

### AGENDA

Health and Human Services Committee Thursday, October 24, 2024 7:00 PM - Conference Room B

CALL TO ORDER

#### APPROVAL OF MINUTES

1. June 27, 2024

#### **NEW BUSINESS**

- 1. Recommendation to Approve the 2023 Community Development Block Grant (CDBG) Consolidated Annual Performance and Evaluation Report (CAPER)
- 2. Health Services Needs Assessment (Phase II Priority Discussion) Informational
- 3. Overview of the Village's Health Division Programs Informational

#### UNFINISHED BUSINESS

**DEFERRALS** 

COMMENTS FROM THE PUBLIC

**ADJOURNMENT** 

#### NEXT VILLAGE BOARD MEETING

November 12, 2024

In compliance with the Americans with Disabilities Act and other applicable Federal and State laws, the meeting will be accessible to individuals with disabilities. Persons requiring auxiliary aids and/or services should contact the Village Manager's Office at 847.923.4705, preferably no later than five days before the meeting.



# **AGENDA ITEM SUMMARY**

# June 27, 2024 10/24/2024 Health and Human Services Committee

		Executive Summary:	
Lead Department:	Police		
Presenter:			

# Recommended Action:

Type

Minutes

# **ATTACHMENTS:**

Description
June 27, 2024

# HEALTH AND HUMAN SERVICES COMMITTEE Village of Schaumburg Meeting of June 27, 2024 7:00 PM

**Conference Room B** 

**CALL TO ORDER:** Chairperson Patel called the meeting to order at 7:00 p.m.

MEMBERS PRESENT: Trustee Esha Patel

Trustee Mark Madej Trustee Jack Sullivan

**OTHERS PRESENT:** Jim Walters, Fire Chief

Andrew Buckwinkler, Management Analyst, General Government

Ryan Franklin, Assistant Director of CDD Chidochashe Baker, Community Planner

Kathleen Henkelman, Nursing & Senior Services Supervisor

Monica Richart, Sustainability Planner

**OTHERS PRESENT VIA** 

**REMOTE:** 

#### **APPROVAL OF MINUTES:**

A motion was made by Trustee Sullivan to approve the minutes of the meeting of April 25, 2024. Seconded by Trustee Madej. Roll call – Trustee Sullivan, Madej and Patel voted aye. No Trustee voted nay. Motion carried unanimously.

#### **NEW BUSINESS:**

#### 1. Recommendation to Approve the 2023 Al Larson Award Nominee

Monica Richart informed the committee that there was one nominee for the residential category. The environmental committee voted to approve the nomination. The nominee was the Banks Residence. He has an electric car, rooftop solar panels, rain barrels to collect rainwater, and a collection of others ways he conserves energy and awareness and education. Photographs are also available within the packet information.

Trustee Patel inquired how people were made aware of the Green Recognition Program. Monica informed the committee that it was posted on the Village website.

A motion was made by Trustee Madej to concur with the recommendation to approve the 2023 Al Larson Award Nominee. Seconded by Trustee Sullivan. Roll call – Trustee Sullivan, Madej and Patel voted aye. No Trustee voted nay. Motion carried unanimously.

Village of Schaumburg Meeting of June 27, 2024 Page 2 of 5

#### 2. Recommendation to Approve the 2024 Community Development Block Grant (CDBG) Action Plan

Chideochashe Baker informed the committee that Housing & Urban Development (HUD) requires the Village to submit a 5-year consolidated plan and then every year within that plan we submit an action plan that stipulates how we are going to use funds to assist low- and moderate-income persons. The 2024 Action Plan is the fifth and last year of the current consolidated plan. The Action Plan addresses what is stated in the consolidated plan which are Affordable Housing, Public Services, Public Infrastructure, Public Facilities, Economic Development, and Planning & Administration. The Village is anticipating \$389,198 in CDBG funds and anticipating uncommitted prior year funds in the amount of \$152,703 which totals \$541,901 in CDGB funds for the 2024 Action Plan.

A full break out of how the funds will be distributed was provided in the agenda packet. Chideochashe wanted to highlight a few items from the breakdown of each activity and CDBG applicants.

In the Administration section \$5000 was budgeted to continue the use of a CDBG consultant to assist with the upcoming Five-Year Consolidated Plan and provide guidance on CDBG policies and programs. Another \$1,000 was allocated to creating the Five-Year Plan. It will be a year long process starting at the beginning of PY 2024.

