



City of Upland Citizen Participation Plan

U.S. Department of Housing and Urban Development

Community Development Block Grant (CDBG) Program

City Of Upland
Development Services Department
(909) 931-4146
460 North Euclid Avenue
Upland, CA 91786

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Prepared By:



**City of Upland
Citizen Participation Plan**

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Citizen Participation Plan

As required by the U.S. Department of Housing and Urban Development (HUD) regulations found at 24 CFR 91.105 "Citizen Participation Plan," this Citizen Participation Plan sets forth the City of Upland's policies and procedures for citizen participation with respect to Community Development Block Grant (CDBG) program and the following Consolidated Plan Documents:

- Citizen Participation Plan
- Five-Year Consolidated Plan
- Annual Action Plan
- Consolidated Annual Performance and Evaluation Report (CAPER)
- Analysis of Impediments to Fair Housing Choice (AI)

The requirements for citizen participation do not restrict the responsibility or authority of the jurisdiction for the development and execution of the above-mentioned programs and documents, but rather facilitate citizen access to, and engagement with the CDBG program.

In accordance with the regulations, the minimum annual number of public hearings at which citizens may express their views concerning the Consolidated Plan Documents shall be two (2) public hearings. These public hearings shall occur at two different points during the program year, as directed by Upland city staff. Additional public hearings and comment periods will be held in the development of the Consolidated Plan for 2015-2019 and in the event that substantial amendments to the Citizen Participation Plan, Consolidated Plan, or Action Plan become necessary as described later in this document. The City, at its discretion, may conduct additional outreach, public meetings or public hearings as necessary to foster citizen access and engagement.

A. Encouragement of Citizen Participation

The City of Upland provides for and encourages citizens to participate in the development of the Citizen Participation Plan, Consolidated Plan, Action Plan, CAPER and AI. The City encourages participation by low- and moderate-income persons, particularly those living in slum and blighted areas and in areas where CPD funds are proposed to be used, and by residents of predominantly low- and moderate-income neighborhoods¹. The City will also take appropriate actions to encourage the participation of all its citizens, including minorities and non-English speaking persons, as well as persons with disabilities.

The City encourages the participation of local and regional institutions, the Continuum of Care and other organizations (including businesses, developers, nonprofit organizations, philanthropic organizations, and community-based and

¹ Predominately low- and moderate-income neighborhoods are defined as those in which a minimum of 51% of the residents have incomes at or below 80% of area median income.

faith-based organizations) in the process of developing, amending, and implementing the Consolidated Plan. The City encourages, in consultation with public housing agencies, the participation of residents of any public and assisted housing developments located within the City limits, in the process of developing and implementing the Consolidated Plan, along with other low-income residents of targeted revitalization areas in which the developments are located. The City will provide information to the Housing Authority of San Bernardino County and the Upland Housing Authority about consolidated plan activities so that the housing authority can make this information available at the annual public hearing required for their Public Housing Authority (PHA) Plan.

The City may also explore alternative public involvement techniques and quantitative ways to measure efforts that encourage citizen participation in a shared vision for change in communities and neighborhoods, and the review of program performance as directed by the Development Services Director. Unless otherwise noted in this document, all communication regarding the Citizen Participation Plan and the Consolidated Plan documents should be directed to:

Development Services Manager
Development Services Department
460 North Euclid Avenue
Upland, CA 91786
(909) 931-4146

B. Citizen Participation Plan

The following describes the process and procedures related to the development of the Citizen Participation Plan.

1. Plan Development

The City shall follow the following procedure in the drafting and adoption of the Citizen Participation Plan:

a. Plan Considerations

As a part of the Citizen Participation Plan process, and prior to the adoption of the Consolidated Plan, the City will make available the information required by HUD. This information will be made available to citizens, public agencies, and other interested parties.

b. Plan Review and Comment

The draft Citizen Participation Plan shall be made available for public review for a 30-day period prior to City Council consideration. The Citizen Participation Plan shall be provided in a format accessible to persons with disabilities upon request. Such formats may include, but are not limited to

providing oral, Braille, electronic or large print versions of the plan to those visually impaired and delivering copies to those who are homebound.

The plan will encourage comment and participation by minority and non-English speakers. Publication of the plan will be advertised in accordance with the City's Limited English Plan (LEP) and translation services will be available upon request.

