

Appendix A

Citizen Participation Plan

Multnomah County, City of Portland and City of Gresham

I. Overview

This Citizen Participation Plan is a framework and process for public involvement. The goal is to involve all interested local citizens as planners, advisors and partners in the development and implementation of the housing and community development programs of all the jurisdictions in the Consortium: Multnomah County, the City of Gresham and the City of Portland. The Plan focuses on public involvement in the Consolidated Plan process because the Five-Year Consolidated Plan and Annual Action Plans, when approved by the County Commission and the City Councils of the Cities of Portland and Gresham, govern the allocation of federal funds.

The Plan anticipates that each jurisdiction in the Consortium will have local jurisdiction-specific processes for local issues, and for selection of CDBG/HOME projects.

This Plan describes what the three jurisdictions will do to encourage public participation in the development and amendment of the Five-Year Consolidated Plan and Annual Action Plans, and in the review of their accomplishments. It describes how the jurisdictions will hold public meetings and hearings; provide notice and access to meetings and hearings; publish relevant information; provide access to information and records; provide an opportunity for public comment; offer technical assistance; and receive and process complaints.

This Plan recognizes that citizen participation is an integral component of the Five-Year Consolidated Plan effort. Participation by people who are low-income or who live in low- and moderate-income neighborhoods is especially important.

This Plan replaces all previous Citizen Participation Plans approved as part of the Consolidated Plan.

II. Definitions

Action Plan

The Consolidated Plan Action Plan is an annual plan that describes how federal formula funds are going to be spent during the fiscal year to carry out the strategies set out in the Five-Year Consolidated Plan.

Area Median Income

The area median income is the median income for the Portland Metropolitan Statistical Area. It is revised annually by HUD. Find it on the Portland Housing Bureau's website, www.portlandonline.com/phb/mfi or contact the Portland Housing Bureau (PHB) for this information. Contact information is listed at the end of this Plan.

Blighted Area

A geographic area where infrastructure, commercial buildings, residences and/or economic activity are below standard.

CAPER

The Consolidated Annual Progress Report (CAPER) is an annual report required by HUD to document the jurisdictions' progress at implementing their Consolidated Plan Annual Action Plan and reaching the goals set in the Five-Year Consolidated Plan.

CDBG

Community Development Block Grant is a formula grant that HUD provides annually to PHB, the City of Gresham, and Multnomah County to administer, subject to regulatory requirements. It can be used for a variety of housing and community development-related purposes. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

Consortium for the Consolidated Plan

The Consortium for the Consolidated Plan (Consortium) includes the City of Gresham, the City of Portland and Multnomah County, Oregon. By agreement of the jurisdictions, PHB is the lead agency in the Consortium, and administers public participation activities unless otherwise specified.

ESG

Emergency Solutions Grant is a formula grant that HUD provides annually to PHB to administer for Portland and Multnomah County. It can be used for various activities addressing homelessness, subject to regulatory requirements. The allowed uses of these funds have expanded over time to include certain homelessness prevention and rapid re-housing activities. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

Federal Poverty Level

The Federal Poverty Level roughly equates to 17 percent MFI. More information about the Federal Poverty Guidelines is available on the U.S. Department of Health and Human Services website: <http://aspe.hhs.gov/poverty/>.

Five Year Consolidated Plan

The Consolidated Plan is a planning document required by HUD. It is intended to establish a unified vision for community development for a five-year period, and to set out coordinated strategies to achieve the three goals established for HUD by the U.S. Congress: (1) provide decent housing; (2) provide a suitable living environment; and (3) expand economic opportunities. It has certain required sections, including a Housing Market Analysis and a Housing Needs Assessment.

Formula Grant

Federal formula grants include CDBG, HOME, ESG and HOPWA. McKinney-Vento has a formula portion and a competitive portion, but is not considered a formula grant. They are awarded based on a formula that takes into account factors such as number of households in poverty, age of housing stock, population and economic growth, and in the case of HOPWA, the number of reported cases of people with AIDS in the metropolitan area. The U.S. Congress appropriates federal grants annually so grant amounts may vary from year to year. Each grant fund is subject to specific regulatory requirements.