In the Public Services section nine applications were received. Of the nine applications that were received four of them staff recommends allocated the full amount requested and the other five will receive funding similar to what was allocated in PY2023. Out the of five that are not receiving the full amount of requested funding is Wings. The reasoning behind that decision was there have been some performance issues and submitting of invoices.

The Housing section has two program that will continue to be funded, the Handy Worker Program and the Residential Rehabilitation Loan Program. Staff proposes to allocate \$5,000 to the Handy Worker Program due to the Handy Worker Program being put on hold between PY22 to the beginning of PY23 while the Village searched for a new contractor for the program. During that time a waitlist was created and in order to complete those requests additional funds were allocated to the program for PY24.

The next section is Public Facilities. This the is third year that Harbour House has requested CDBG funding. The Harbour House requested \$45,000; staff is recommending funding \$35,000 for the project as there are some remaining funds from their PY23 allocation that can be used for the renovations. Little City Foundation House is requesting funds to redo the exterior of the house. Staff is recommending funding them at the full requested amount of \$29,500. The final is Jenning House. It is not included in the table because in PY23 HUD requested an adjustment and the project was funded at the amount of \$200,000. The project has a remaining balance of \$175,135. Staff anticipates moving forward with this project in PY24 and utilizing the remaining balance of funds committed to this project.

The Public Infrastructure section has a proposed allocation of \$180,521 for improvements to sidewalks, street improvements, and other needed improvements. Staff is still researching potential locations based on need and eligible CDBG areas.

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Trustee Madej inquired could funds be used for salaries of interns who go out and locate the areas of need or is it just for materials such. Chideochashe informed him that these funds are for capital improvement projects and work to on improvements. If we were to use funds to pay interns who work for the village those funds would need to come from the Planning and Administration section.

The final section is Economic Development. Staff is recommending allocating \$45,000 for small business assistance.

A public hearing will be held on July 11 regarding the 2024 Action Plan. It is required by HUD. The plan is posted on the Village website and in the local newspaper for public comment. HUD requires that the Village put it out for 30 days for review and public comment. At the end of that period, any comments received will be forwarded to the Village Board so that they are aware.

A motion was made by Trustee Sullivan to concur with the recommendation to approve the 2024 Community Development Block Grant (CDBG) Action Plan. Seconded by Trustee Madej. Roll call – Trustee Sullivan, Madej and Patel voted aye. No Trustee voted nay. Motion carried unanimously.

#### 3. Reallocation of CDBG-CV Public Service Activity Funds – Informational

Chideochashe Baker informed the Committee that staff has been looking into reallocating remaining funds from CDBG-CV Fund. The Village has approximately \$93,495 remaining in the CDBG-CV funds. The goal of these funds is to address and respond to and work on recovery after the Coronavirus. As we move further away from the coronavirus it is getting more difficult to use these funds. \$54,976 of remaining funds are allocated to Economic development and there are plans to use their funds for small business – micro enterprise incubator. The remaining Public Service funds include the Village's Rental Assistance Program (21,918.75) and Northwest Compass's Mortgage Assistance Program (16,600.41). As demand for rental and mortgage assistance has decreased, staff recommends reallocating funds to other public service activities that fall within CDBG-CV funding guidelines. Staff recommends reallocating \$16,600 for the Barn Senior Meals Program and the remaining funds of \$22,519 to the Police Social Services Community Assistance Fund (CAF).

A motion was made by Trustee Madej to accept this information regarding the Reallocation of CDBG-CV Public Service Activity Funds. Seconded by Trustee Sullivan. Roll call – Trustee Sullivan, Madej and Patel voted aye. No Trustee voted nay. Motion carried unanimously.

#### 4. Overview of the Village's Senior Services Program – Informational

Kathy Henkelman started by saying she will be presenting on the Senior Services portion of the Nursing and Senior Services Division.

The Schaumburg Barn houses a very active senior center which welcomes senior citizens and adults with disabilities to enjoy and take part in special events and programs.

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VOS staff include a full time Senior Services Coordinator, Marina, and a part time Nursing & Senior Support Assistant, Ruth.

One of the main activities at the barn are affordable meals. VOS partners with Community Nutrition Network and Senior Services Association to provide affordable meals. Hot lunches are served M-F, there is a suggested donation of \$3.25-\$5, it is a \$5 suggested donation on Restaurant Days. A five-meal pack is also offered on Mondays for a donation of \$15. Those are mainly utilized by people who are uninterested in the socialization portion of the Barn. There has been a 76% increase in serving meals since 2017. A major milestone was achieved in 2023 by serving over 20,000 meals.