The plan will encourage comment and participation by low- and moderate-income residents, especially those living in low- and moderate-income neighborhoods and in areas where CDBG funds are proposed to be used. Activities to encourage participation may include, but are not limited to, advertising publication of the Citizen Participation Plan in target areas, hosting community meetings in target areas, and making copies of the plan available in these neighborhoods.

Written comments will be accepted by the Development Services Manager or designee during the public review period. A summary of all written comments and those received during the public hearing as well as the City's responses will be attached to the Citizen Participation Plan prior to submission to HUD.

c. Public Hearing

The City Council shall conduct a public hearing to accept public comments on the draft Citizen Participation Plan prior to its approval and submittal to HUD. After public comments are heard and considered by the City Council, the City Council may approve or reject the Citizen Participation Plan.

d. Submittal to HUD

The Citizen Participation Plan shall be approved as a stand-alone document and shall be submitted to HUD with a summary of all written comments and those received during the public hearing as well as the City's responses and proof of compliance with the minimum 30-day public review and comment period requirement. A summary of any comments or views not accepted and the reasons therefore shall be supplied to HUD as applicable.

2. Amendments

The City shall follow the following procedure to amend the Citizen Participation Plan, as needed:

a. Amendment Considerations

The City shall amend the Citizen Participation Plan, as necessary, to ensure adequate engagement and involvement of the public in making decisions related to the programs and documents governed by 24 CFR Part 91. Formal amendment of the Citizen Participation Plan may be required should a

provision of the Citizen Participation Plan be found by the City to conflict with HUD regulations.

b. Public Review and Comment

Amendments to the Citizen Participation Plan shall be made available for public review for a 30-day period prior to City Council consideration. A public hearing shall be conducted by the City Council at a regularly scheduled meeting so that citizens may express their views prior to City Council consideration. Written comments will be accepted by the Development Services Manager or designee during the public review period. A summary of all written comments and those received during the public hearing as well as the City's responses will be attached to the amended Citizen Participation Plan prior to submission to HUD.

Minor edits to the Citizen Participation Plan, such as updating contact information, will not constitute a "Substantial Amendment", and therefore, will not be released for public review and comment. Copies will be made available following the process described in Section G of this document.

c. Public Hearing

The City Council shall conduct a public hearing to review and accept public comments on the draft amendment to the Citizen Participation Plan prior to its approval and submittal to HUD. After public comments are heard and considered by the City Council, the City Council may approve or reject the amendment to the Citizen Participation Plan.

d. Submittal to HUD

A copy of the Amended Citizen Participation Plan, including a summary of all written comments and those received during the public hearing as well as the City's responses and proof of compliance with the minimum 30-day public review and comment period requirement shall be submitted to HUD for their records. A summary of any comments or views not accepted and the reasons therefore shall be supplied to HUD as applicable.

3. Plan Access and Comments

The approved Citizen Participation Plan, and any approved amendments thereto, will be kept on file by the City at the City Hall Development Services Department (460 North Euclid Avenue, Upland, CA 91786), online at: <http://www.uplandpl.lib.ca.us/> and can be made available to those requesting the plan. Upon request, the approved plan will be made available in a manner accessible to non-English speakers in accordance with the City's approved Limited English Proficiency Plan (LEP) or those with disabilities.

The process for submitting comments or complaints on the approved Citizen Participation Plan is set forth in Section I of this document.

C. Five-Year Consolidated Plan

The following describes the process and procedures related to the development of the Five-Year Consolidated Plan. To comply with 24 CFR Part 91.105(b), the information supplied in the Consolidated Plan will include:

- Amount of assistance the City expects to receive (grant funds and program income)
- Range of activities that may be undertaken
- Estimated amount of funding that will benefit low- and moderate-income persons

The City shall also provide an assessment of community development and housing needs and identify short term and long term community development objectives directed toward the provision of decent housing and the expansion of economic opportunities primarily for persons of low- and moderate-income.

Additionally, the City must attest to its compliance with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended, and implementing regulations at 49 CFR 24, as effectuated by the City's adopted Residential Anti-Displacement and Relocation Assistance Plan, as required under Section 104(d) of the Housing and Community Development Act of 1974, as amended. Persons displaced as a result of HUD-assisted activities, whether implemented by the City or by others, shall receive relocation benefits as required under Federal Law.