Gresham City Council

Gresham's City Council is the elected body that has the ultimate responsibility for the implementation of the Consolidated Plan and all other City of Gresham housing and community development programs. Gresham's City Council has full budgetary authority over the Gresham Department of Urban and Design Planning (UDP) and must approve UDP's budget, including UDP's allocation of HUD funds.

Gresham Community Development and Housing Subcommittee

The City of Gresham Community Development and Housing Subcommittee (CDHS) is a volunteer Council advisory committee that has primary responsibility for citizen participation and provides guidance to the Gresham City Council on policy related to community development and housing for low-, very low- and extremely low-income persons. The CDHS also participates in establishing the criteria for competitive RFP processes, and recommends projects to be funded with federal CDBG/HOME funds.

The CDHS consists of seven to 11 members, appointed by the Mayor with the approval of the Council. The City of Gresham strives to recruit members representing a broad spectrum of the population including low-income residents, residents of pre-qualified areas, minorities, and persons associated with neighborhood organizations, agencies, religious organizations, and persons affiliated with the industrial, real estate or financial sectors. Members serve for staggered three-year terms.

Gresham maintains a mailing list of persons/organizations interested in the CDBG/HOME programs. Names are added upon request. An "Agenda Only" or "Full Packet" (agenda, minutes and current work items) may be requested. This list is updated by the CDHS and Gresham staff on an annual basis.

1. Agendas or packets are distributed to persons/organizations on the mailing list the week prior to the meeting.
2. Gresham will send agenda or packets to neighborhood associations, Gresham representatives on the Federal Funding Oversight Committee and to interested non-profits and individuals on the mailing list.

Gresham Department of Urban and Design Planning (UDP)

The City of Gresham Department of Urban and Design Planning (UDP) administers the following formula grants from HUD: CDBG, HOME and the Neighborhood Stabilization Program.

HOME

HOME is a formula grant that HUD provides annually to PHB to administer on behalf of the HOME Consortium, which includes Multnomah County and Gresham. It can be used for a variety of housing development-related purposes, subject to regulatory requirements. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

Home Forward

Home Forward (formerly the Housing Authority of Portland) is the local public housing authority for Multnomah County. It was designated a moving-to-work agency in 1999 and is not required to file a Public Housing Authority plan.

Housing Opportunities for Persons With AIDS (HOPWA)

Housing Opportunities for Persons with Aids is a formula grant that HUD provides annually to PHB to administer on behalf of a seven-county Expanded Metropolitan Service Area (EMSA), including Multnomah, Washington, Clackamas, Columbia and Yamhill Counties in Oregon and Clark and Skamania Counties in Washington. It can be used for a variety of housing and services for people living with HIV and their families. The HOPWA formula reflects, among other factors, the number of reported cases of people with AIDS in the EMSA. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

HUD

The U.S. Department of Housing and Urban Development is the federal agency charged with making grants of CDBG, HOME, ESG, HOPWA and McKinney funds.

Low-income household (defined by Congress)

A low-income household has household income that is 50 percent or less of the area median income for a household of its size. HUD sets the area median income each year by publishing a table that shows median incomes for households of different sizes. For example, in 2011, the median income for a four-person household was \$73,000. A low-income four person household had income below \$36,500. Find the area median income table on PHB's website: www.portlandonline.com/phb/mfi or contact PHB for this information. Contact information is listed at the end of this Plan.

Low- and moderate-income neighborhoods

A low- and moderate-income neighborhood is a geographic area composed of one or more census tracts where more than 51 percent of the households have incomes that are 80 percent or below the area median income published annually by HUD. Find a list of low-income neighborhoods on PHB's website, www.portlandonline.com/PHB or contact PHB for this information. Contact information is listed at the end of this Plan.