Trustee Madej inquired which restaurants the Barn has partnered with for meals. Kathy mentioned we have worked with Pilot Pete's, Mario's Pizza, a burrito place, Dennys, Culvers, and Subway. They try to use small local restaurants, but some local locations of chains are used.

Social Saturday is a partnership between the Rotary Club of Schaumburg/Hoffman Estates. Once a month for \$5 suggested donation seniors can participate in a restaurant meals and fun activities. The Lions Club also partners with VOS to offer a secondary Social Saturday 4 times a year.

Older Adult Market is another great program that happens out at the barn. Through a partnership with the Greater Chicago Food Depository twice a month seniors bring in their grocery bags and we have fresh produce and shelf stable items, and they can self-select items. Volunteers are key to this program because food is heavy and items are dropped off on pallets in front of the Barn, which is then transferred inside and placed on tables.

A monthly paper calendar is provided for Activity and Social Engagement events each month. There is also an online newsletter that has almost 400 subscribers. The Barn provides fitness, education, and fun. Most popular events are yoga, Zumba, and newly started massages. Another newer program that started was Explore Schaumburg. A local landmark and/or experience is paired with a local restaurant. In 2023 a program called Tech Corner began. The secretaries who manage the Loan Closet go to the Barn each month and work with the participants one on one to assist them with their electronic devices. Seniors bring their phones, tablets, and laptops to get their questions answered and are walked through the steps of processes they are having difficulty with. The Intergenerational Garden has had a lot of improvement over the last few years. Last year over 650 lbs. of food were harvested. There is also a Senior Advisory Council that functions as a representative of the participants who attend the Barn.

In 2020 tracking of Activity and Social Engagements began. Since 2020 there has been an increase of 615%. Last Friday the Barn had a booth at the farmers market and by Monday they had 8 new people sign up.

Fire Chief Walters wanted to mention that Nursing and Senior Services Division came under the Fire Department in 2017. He went on to say the service they provide is second to none. Before the division was at Fire, he didn't realize how great the need was and compassion that is allowed to be given through the Senior Program is awesome.

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Trustee Madej inquired how they are doing with the number of volunteers. Kathy mentioned they are pretty good on volunteers. The people who attend programs also like to volunteer. College and High School students also inquire about volunteer opportunities.

A motion was made by Trustee Madej to accept this information regarding Overview of the Village's Senior Services Program. Seconded by Trustee Sullivan. Roll call – Trustee Sullivan, Madej and Patel voted aye. No Trustee voted nay. Motion carried unanimously.

**UNFINISHED BUSINESS:** 

**DEFERRALS:** 

**COMMENTS FROM THE AUDIENCE:** 

#### **ADJOURNMENT:**

A motion was made by Trustee Madej to adjourn the Health and Human Services meeting at 7:33 p.m. Seconded by Trustee Sullivan. Roll call – Trustee Sullivan, Madej and Patel voted aye. No Trustee voted nay. Motion carried unanimously.

NEXT VILLAGE BOARD MEETING: July 9, 2024

Respectfully submitted, Elizabeth Scanlan, Recording Secretary



## **AGENDA ITEM SUMMARY**

# Recommendation to Approve the 2023 Community Development Block Grant (CDBG) Consolidated Annual Performance and Evaluation Report (CAPER) 10/24/2024

#### **Health and Human Services Committee**

Presenter: Chidochashe Baker, AICP, Community Planner

Lead Department: Community Development

# Executive Summary:

The Consolidated Annual Performance and Evaluation Report (CAPER) is a federally required document that provides each CDBG recipient an opportunity to evaluate its overall progress in carrying out priorities and specific objectives identified in its Five-Year Consolidated Plan and annual Action Plan. The CAPER includes a summary of programmatic accomplishments and an assessment of progress towards a community vision. Attached is a draft copy of the 2023 CDBG CAPER.

#### Recommended Action:

The Village Manager recommends that the Health and Human Services Committee recommend the Village Board approve the draft 2023 CDBG Consolidated Annual Performance and Evaluation Report (CAPER) and direct staff to prepare the submittal to the U.S. Department of Housing & Urban Development (HUD).

