBG regulations while allowing flexibility from normal procedures
- Never lose focus on urgency to “prevent, prepare for, and respond to the Coronavirus”



# Poll Question #2

What do you anticipate will be the greatest Public Services need in your community in the next 6 months?

- A. Emergency housing subsistence (rent, mortgage, utilities)
- B. Childcare
- C. Food assistance
- D. PPE and/or sanitation supplies
- E. Homeless services
- F. Other

# City of Livonia, Michigan

Brandie Isaacson and Dave Heavener



- PPE Distribution
- COVID 19 Testing
- Senior Citizen Vaccinations
- Emotional Wellness Program

# City of Livonia Profile

- Population:
  - City of Livonia population: **95,535**
- PPR Tieback: Public services to address the greater impact of coronavirus on senior citizens in the community.
- CDBG-CV 1 allocation: **\$196,155**
- CDBG-CV 3 allocation: **\$466,546**
- CDBG-CV allocation spent to date: **35%**
- 2021 Annual CDBG Allocation: **\$341,684**



# Challenges Faced

- High senior citizen population
- Multiple senior community housing facilities located throughout the community
- Lack of resources to prepare for, prevent, and respond to the COVID-19 virus
- Livonia seniors experienced extremely high infection rates
- Hospitals and other medical care facilities exceeded capacity
- Stress on the Public Safety Department

# Program Partners

- Together Livonia Cares
- Livonia Housing Commission
- Livonia Fire Department
- Livonia Emergency Preparedness
- Community Emergency Response Team (CERT)
- Livonia's Parks and Recreation Department
- City of Livonia Employees
- Volunteers
- Detroit Wayne Integrated Health Network
- Wayne County Health Department





# Personal Protection Equipment (PPE)

- Established a Point of Distribution (POD)
- Created CDBG-CV funded PPE Closet
- Donations vs. CDBG-CV Purchased PPE
  - Donations stored at POD
  - CDBG-CV purchased items stored at PPE Closet
  - Donations benefited health care workers
  - CDBG-CV purchased PPE went directly to seniors living within the communities
- Over **2,000** senior residents received PPE kits regularly throughout the pandemic



# COVID-19 Testing

- Door-to-door COVID-19 testing offered to seniors
- Utilized both light duty and off duty Fire Department personnel
  - Light duty was supported through the Fire Department
  - Off duty was supported by the CDBG-CV Program
- Over **1,000** seniors were offered COVID-19 testing
  - Facilities benchmark the level of contamination
  - The effectiveness of virus prevention among the senior housing communities was established





City of Livonia, Michigan

# Vaccinate Livonia Door to Door

- The “Forgotten” senior population
- Started with 500 doses administered in five days
- Utilized “blueprint” of the COVID-19 Testing Program
- Door-to-door vaccines were made available to seven of the most vulnerable senior living communities in Livonia offering vaccines to over 600 seniors
- The Reward:
  - More vaccines from the County to administer

# Vaccinate Livonia Senior Center



- Partnerships were reestablished
- Senior Center transformed into a POD using the Incident Command System (ICS)
- Individual Departments managed costs of their employee volunteers
- CDBG-CV funding was utilized for off duty Fire Department personnel
- Over **18,000** vaccines administered over a twelve-week period
- Homebound seniors were included





# Senior Emotional Wellness Program

- Awareness
  - Yellow Rose Campaign model
- Training
  - Mental Health First Aid
- Activities
  - Emotional wellness seminars
- Peer-to-peer support system
  - Senior Ambassador Program

# Lessons Learned

- Consider community demographics and target needs to most vulnerable residents
- Evaluate ripple effects of pandemic-related stresses on public safety and other essential services, creatively target funding to reduce the impacts
- Incorporate information gathered from public services delivery to inform future program design

# Poll Question #3

What is your community's biggest challenge with CDBG-CV Public Services activities implementation?

- A. Identifying partners
- B. Determining eligible activities
- C. Labor shortages and/or supply chain disruptions
- D. Documenting beneficiary eligibility
- E. Accomplishment data collection
- F. Other