The City will make this information available in the Consolidated Plan published for comment and review.

1. Plan Development

The City encourages the participation of residents and stakeholders in the development of the Consolidated Plan. The City shall follow the following procedure in the drafting and adoption of the Consolidated Plan:

a. Plan Considerations

In the development of the Five-Year Consolidated Plan, the City will consult other public and private agencies including but not limited to those providing:

- Assisted housing;
- Health services; and
- Social services and fair housing services (including those focusing on services to children, elderly persons, persons with disabilities,

persons with HIV/AIDS and their families, homeless persons, economic development, neighborhood development and other housing and community development services).

When preparing the of the Consolidated Plan describing the City's homeless strategy and the resources available to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) and persons at risk of homelessness, the jurisdiction must consult with:

- The San Bernardino County Homeless Provider Network (Continuum of Care "COC");
- Public and private agencies that address housing, health, social service, victim services, employment, or education needs of low-income individuals and families; homeless individuals and families, including homeless veterans; youth; and/or other persons with special needs;
- Publicly funded institutions and systems of care that may discharge persons into homelessness (such as health-care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and
- Business and civic leaders.

When preparing the portion of the Consolidated Plan concerning lead-based paint hazards, the City shall consult with state or local health and child welfare agencies and examine existing data related to lead-based paint hazards and poisonings, including health department data on the addresses of housing units in which children have been identified as lead poisoned.

When preparing the description of priority non-housing community development needs, the City must notify adjacent units of general local government, to the extent practicable. The non-housing community development plan must be submitted to the state and to the county.

The City also will consult with adjacent units of general local government, including local government agencies with metropolitan-wide planning responsibilities, particularly for problems and solutions that go beyond the City's jurisdiction.

The City will consult with the Housing Authority of San Bernardino County and the Upland Housing Authority concerning consideration of public housing needs and planned programs and activities.

If the City becomes eligible to receive Emergency Solutions Grants (ESG), the City will consult with the Continuum of Care in determining how to allocate its ESG grant for eligible activities; in developing the performance standards for, and evaluating the outcomes of, projects and activities

assisted by ESG funds; and in developing funding, policies, and procedures for the operation and administration of the HMIS.

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 and community workshops.

b. Plan Review and Comment

The complete, draft Consolidated Plan shall be made available for public review for a 30-day period prior to City Council consideration. The Consolidated Plan shall be provided in a format accessible to persons with disabilities upon request. Such formats may include, but are not limited to providing oral, Braille, electronic or large print versions of the plan to those visually impaired and delivering copies to those who are homebound.

The plan will encourage comment and participation by minority and non-English speakers. Publication of the plan will be advertised in accordance with the City's Limited English Plan (LEP) and translation services will be available upon request.

The plan will encourage comment and participation by low- and moderate-income residents, especially those living in low- and moderate-income neighborhoods, in areas where CDBG funds are proposed to be used and residents of public and assisted housing. Activities to encourage participation may include, but are not limited to, advertising publication of the Consolidated Plan in target areas, hosting community meetings in target areas, and making copies of the plan available in these neighborhoods. Copies will be made available following the process described in Section G of this document.

Written comments will be accepted by Development Services Manager or designee during the public review period. A summary of all written comments and those received during the public hearing as well as the City's responses will be attached to the Consolidated Plan prior to submission to HUD.

c. Public Hearing

The City Council shall conduct a public hearing to accept public comments on the draft Consolidated Plan prior to its approval and submittal to HUD. After public comments are heard and considered by the City Council, the City Council may approve or reject the Consolidated Plan. Section G describes the process for publishing notice for and conducting public hearings.

d. Submittal to HUD

The Consolidated Plan shall be submitted to HUD with a summary of all written comments and those received during the public hearing as well as the

City's responses and proof of compliance with the minimum 30-day public review and comment period requirement. A summary of any comments or views not accepted and the reasons therefore shall be supplied to HUD as applicable. The Consolidated Plan will be submitted to HUD 45 days before the program year pursuant to regulations.