#### **ATTACHMENTS:**

Description
Type

Memorandum - Draft 2023 CDBG CAPER Exhibit
Draft 2023 CDBG CAPER Exhibit

#### **MEMORANDUM**

**To:** Village Manager

**For:** Health and Human Services Committee

From: Chidochashe Baker, Community Planner

**Date:** October 24, 2024

**Subject:** Recommendation to Approve the Community Development Block Grant (CDBG)

2023 Consolidated Annual Performance and Evaluation Report (CAPER)

#### **Introduction**

The Village receives Community Development Block Grant (CDBG) funds on an annual basis from the U.S. Department of Housing and Urban Development (HUD). These funds are to be used to assist the low- and moderate-income population of Schaumburg.

The Consolidated Annual Performance and Evaluation Report (CAPER) is a federally required document that provides each CDBG recipient an opportunity to evaluate its overall progress in carrying out priorities and specific objectives identified in its Five-Year Consolidated Plan and annual Action Plan. The CAPER includes a summary of programmatic accomplishments and an assessment of progress towards a community vision. The Village must make copies of the CAPER available for public comment prior to its submission to HUD. The CAPER must be submitted to HUD within 90 days of the completion of its CDBG Program Year.

#### **Discussion**

Attached is a draft copy of the 2023 CAPER. It should be noted that Village staff is still waiting for public services agencies to submit final invoices and reports. The amounts and demographic information of persons assisted will be updated once the final invoices and reports have been received. There are also some pending CDBG administrative and public facility invoices. All amounts and demographic information will be finalized in the CAPER prior to final submittal to HUD.

During Program Year 2023 (October 2023 – September 2024), the Village spent \$577,817.62 on the following activities using CDBG funds:

Program Administration	\$50,000.00
Public Services	\$55,793.80
Residential Rehabilitation Program	\$62,350.00
Residential Rehabilitation Program Administration	\$6,900.00

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Performance and Evaluation Report (CAPER)
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Handy worker Program	\$2,100.00
Economic Development- Small Business Loan Program	\$15,000.00
Harbour House Renovation	\$35,000.00
Jennings House Renovation	\$16,050.00
Barn Senior Center	\$179,750.00
Area-13 Sidewalk Projects	\$154,873.82

The Village has a total of \$401,879.96 carryover funds from Program Year 2023. Some of the carryover funds have already been committed to ongoing activities like the Jennings House Renovation (\$174,335.60). Majority of the leftover unused funds are uncommitted (\$227,544.36) and are marked for use in the 2024 Action plan.

Due to the C-19 pandemic, the Village received additional CDBG funds (referred to as CDBG-CV funds) through the Coronavirus Aid, Relief and Economic Security Act (CARES Act) to prevent, prepare for, and respond to the C-19 pandemic. Under the CARES Act, the Village received \$929,915 in CV funding. To date, the Village has expended 836,835.20 in CDBG-CV funds with \$4,330.93 being spent during Program Year 2023. Funds were spent on administration and public services.

The focus of the 2023 CAPER is to report on the Village's CDBG entitlement allocation, so the 2023 CAPER does not address the specific use of CV funds. HUD required the Village to amend the 2019 Action Plan to budget and identify activities for CDBG-CV funds. The Village will continue to spend CDBG-CV funds in accordance with the approved 2019 Action Plan Amendment. The Village will continue to wait for HUD to provide guidance on reporting CDBG-CV accomplishments and expenditures.

## Next Steps

A public hearing is scheduled for the CAPER on November 7, 2024. If the 2023 CAPER is approved, staff will finalize the report and prepare the document for submittal to HUD.

#### Recommendation

Staff recommends that the Health and Human Services Committee recommend the Village Board approve the 2023 CDBG Consolidated Annual Performance and Evaluation Report (CAPER) and direct staff to prepare the submittal to the U.S. Department of Housing & Urban Development (HUD).

# VILLAGE OF SCHAUMBURG COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)

# DRAFT 2023 CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER)



Prepared by the Community Development Department

# Village of Schaumburg 2023 Consolidated Annual Performance and Evaluation Report (CAPER) Table of Contents

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### Attachments – [TO BE ATTACHED PRIOR TO SUBMISSION TO HUD]

- CAPER Public Notice
- Public Hearing Minutes
- IDIS PR26 Report (CDBG Financial Summary)
- IDIS PR26 Report (CDBG-CV Financial Summary

# Village of Schaumburg 2023 Consolidated Annual Performance and Evaluation Report Community Development Block Grant Program

### **Executive Summary**

The Consolidated Annual Performance and Evaluation Report (CAPER) is a report on the progress in carrying out the Annual Action Plan. The CAPER is designed to provide the jurisdiction an opportunity to assess its annual performance in relationship to meeting its overall five-year Consolidated Plan priorities and objectives. The CAPER also discusses potential actions or changes based on annual performance.