# City of Fargo, North Dakota

Tia Braseth

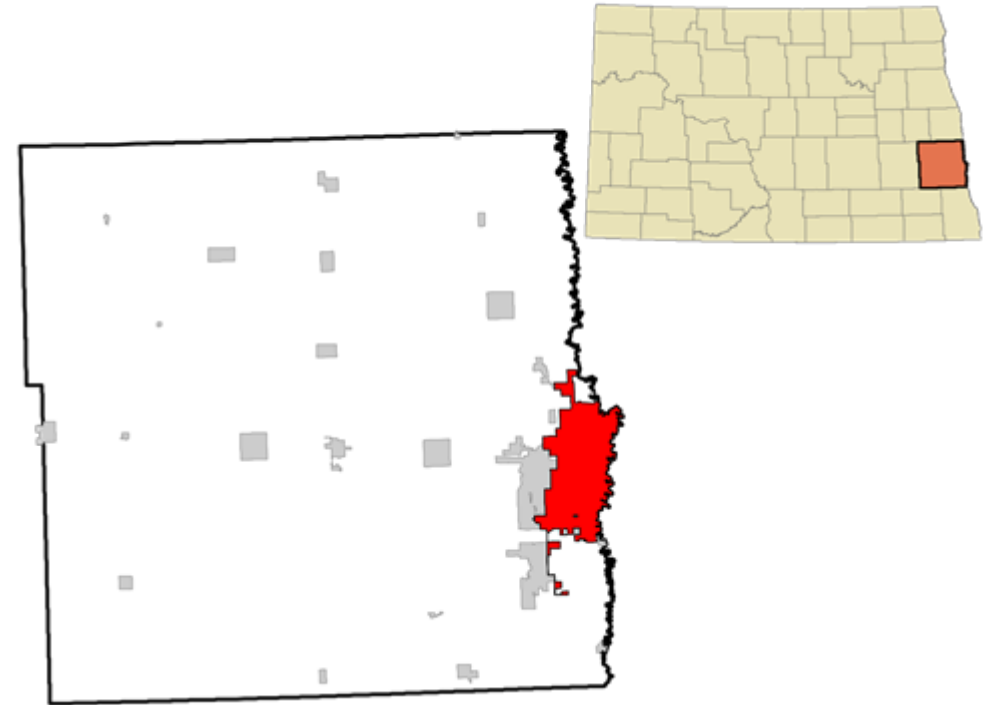


- Mobile Health Clinic



# City of Fargo Profile

- Population: **249,843** (Fargo, ND-MN MSA)
- PPR Tieback: Public services to deploy COVID-19 testing and vaccinations in the community among high risk and at-risk populations
- CDBG-CV 1 allocation: **\$464,253**
- CDBG-CV 3 allocation: **\$580,116**
- 2021 Annual CDBG Allocation: **\$784,694**



# Family Healthcare Mobile Clinic

- 40-foot mobile clinic
- Offers space for dentists and physicians to
  - Give immunizations
  - Conduct exams
  - Complete procedures
- Provides healthcare access to underserved communities and people experiencing homeless
- Mobile unit brings medical/dental care to patients



# Family Healthcare Mobile Clinic

- Provides COVID-19 vaccinations, treatment, and referrals
- Serves **17,000** patients who visit the clinic downtown
- **75%** of patients treated are underserved
- Family Healthcare Clinic saw **60,000** visits in 2020
- Sliding fee available for income-qualifying patients





# Challenges Faced

- Homeless healthcare displaced during pandemic (harder to reach patients; no place for them to go for healthcare)
- Vehicle production delays due to COVID cases reducing employees/managers available
- Pandemic-related supply chain disruptions with hydraulics, generator, and accessibility parts
- Lack of affordable medical/dental care for underserved populations
- Transportation, access, and mobility are patient challenges



# Program Partners

Subrecipient: Family HealthCare

Financial:

- Otto Bremer Trust
- Federal (CARES Act; CDBG-CV; HSRA ECT)
- Subrecipient Operational Reserves
- Anonymous private resources



# Best Practices

- Keep your ear low to the ground – Be engaged regularly with your community's service providers
- Meet regularly with your subrecipients and document everything – Ongoing monitoring
- Target funding for the biggest impact
- Balance CDBG-CV expenditure with other program funding requirements and timeliness deadlines
- Determine best value potential (i.e., identify greatest impact for available funds)



# Resources



# Resources

- FAQ – PPR Tieback Flexibilities
  - <https://www.hud.gov/sites/dfiles/CPD/documents/Quick-Guide-CDBG-CV-PPR-Tieback-Flexibilities-043020212.pdf>
- FAQ – Subsistence Payments
  - <https://www.hud.gov/sites/dfiles/CPD/documents/CDBG-and-CDBG-CV-Subsistence-Payments-Arrearages-033021.pdf>
- Financial Management Quick Guide
  - <https://files.hudexchange.info/resources/documents/CDBG-CV-Financial-Management-Quick-Guide.pdf>
- General Overview
  - CPD COVID-19 Grantee Guidance
    - [https://www.hud.gov/program\\_offices/comm\\_planning/covid-19](https://www.hud.gov/program_offices/comm_planning/covid-19)
  - CDBG-CV HUD Exchange Page
    - <https://www.hudexchange.info/programs/cdbg-cv/>
  - CDBG-CV Federal Register Notice (FR-6218-N-01)
    - <https://www.hud.gov/sites/dfiles/CPD/documents/FR-6218-N-01-CDBG-CV-clean-8-7-20-header-for-posting.pdf>
  - CDBG-CV Toolkit
    - <https://www.hudexchange.info/programs/cdbg-cv/cdbg-cv-toolkit/introduction/>
- Trainings
  - Webinar Series
    - <https://www.hudexchange.info/news/cdbg-cares-act-webinar-series/>

# Q&A

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