2. Consolidated Plan Amendment

The City shall follow the following procedure to complete substantial and minor amendments to the Consolidated Plan, as needed:

a. Amendment Considerations

The City shall substantially amend the Consolidated Plan if a "substantial change" is proposed by City staff or the City Council. For the purpose of the Consolidated Plan, a "substantial change" is defined as:

- The City adds or eliminates Consolidated Plan goals;
- The City makes changes to its allocation priorities; or
- The City changes its method of distribution of funds.

The City may make minor changes to the Consolidated Plan, as needed, so long as the changes do not constitute a substantial amendment as described above. Such changes to the Consolidated Plan will not require public review or a public hearing before the City Council.

b. Public Review and Comment

The City encourages residents and stakeholders to participate in the development of substantial amendments. Substantial Amendments to the Consolidated Plan shall be made available for public review for a 30-day period prior to City Council consideration at a scheduled public hearing. Written comments will be accepted by the Development Services Manager or designee during the public review period. A summary of the comments and the City's responses to the comments will be attached to the Consolidated Plan Substantial Amendment.

In a manner similar to that set forth for the Consolidated Plan, the City will encourage participation from all residents, especially low- and moderate-income residents, minorities, non-English speakers and those with disabilities. The City will take efforts to make the plan accessible to all such groups. Copies will be made available following the process described in Section G of this document.

c. Public Hearing

The City Council shall conduct a public hearing to accept public comments on the draft amendment to the Consolidated Plan prior to its approval and

submittal to HUD. After public comments are heard and considered by the City Council, the City Council may approve or reject the amendment to the Consolidated Plan. Section G describes the process for publishing notice for and conducting public hearings.

d. Submittal to HUD

A copy of the Amended Consolidated Plan, including a summary of all written comments and those received during the public hearing as well as the City's responses and proof of compliance with the minimum 30-day public review and comment period requirement shall be submitted to HUD for their records. A summary of any comments or views not accepted and the reasons therefore shall be supplied to HUD as applicable.

3. Plan Access and Comments

The approved Consolidated Plan, and any approved amendments thereto, will be kept on file by the City at the City Hall Development Services Department (460 North Euclid Ave, Upland, CA 91786), online at: <http://www.uplandpl.lib.ca.us/> and can be made available to those requesting the plan. Upon request, the approved plan will be made available in a manner accessible to non-English speakers in accordance with the City's approved Limited English Proficiency Plan (LEP) or those with disabilities. The process to access documents is further described in Section G of this document. The process for submitting comments or complaints on the approved Consolidated Plan is set forth in Section I of this document.

D. Annual Action Plan

The following describes the process and procedures related to the development of the Annual Action Plan.

1. Plan Development

The City shall follow the following procedure in the drafting and adoption of the Annual Action Plan:

a. Plan Considerations

In addition to local residents, the City will ensure that public (including City staff) and private agencies that provide the following services will be consulted in the development of the Action Plan:

- Health Services Providers
- Social Services for: Children, Elderly, Disabled, Homeless, Persons With AIDS
- State and Local Health Agencies
- Adjacent Local Governments

- Economic Development Interests
- Housing Authority of San Bernardino County
- Upland Housing Authority

b. Plan Review and Comment

The draft Annual Action Plan incorporating the City's proposed uses of CDBG funds shall be made available for public review for a 30-day period prior to City Council consideration at a scheduled public hearing.

In a manner similar to that set forth for the Consolidated Plan, the City will encourage participation from all residents, especially low- and moderate-income residents, minorities, non-English speakers and those with disabilities. The City will take efforts to make the plan accessible to all such groups. Copies will be made available following the process described in Section G of this document.

Written comments will be accepted during public review period by the Development Services Manager or designee. A summary of the comments and the City's responses to the comments will be attached to the draft Action Plan.

c. Public Hearing

The City Council shall conduct a public hearing to accept public comments on the draft Annual Action Plan prior to its approval and submittal to HUD. After public comments are heard and considered by the City Council, the City Council may approve or reject the Consolidated Plan. Section G describes the process for publishing notice for and conducting public hearings.

d. Submittal to HUD

Upon adoption of the Annual Action Plan pursuant to HUD regulations, the City Council shall direct City staff to submit the Action Plan to HUD. Documents related to the public participation process, including copies of public notices and a summary of all public comments received, shall be attached to Action Plan. The Action Plan will be submitted to HUD at least 45 days before the program year pursuant to regulations, or as otherwise allowed or required by HUD.