The Housing Community Development Act of 1974 requires each Community Development Block Grant (CDBG) grantee to complete a CAPER within 90 days of the completion of its fiscal year. In addition, the grantee must make copies of the CAPER available to its citizens in sufficient time to allow the citizens to comment on the report prior to submission to HUD.

During Program Year 2023 (October 2023 – September 2024), the Village spent \$577,817.62 on the following activities using CDBG funds:

Program Administration	\$50,000.00
Public Services	\$55,793.80
Residential Rehabilitation Program	\$62,350.00
Residential Rehabilitation Program Administration	\$6,900.00
Handy worker Program	\$2,100.00
Economic Development- Small Business Loan Program	\$15,000.00
Harbour House Renovation	\$35,000.00
Jennings House Renovation	\$16,050.00
Barn Senior Center	\$179,750.00
Area-13 Sidewalk Projects	\$154,873.82

The Village has a total of \$401,879.96 in carryover funds from Program Year 2023. Some of the carryover funds have already been committed to ongoing activities like the Jennings House Renovation (\$174,335.60). Majority of the leftover unused funds are uncommitted (\$227,544.36) and are marked for use in the 2024 Action plan.

Due to the C-19 pandemic, the Village received additional CDBG funds (referred to as CDBG-CV funds) through the Coronavirus Aid, Relief and Economic Security Act (CARES Act) to prevent, prepare for, and respond to the C-19 pandemic. Under the CARES Act, the Village received \$929,915 in CV funding. To date, the Village has expended \$836,835.20 in CDBG-CV funds with \$4,330.93 being spent during Program Year 2023. Funds were spent on administration and public services. The expended funds are broken out below:

CV Funds	PY20	PY21	PY22	PY23
Program Administration	\$14,217.66	\$6,042.96	\$1,526.38	\$415.36
Public Services	\$84,329.86	\$164,364.52	\$67,022.89	\$3,915.57
Economic Development	\$225,000.00	\$270,000.00	\$0.00	\$0.00
Total	\$323,547.52	\$440,407.48	\$68,549.27	\$4,330.93

#### **CR-05 - Goals and Outcomes**

#### Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

Projects funded in the 2023 program year addressed the Village's housing and community development objectives. The Village of Schaumburg expended funds on the following projects/activities:

- <u>Grant Administration</u> Used funds to provide for CDBG grant administration, including salary, supplies, public notices, audit, and a CDBG consultant.
- <u>Public Service Agencies</u> Provided funds to 9 public service agencies to provide healthcare, programming for persons with disabilities, homeless prevention and assistance, counseling services, housing and emergency housing, and legal services. These agencies provided services to approximately 505 residents of the Village.
- Residential Rehabilitation Loan Program Provided 0% interest loans to eligible homeowners for necessary home improvements. Priority is given to elderly and disabled homeowners. A maximum loan of \$25,000 for a single-family household (\$15,000 for a multi-family household) is provided to the homeowner and is due in 30 years, whenever the home is sold or there is a change in title. Loans have a 0% interest rate, and there are no monthly payments due making it a reasonable option for seniors. (2 households served)
- <u>Handy worker Program</u> Provided grants to elderly and disabled homeowners for minor repairs. A maximum grant of \$500 per household is provided. (6 households served)
- <u>Jennings House</u> The Jennings House is owned by the Village and leased to Shelter, Inc an organization that provides housing to at risk girls. The original project included a bathroom renovation for the house. As part of the project the village conducted Lead and Asbestos inspections. The village also obtained a consultant to design documents for the bathroom renovation and lead interim measures and asbestos abatement. In PY2023 the village released a BID for the project and work is proposed to be completed in PY2024.
- The Barn Completed the construction of a new deck and ramp to provide improved emergency access and provide an outdoor seating area. The Village owns the former Village Hall (known as the Barn) at 231 Civic Drive. The Barn is used for the village's senior center and teen center. Work was completed the summer of 2024.
- <u>Harbour Transitional Housing Renovation</u> Renovated a group home owned and operated by The Harbour. The Harbor completed a roof replacement project that was initiated in PY22. Additionally, they completed a kitchen renovation project that was planned for PY23.
- Area 13 Sidewalk Project Replaced existing sidewalk. This project area is the census block group bounded by Schaumburg Road to the

- south, Braintree Drive to the east, Amherst Drive to the north, and Springinsguth Road to the west. This block group is in a low- and moderate-income areas as identified by HUD.
- <u>Economic Development</u> The village assisted 1 small business. Funds were used for the purchase of equipment for a kitchen expansion to help create 2 jobs for low-income persons.