McKinney-Vento Funds

The local Continuum of Care for people experiencing homelessness is funded through the McKinney-Vento Homeless Assistance Act. While funding levels are set by formula, additional federal "bonus" funds to pay for development of new permanent supportive housing projects may be available on a competitive basis. Jurisdictions in the Consortium participate in the planning of the annual McKinney-Vento application. This application is separate from the Consolidated Plan, although the Needs Assessment incorporates elements of the McKinney-Vento application. McKinney-Vento funds may be used to fund housing and services for people experiencing homelessness, subject to regulatory requirements. The U.S. Congress appropriates this grant annually so grant amounts may vary from year to year.

Moderate-income household

A moderate-income household has household income that is 80 percent or less of the area median income for a household of its size. HUD sets the area median income each year by publishing a table that shows median incomes for households of different sizes. For example, in 2011, the median income for a four-person household was \$73,000.

A moderate-income four-person household had income below \$58,400. Find the area median income table on PHB's website, www.portlandonline.com/phb/mfi or contact PHB for this information. Contact information is listed at the end of this Plan.

Multnomah County Commission

The Multnomah County Commission is the elected body that has the ultimate responsibility for the implementation of the Consolidated Plan and all other Multnomah County Portland housing and community development, social service, and anti-poverty programs. The Multnomah County Commission has full budgetary authority over all of Multnomah County's Departments and must approve their budgets, including the allocation of HUD funds.

Policy Advisory Board of Multnomah County

The Policy Advisory Board (PAB) of Multnomah County is made up of representatives from each of the five participating cities of Fairview, Maywood Park, Troutdale, Wood Village and Lake Oswego. (A small section of Lake Oswego is located in Multnomah County and has been included since program inception). All PAB meetings are open to the public. The PAB establishes the criteria for competitive RFP processes, and recommends projects to be funded with federal housing and community development funds in Multnomah County.

Portland City Council

Portland's City Council is the elected body that has the ultimate responsibility for the implementation of the Consolidated Plan and all other City of Portland housing and community development programs. Portland City Council has full budgetary authority over PHB and must approve PHB's budget, including PHB's allocation of HUD funds.

Portland Housing Bureau (PHB)

The Portland Housing Bureau-administers the following formula grants from HUD: CDBG, HOME, ESG and HOPWA. PHB also participates in the planning of a formula grant available through the McKinney-Vento Homeless Assistance Act and provides grant administration for housing and community development programs funded by the City of Portland's General Fund. PHB is the lead agency in the Consortium for the Consolidated Plan, and administers public participation activities unless otherwise specified.

Regulatory requirements

Regulatory requirements include both statutory and administrative rule provisions that govern how each formula fund can be spent. Typical regulatory requirements limit the type of activities that can be funded; cap the amount that may be spent on planning, administration, and public services; and specify the populations that may be served. For information about the regulatory requirements for a specific formula fund, contact PHB. Contact information is listed at the end of this Plan.

III. Updating of the Citizen Participation Plan

The Citizen Participation Plan will be reviewed at least every five years to ensure that it is meeting the goal of involving citizens in the development and implementation of the Consortium's housing and community development programs.

IV. Citizen Participation Structure

A. Federal Funding Oversight Committee (FFOC)

The FFOC is an inter-jurisdictional committee made up of 6 public members, two appointed by each jurisdiction in the Consortium. In making appointments, jurisdictions are encouraged to take into account the income, racial, ethnic and cultural diversity of the jurisdiction. FFOC members are expected to provide a balanced, citizen-based perspective on the matters delegated to it.

The role of the FFOC shall be to:

- Hold public hearings as required by this plan;
- Recommend the allocation of federal housing and community development formula funds to the jurisdictions in the Consortium;
- Recommend the allocation of federal funds to address homelessness pursuant to the Continuum of Care to the jurisdictions in the Consortium.

B. Portland Housing Advisory Commission (PHAC)

PHAC is a volunteer commission made up of 12 people who live or work in Portland. The members are appointed Portland City Council. With respect to federal housing and community development funds, the primary purpose of PHAC shall be to hold hearings on Portland-specific community needs and Portland-specific proposed strategies and activities. Find out more about PHAC at PHB's website: www.portlandonline.com/PHB or contact PHB. Contact information is listed at the end of this Plan.