2. Annual Action Plan Amendment

The City shall follow the following procedure to complete substantial and minor amendments to the Annual Action Plan, as needed:

a. Amendment Considerations

The City shall substantially amend the Action Plan if a “substantial change” is proposed by City staff or the City Council. For the purpose of the Action Plan, a "substantial change" is defined as:

- Addition of a new activity not previously identified in the Action Plan, without regard to funding source;
- Cancellation of an existing activity identified in the Action Plan, without regard to funding source;
- A change in the purpose, scope, location or beneficiaries of an activity; or
- Changes in the use of CDBG funds from one eligible activity to another eligible activity meeting the following thresholds:

Activity Budget Threshold*	Net Increase or Decrease	Trigger for Substantial Amendment	Minor Amendment
< \$100,000	Net Increase	> 100% of the activity allocation	≤ 100% of the activity allocation
	Net Decrease	= 100% of the activity allocation	< 100% of the activity allocation
≥ \$100,000	Net Increase	> 50% of the activity allocation	≤ 50% of the activity allocation
	Net Decrease		
N/A	Net Increase	> \$300,000	Subject to the thresholds above
	Net Decrease		

* As listed in a published Action Plan, or as amended

The City may make minor changes to the Action Plan, as needed, so long as the changes do not constitute a substantial amendment as described above. Such minor changes to the Action Plan will not require public review or a public hearing before the City Council.

b. Public Review and Comment

The City encourages citizen participation in the development of substantial amendments. Substantial Amendments to the Annual Action Plan shall be made available for public review for a 30-day period prior to City Council consideration at a scheduled public hearing. Written comments will be accepted during public review period. Comments should be directed to the Development Services Manager or designee. A summary of the comments and the City’s responses to the comments will be attached to the Action Plan Substantial Amendment.

In a manner similar to that set forth for the Consolidated Plan, the City will encourage participation from all residents, especially low- and moderate-income residents, minorities, Spanish speakers and those with disabilities. The City will take efforts to make the plan accessible to all such groups. Copies will be made available following the process described in Section G of this document.

c. Public Hearing

The City Council shall conduct a public hearing to review and consider the Substantial Amendment to the Action Plan. The City Council shall accept public comments on the Substantial Amendment to the Action Plan at the public hearing. After public comments are heard and considered by the City Council, the City Council shall approve, approve with modifications, or deny the request for a substantial amendment to the Action Plan. Section G describes the process for publishing notice for and conducting public hearings.

d. Submittal to HUD

A copy of the Substantial Amendment to the Annual Action Plan along with copies documenting the public participation process (i.e. public notices and public comments) shall be submitted to HUD for their records. The City may submit a copy of each amendment to HUD as it occurs, or at the end of the program year. Letters transmitting copies of amendments must be signed by the official representative of the jurisdiction authorized to take such action.

3. Plan Access and Comments

The approved Action Plan, and any approved amendments thereto, will be kept on file by the City at the City Hall Development Services Department (460 North Euclid Ave, Upland, CA 91786), online at: <http://www.uplandpl.lib.ca.us/> and can be made available to those requesting the plan. Upon request, the approved plan will be made available in a manner accessible to non-English speakers in accordance with the City's approved Limited English Proficiency Plan (LEP) or those with disabilities. The process to access documents is further described in Section G of this document. The process for submitting comments or complaints on the approved Action Plan is set forth in Section I of this document.

E. Consolidated Annual Performance and Evaluation Report (CAPER)

The following describes the process and procedures related to the development of the Consolidated Annual Performance and Evaluation Report (CAPER):

1. Plan Development

The City shall follow the following procedure in the drafting and adoption of Consolidated Annual Performance and Evaluation Report (CAPER):

a. Plan Considerations

Staff will evaluate and report the accomplishments of the previous program year for CDBG and will summarize expenditures that took place during the previous program year.

b. Plan Review and Comment

The City encourages citizen participation in the development of the CAPER. The draft CAPER shall be made available for public review for a 15-day period. Written comments will be accepted during public review period by the Development Services Manager or designee. A summary of the comments and the City's responses to the comments will be attached to the draft CAPER. Copies will be made available following the process described in Section G of this document.

c. Submittal to HUD

Upon completion of the public review process pursuant to HUD regulations, the City staff shall submit the CAPER to HUD. Documents related to the public participation process, including copies of public notices and a summary of all public comments received, shall be attached to the CAPER. The CAPER shall be submitted to HUD within 90 days following the end of the program year pursuant to regulations.

2. Plan Access and Comments

The approved CAPER will be kept on file by the City at the City Hall Development Services Department (460 North Euclid Ave, Upland, CA 91786), online at: <http://www.uplandpl.lib.ca.us/> and can be made available to those requesting the plan. Upon request, the approved plan will be made available in a manner accessible to non-English speakers in accordance with the City's approved Limited English Proficiency Plan (LEP) or those with disabilities. The process to access documents is further described in Section G of this document. The process for submitting comments or complaints on the approved CAPER is set forth in Section I of this document.

F. Five-Year Analysis of Impediments (AI) to Fair Housing Choice

The following describes the process and procedures related to the development of the Five-Year Analysis of Impediments (AI) to Fair Housing Choice.

1. Plan Development

The City shall follow the following procedure in the drafting and adoption of the AI:

a. Plan Considerations

During the development of the Five-Year AI, 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; and
- 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.

b. Plan Review and Comment

The draft AI shall be made available for public review for a 30-day period prior to City Council consideration at a scheduled public hearing. Written comments will be accepted during public review period by the Development Services Manager or designee. A summary of the comments and the City's responses to the comments will be attached to the draft AI. Copies will be made available following the process described in Section G of this document.

c. Public Hearing

The City Council shall conduct a public hearing to accept public comments on the draft AI as part of the approval of the Consolidated Plan. After public comments are heard and considered by the City Council, the City Council shall approve or reject the AI. Section G describes the process for publishing notice for and conducting public hearings.

d. Submittal to HUD

Upon adoption of the AI pursuant to HUD regulations, AI shall be incorporated into the Consolidated Plan and submitted along with the Consolidated Plan to HUD for approval.

2. Plan Access and Comments

The approved AI will be kept on file by the City at the City Hall Development Services Department (460 North Euclid Ave, Upland, CA 91786), online at: <http://www.uplandpl.lib.ca.us/> and can be made available to those requesting the plan. Upon request, the approved plan will be made available in a manner accessible to non-English speakers in accordance with the City's approved Limited English Proficiency Plan (LEP) or those with disabilities. The process to access documents is further described in Section G of this document. The process for submitting comments or complaints on the approved AI is set forth in Section I of this document.

G. Public Hearings, Notification and Access

The following describes the process and procedures related to public notification and applies to the development and substantial amendment of the Five-Year Consolidated Plan, Citizen Participation Plan, Annual Action Plan, Consolidated Annual Performance and Evaluation Report (CAPER), and Analysis of Impediments to Fair Housing Choice (AI).

1. Public Meetings and Hearings

a. Public Hearing Process

The City will conduct at least two public hearings per year to obtain citizens' views and comments on planning documents during the public review and comment period. These meetings will be conducted at different times of the program year and together will cover the following topics:

- Housing and Community Development Needs
- Development of Proposed Activities
- Review of Program Performance

During a program year when the City develops a Consolidated Plan, at least one public hearing will be conducted prior to the Consolidated Plan being published for comment.

b. Public Hearing Notification

Staff will ensure adequate advance notice of all public meetings and hearings. Notices will be printed/posted at least 14 days prior to the meeting date. Adequate noticing will include:

- Printing a public notice in the Daily Bulletin, and possibly other newspaper(s) of general circulation in the City;
- Display copies of notices on the City's website; and
- Posting notices at City Hall and at the Upland Public Library.

Notices will include information on the subject and topic of the meeting including summaries when possible and appropriate to properly inform the public of the meeting. Notices will be published in non-English language(s) in accordance with the City's approved LEP and will be accessible to those with disabilities. Meeting locations and access is described below.

2. Documents for Public Review

Staff will ensure adequate advance notice of all public review/comment periods. Notices will be printed/posted prior to the commencement of the public review

period alerting residents of the documents for review. The public comment period for each Consolidated Plan document and substantial amendment to each document subject to public review is listed below:

Document	Length of Public Comment Period
Consolidated Plan	30 days
Action Plan	30 days
CAPER	15 days
Analysis of Impediments	30 days
Citizen Participation Plan	30 days

The City will ensure that documents are available for disabled, minority and non-English speaking residents as prescribed in the City's LEP.