C. Community Development and Housing Subcommittee of the Gresham Planning Commission (CDHS)

CDHS is a volunteer commission made up of people who live and work in Gresham. The members are appointed by the Gresham City Council. With respect to federal housing and community development funds, the primary purpose of the CDHS shall be to hold hearings on Gresham-specific community needs and Gresham-specific proposed strategies and activities.

D. Multnomah County Board of Commissioners (County Board)

The elected County Board will serve as the primary entity to hold hearings on County-specific community needs and/or County-specific proposed strategies and activities. The County Board may designate another entity to carry out these responsibilities by posting a notice on the PHB website.

E. Office of Neighborhood Involvement

PHB, as the lead jurisdiction in the Consortium, will coordinate its citizen participation efforts with the City of Portland's Office of Neighborhood Involvement (ONI). ONI is responsible for maintaining an up-to-date address and e-mail list for recognized neighborhood representatives and broadcasts public notices to a broad array of individuals and organizations. PHB will use ONI's web-based notification system for notices related to the Five-Year Consolidated Plan and the Action Plans. This system allows people in areas affected by proposals to receive timely notice.

F. Community/Neighborhood Plans

Portland's Bureau of Planning and Sustainability is responsible for developing

community and neighborhood plans for the City of Portland. Gresham's Department of Urban and Design Planning performs these and other functions. The Cities of Fairview, Wood Village, and the other unincorporated areas of Multnomah County also perform these functions. The jurisdictions in the Consortium encourage the involvement of low-income individuals in community and neighborhood planning efforts. The jurisdictions will consult adopted community and neighborhood plans as they develop their housing and community development programs. Not all neighborhood needs or strategies can be met through HUD formula funding because of regulatory requirements and because only limited funds are available at any given time. To the extent that community and neighborhood plans prioritize activities that are eligible for HUD funding, serve national objectives and fall within the Consortium's adopted Priorities, the jurisdictions will consider funding those activities.

G. Competitive Allocation Panels

When the jurisdictions sponsor competitive grant programs, they will ensure that citizens are involved in developing criteria and recommending funding awards. For all competitive allocation panels, the jurisdictions will ensure that low-income citizens and/or interests are represented.

- Portland-specific provisions: If a competitive grant program within Portland is geographically based, PHB will recruit citizens that reflect the diversity of the specific geographic area to serve on an allocation panel. All allocation panels will include representation from communities of color.
- Gresham-specific provisions: In carrying out community development programs, the City of Gresham contracts with organizations and agencies that carry out activities in its neighborhoods and throughout the City. Gresham expects that contractors will consult with neighborhood associations and other community groups as necessary prior to undertaking activities.
- Multnomah County-specific provisions: In carrying out community development programs, Multnomah County contracts with organizations and agencies that carry out activities in its neighborhoods and small cities. It is Multnomah County's expectation that contractors will consult with neighborhood associations and other community groups as necessary prior to undertaking activities.

H. Special Committees

Any jurisdiction or public agency may create specific task-oriented ad hoc committees from time to time to focus on specific issues.

I. Other Citizen Commissions and Organizations

All of the jurisdictions have a commitment to citizen participation and involvement as evidenced by their appointment of citizens to numerous boards and commissions. As much as possible, the jurisdictions will identify boards and commissions with common interests and solicit their input before making a substantial change in policy or programs. The jurisdictions will not consult with every Board and Commission on every issue, but will seek input from citizens who may be involved in related policy or program development.

V. Public Meetings and Hearings Related to the Development of the Five-year Consolidated Plan/Annual Action Plan

The jurisdictions will encourage participation by low- and moderate-income persons living in blighted areas, where CDBG funds are to be used, and in low/moderate-income areas by:

- Holding community meetings sponsored by the FFOC, PHAC, the CDHS or the County Board at accessible locations served by public transit
- Consulting with lay advisory groups through staff contacts
- Consulting with service providers that serve community residents
- Providing technical assistance to groups representing low/moderate-income persons to assist them in developing proposals for use of funds
- Using the ONI network of neighborhood associations and its web-based notification system.

The jurisdictions may conduct surveys and focus groups as needed.

The jurisdictions will encourage participation by minorities and non-English speaking persons by:

- Making translation services available at hearings upon request. To arrange the service, please contact PHB at least three days in advance. See contact information listed at the end of the Plan.
- Conducting meetings in areas of minority concentration as identified by maps, updated with Census/American Community Survey data.
- Publishing public hearing notices in non-legal sections of ethnic publications. The jurisdictions may select ethnic publications reasonably circulated to reach people who might or will benefit from public funds, but the jurisdictions need not advertise in every ethnic publication.

The jurisdictions may broadcast information about meetings on ethnic radio or TV stations.

The jurisdictions may conduct meeting in languages other than English.

The jurisdictions may publish meeting notices in languages other than English.

The jurisdictions will encourage participation by public & assisted housing residents by:

- Consultations with Home Forward resident advisory board.
- Inviting them to attend community meetings sponsored by the FFOC, the PHAC, the CDHS, the jurisdictions or Home Forward.

The jurisdictions may hold focus groups.

When Home Forward is no longer a Moving-to-Work jurisdiction, the jurisdictions will provide information to Home Forward about activities related to its development by:

- Consultations with Home Forward management and resident advisory boards prior to undertaking and during activities that will have an impact on Home Forward residents.
- Ensuring coordination and consistency with capital improvement schedules in

- Home Forward plans.
- Convening information meetings with affected Home Forward residents.
- Providing opportunities for affect Home Forward residents to comment on proposed activities.

The jurisdictions will make the citizen participation plan accessible to person with disabilities upon request by:

- Providing large print editions for visually impaired persons.
- Ensuring that public inspection copies are placed in locations accessible to persons with mobility limitations.
- Making “signing” translators available at hearings upon request. To arrange this service, please contact the jurisdiction at least three days prior to the hearing. Contact information is at the end of this Plan

The jurisdictions will publicize the expected assistance, and the activities to be undertaken, including the amount benefiting low/moderate-income persons, by:

- Publishing a notice in at least two local newspapers or media outlets of the availability of a summary and the text of the Consolidated Plan and annual Action Plans online or, by request, in hard copy.
- Posting a summary and the text of the Consolidated Plan and annual Action Plans on PHB’s website which is linked to the City of Gresham and Multnomah County websites.
- E-mailing a summary and/or the text of the Consolidated Plan and annual Action Plans to interested stakeholders, community groups and other parties that have requested to be so notified.
- Having a copy of the Consolidated Plan and annual Action Plan available at Consortium offices for distribution to the public free of charge.
- Placing a copy of the Consolidated Plan and annual Action Plan in public libraries.

The jurisdictions will receive and consider public comments by:

- Providing at least a 30 day period for public comments.
- Providing for at least two public hearings during the program year, during development of the Consolidated Plan and/or annual Action Plan.
- The Consortium shall hold at least one joint hearing before FFOC in the fall on community needs. The jurisdictions may hold supplemental local hearings on community needs.
- The Consortium shall hold at least one joint hearing before FFOC in Winter/ Spring to establish priorities. The jurisdictions may hold supplemental local hearings on priorities.
- If the Consortium is adopting a new Consolidated Plan or Analysis of Impediments to Fair Housing, it shall hold at least one joint hearing before FFOC in the spring on the draft plan(s).
- Each jurisdiction shall hold at least one local hearing on its annual Action Plan.
- Each jurisdiction shall hold at least one local hearing on its annual Consolidated Performance Report.
- Additional joint hearings may be held by agreement of the jurisdictions. The jurisdictions may also elect to hold a single joint hearing before the FFOC in lieu

- of multiple local hearings.
- Find out the dates of FFOC hearings on PHB's website: www.portlandonline.com/PHB or contact PHB. Contact information for all jurisdictions is included at the end of this Plan.
- Including the name and mailing address of a contact person for public comments in public hearing notices.
- Posting the name and e-mail address of a contact person for public comments on PHB's website.
- Attaching a summary of public comments to the Consolidated Plan and annual Action Plan along with the jurisdiction staff responses.