Adequate noticing will include:

- Printing a public notice in the Daily Bulletin, and possibly other newspaper(s) of general circulation in the City;
- Display copies of notices on the City's website; and
- Posting notices at City Hall and at the Upland Public Library.

The City will place an adequate supply of draft copies of each document and substantial amendments to each document subject to public review at the following locations:

City Hall: City Clerk's Office

460 North Euclid Avenue
Upland, California 91786

City Hall: Development Services Department

460 North Euclid Avenue
Upland, California 91786

Upland Public Library

450 North Euclid Avenue
Upland, California 91786

Materials will also be posted to the City website at:

<http://www.uplandpl.lib.ca.us/>

All printed reports and materials shall be made available in a form accessible to persons with disabilities, upon request.

3. Access to Meetings

Unless otherwise noted, Public Hearings requiring City Council action will be conducted in front of the Upland City Council at 7:00 P.M. at the Upland City Hall Council Chambers (460 North Euclid Avenue, Upland, California 91786). For public hearings not requiring City Council participation, the City will make every reasonable effort to conduct such hearings in the low- and moderate-income target areas and at times accessible and convenient to potential and actual beneficiaries.

Efforts to ensure this may include, but are not limited to, scheduling meetings in target neighborhoods, scheduling meetings during the evening and weekend and requesting feedback from neighborhood groups and stakeholders for guidance in effective meeting scheduling. Such hearing will be posted and advertised to allow sufficient notice to all interested persons.

In accordance with the City's Limited English Proficiency Plan (LEP), non-English translation is available at all public hearings if the Development Services Manager receives such a request at least 48 hours prior to the public hearing. The Manager may be reached at:

Development Services Manager
Development Services Department
460 North Euclid Ave.
Upland, CA 91786
(909) 931-4146

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 people in every reasonable manner. Efforts may include, but are not limited to, accessible seating, video recording for those homebound, sign language services and production of written transcripts. The City's Development Services Manager must be notified at least 48 hours prior to the public hearing. The Development Services Manager may be reached at:

Development Services Manager
Development Services Department
460 North Euclid Ave.
Upland, CA 91786
(909) 931-4146

4. Access to Records

All approved Consolidated Plan documents will be kept on file by the City at the City Hall Development Services Department (460 North Euclid Ave, Upland, CA 91786), online at: <http://www.uplandpl.lib.ca.us/> and can be made available to those requesting the plan. Upon request, the approved plan will be made

available in a manner accessible to non-English speakers in accordance with the City's approved Limited English Proficiency Plan (LEP) or those with disabilities.

The City will ensure timely and reasonable access to information and records related to the development of the Consolidated Plan Documents, and the use of HUD CPD funds from the preceding five years. 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 Consolidated Plan and its supporting documents.

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

H. Technical Assistance

Upon request, staff will provide technical assistance to groups representing extremely-low, low-, and moderate-income persons to develop funding requests for HUD Community Planning and Development (CPD) Program eligible activities. Technical assistance will be provided as follows:

- Establish an annual project proposal submission and review cycle (Notice of Funds Availability, or "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.
- 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.

To request technical assistance, please contact the Development Services Manager at:

Development Services Manager
Development Services Department
460 North Euclid Ave.
Upland, CA 91786
(909) 931-4146

I. Comments and Complaints

1. Comments

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

Development Services Manager
Development Services Department
460 North Euclid Ave.
Upland, CA 91786
(909) 931-4146

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 15 working days to those who submit written proposals or comments.

Copies of the complete final Consolidated Plan and amendments to it will be available to residents at the following locations:

City Hall
Development Services Department
460 North Euclid Ave.
Upland, CA 91786

2. Complaints

A complaint regarding the Consolidated Planning process and Consolidated Plan amendments must be submitted in writing to the Development Services Manager. A written response will be made to 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; and
- Provide name, address, telephone number, and a date of complaint.

J. 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 48 hours prior to the public meeting. Requests should be addressed to the Development Services Manager. The Development Services Manager may be reached at:

Development Services Manager
Development Services Department
460 North Euclid Ave.
Upland, CA 91786
(909) 931-4146

K. Appeals

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

- Development Services Director
- City Manager
- City Council
- Los Angeles Area Office of HUD (if concerns are not answered)