VI. Public Meetings and Hearings Related to Substantial Amendments to the Five-Year Consolidated Plan/Annual Action Plan

A substantial amendment to an Annual Action Plan is defined as:

- a. Adding a new project;
- b. Changing the method of distributing federal funds;
- c. Changing the amount budgeted for a project by plus or minus \$750,000 or 25 percent of the total federal housing and community development funds budgeted for the project, whichever is greater. A change to the budget as a result of a cost under-run does not require a substantial amendment;
- d. Changing the purpose, scope, location or intended beneficiaries of a new project. A minor change in location is not a substantial amendment if the purpose, scope and intended beneficiaries remain essentially the same;
- e. Changing from one eligible activity to another. If capital dollars are simply used for a different portion of the project (e.g., rehabilitation rather than acquisition) this does not constitute a substantial amendment; or
- f. Allocating guaranteed loan funds to a project.

The jurisdictions will process amendments and substantial amendments to the Consolidated Plan and annual Action Plan by:

- a. Publishing a summary of the substantial amendment in the local media; and
- b. Posting a summary of the substantial amendment on the jurisdiction's website; and
- c. Having a copy of the summary and/or text of the substantial amendment available at the jurisdiction's office for distribution to the public free of charge; and
- d. E-mailing a summary and/or the text of the substantial amendment to interested stakeholders, community groups and other parties that have requested to be so notified.
- e. The summary of the amendment shall include the name, e-mail and mailing address of a contact person for public comments.

The jurisdictions will receive and consider public comments on substantial amendments by providing for a 30-day public inspection/comment period for substantial amendments. This shall commence on the date the summary of the amendment is posted on the jurisdiction's website. After the close of the comment period, the jurisdiction shall prepare a summary of public comments to the substantial amendment along with the jurisdiction's responses.

Note: Amendments and substantial changes to the use of ESG and HOPWA funds may require review by other planning bodies since eligible activities and recipients are countywide (ESG) or multi-county (HOPWA).

VII. Public Meetings and Hearings Related to Performance Reports

The jurisdictions will provide reasonable notice of performance reports to the public by:

- Providing a 15 day public comment period for performance reports
- Publishing a notice in the local media of the availability of a summary and the text of the performance report on-line or by request, in hard copy. Contact information is included at the end of this Plan
- Posting a summary and/or the text of the performance report on the jurisdiction's website
- E-mailing a summary and/or the text of the performance report to interested stakeholders, community groups and other parties that have requested to be so notified
- Having copies of the performance report available at the jurisdiction's office for distribution to the public free of charge

The jurisdictions will receive and consider public comments on performance reports by:

- Holding a public hearing to provide additional opportunity for public comment on performance reports
- Including the name and mailing address of a contact person for public comments in hearing notices
- Posting the name and e-mail address of a contact person for public comments on the jurisdiction's website
- Attaching a summary of public comments to the performance reports along with the jurisdiction's responses

IIX. Public Hearings

The jurisdictions will handle public hearings & provide reasonable notice to citizens by:

- Publishing a notice of public hearings in the local media and a selection of ethnic publications reasonably calculated to reach people who might or will benefit from public funds at least 15 days in advance of the hearing.
- Including a statement in the notice that the purpose of the public hearing is to address housing and community development needs, to establish priorities or to review development of proposed activities and program performance, whichever is appropriate.
- Holding hearings at a time and place that may be reached by public transportation and is convenient to people who might or will benefit from public funds, including people with disabilities and minorities.
- Providing for accommodation of disabled persons at hearings.
- Making "signing" translators available at hearings upon request. To arrange this service, please contact PHB or the jurisdiction sponsoring the hearing at least three (3) days prior to the hearing. Contact information is listed at the end of this Plan.
- Holding hearings in locations that are accessible to people with disabilities.
- Accommodating non-English speaking persons at hearings by providing translator services with reasonable advance notice. To arrange this service,

please contact PHB or the jurisdiction sponsoring the hearing at least three (3) days prior to the hearing. Contact information is listed at the end of this Plan.

- Allowing citizens to register comments by letter, e-mail or phone.

IX. Minimization of Displacement

The jurisdictions will minimize displacement of persons as a result of activities assisted with CDBG funds by:

- Committing to implement activities so as to minimize displacement of persons and businesses
- Developing and implementing an anti-displacement strategy
- Providing information as to how and when displacement assistance is to be made available

X. Access to Public Records

Each jurisdiction shall ensure full public access to program information provided such information does not infringe upon any individual's rights. Upon request and given reasonable time to respond to requests, information will be available during normal working hours, 8:00 a.m.-5:00 p.m., Monday through Friday, at each jurisdiction. Contact information is listed at the end of this Plan.

The jurisdictions will ensure that adopted consolidated plans, annual Action Plan substantial changes, performance reports and other program records will be available to the public by:

- Posting electronic copies of the current, adopted consolidated plan, including substantial amendments and performance reports on PHB's website.
- Keeping spare hard copies of current, adopted consolidated plans, action plans and performance reports that can be distributed free of charge to interested parties upon request.
- Providing copies of federal regulations, records of meetings and hearings, and audit reports upon request. Records will be maintained for five years.
- Allowing citizens, public agencies and interested parties access to records relating to the consolidated plan and use of funds during the current year and the preceding five years.
- Making reference copies of the Citizen Participation Plan, the Five-Year Consolidated Plan, the Annual Action Plans and any performance reports available at County libraries.

XI. Complaint Procedure

For Portland: Complaints, inquiries, and other grievances related to the housing and community development program of the City of Portland can be made by writing, e-mailing or telephoning to the Portland Housing Bureau. Bureau staff will make every effort to provide a substantive written response to every written citizen complaint within 15 days of its receipt.

For Gresham: Complaints, inquiries, and other grievances related to the housing and community development program of the City of Gresham can be made by writing, e-mailing, or telephoning to the Gresham Department of Urban and Design Planning (UDP). UDP staff will make every effort to provide a substantive written response to

every written citizen complaint within 15 days of its receipt.

For Multnomah County: Complaints, inquiries, and other grievances related to the housing and community development program of Multnomah County can be made by writing, e-mailing or telephoning to the Office of the Chair. The Chair's staff will make every effort to provide a substantive written response to every written citizen complaint within 15 days of its receipt.

XII. Technical Assistance

The jurisdictions will provide technical assistance as appropriate to groups' representative of persons of low and moderate-income who request such assistance for the preparation of grant applications to the jurisdictions or to HUD. Technical assistance may consist of workshops, one on one assistance, or information and referral. The jurisdictions' provision of technical assistance does not include the preparation of grant applications for individuals or organizations. The jurisdictions' provision of technical assistance will be limited by funds and staff availability. When any of the jurisdictions initiates a request for proposals, it will provide a pre-application or bidders workshop to ensure that all organizations are aware of the opportunities and limits of the funding source.

XIII. Public Meeting Law

All jurisdictions will comply with Oregon Public Meeting statute, ORS192.610.

XIV. Contact Information

Portland Housing Bureau

421 SW 6th Ave, Suite 500

Portland, OR 97204

(503) 823-2375

TDD (503) 823-6868

PHBinfo@portlandoregon.gov

<http://www.portlandonline.com/PHB>

Director: Traci Manning, Traci.Manning@portlandoregon.gov

Gresham Department of Urban and Design Planning

1333 NW Eastman Parkway

Gresham, Oregon 97030

(503) 618-2504

<http://www.greshamoregon.gov/udp>

Community Revitalization Program Coordinator: Louise Dix,

louise.dix@greshamoregon.gov

Director: Kia Selly, UrbanRenewal@GreshamOregon.gov

Multnomah County Community Development

421 SW Oak St. Suite 200

Portland OR 97204

503-988-6295

Housing Development Specialist: Carol Cade, carol.j.cade@multco.us

Director: Susan Myers, susan.myers@multco.us