Under the CARES Act, the Village received \$929,915 in CV funding. To date, the Village has expended \$836,835.20 in CDBG-CV funds with \$4,330.93 being spent during Program Year 2023. A summary of CV funds is attached to the CAPER.

# Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source/Amount	Indicator	Unit of Measure	Five Year Plan - Expected	Five Year Plan - Actual	Five Year Plan - Percent Complete	2023 Program Year - Expected	2023 Program Year - Actual	2023 Program - Percent Complete
Affordable Housing	Affordable Housing	CDBG: \$62,350	Homeowner Housing Rehabilitated	Household Housing Unit	55	36	65.4%	10	8	80.0%
Economic	Economic	CDBG: \$15,000	Jobs created/retained	Jobs	10	3	30.0%	3	1	33.3%
Development	Development	CDBG: \$13,000	Businesses assisted	Businesses Assisted	0	2	0	0	0	0
Homeless/Continuum of Care Public Services	Homeless	CDBG: \$24,750	Homelessness Prevention	Persons Assisted	714	947	131.9%	215	261	106.05%

Special Needs Public Services	Non- Homeless Special Needs	CDBG: \$15,000	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	1077	899	83.5%	155	241	118.35%
Other Public Service (Non-Housing/Non- Special Need	Non-Housing Community Development	CDBG: \$6,600	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	238	121	50.8%	35	27	88.89%
Public Facilities	Public Facilities	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	100	0%	80	100	0
Public Facilities	Public Facilities	CDBG: \$35,000	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	0	1	100%	2	1	50.00%
Public Infrastructure	Public Infrastructure	CDBG: \$181.663.33	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	3590	10,175	283.42%	565	565	187.88%

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction's use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

All funds were used to assist low- and moderate-income residents in some capacity. Funds were used to address high priority areas of affordable housing, public facilities, and infrastructure, planning and administration, and public services. Overall, the Village has done a good job of addressing some of the high priority needs identified for Program Year 2023.

In 2023, the Village had 3 goals that were completed at 80% or more. The goals achieved or exceeded were for public infrastructure, public services, and affordable housing. The village completed 2 Residential Rehab projects this program year. The Village also completed 6 projects through the Handy worker program this year despite not having a contractor during the first quarter of the program year.

The remaining goals for economic development and public facilities were not completely achieved. One business was assisted through the Economic Development Assistance program. The Village is currently working with another business for economic development initiatives. The Village will continue to work with eligible businesses; however, there are several other funding opportunities available, which could impact the use of CDBG funds for economic development in Program Year 2024. The village is currently investigating microenterprise economic development initiatives.

The Village completed 2 of 3 public facility projects. A roof replacement project and kitchen renovation at the Harbour Transitional Home, and the construction of a Deck and Ramp at the Barn Senior Center. The project not completed was the Jennings House renovation. The Jennings House is owned by the Village and leased to Shelter, Inc an organization that provides housing to at risk girls. The original project included a bathroom renovation for the house. As part of the project the village conducted lead and asbestos inspections. Over the years the project scope has increased to include lead interim controls and asbestos abatement. In PY21 and PY22, the village obtained consultants to conduct lead and asbestos inspections, and to draft design documents for the project. In PY23 the village published a bid to solicit proposals to complete the project. The village anticipates finalizing the direction of the project in PY24. If the project moves forward work is planned to be completed by May of 2025. If the project does not move forward funds will be reallocated to other public infrastructure projects.

The Harbour completed the roof replacement project during the beginning of PY23. The roof replacement project was originally planned to be completed in PY22. The Harbor also completed a kitchen and flooring repair and interior repainting project in PY23.

The Barn Deck and Ramp project was completed in September 2024. The Barn is used for the Villages senior center and teen center. The Villages senior center provides the senior meal program and social programs for seniors in and around the Village. The Village renovated and improved an emergency access that is located on the second floor of the building by providing an accessible ramp. The project also included the construction of a deck for seniors to enjoy the outside area for meals and

programming especially in the aftermath of COVID.

#### **CDBG-CV Funds**

In addition to traditional CDBG funds, the Village also continued to spend CDBG-CV funds. The projects funded address the Village's community and housing needs in responding to the C-19 pandemic. Funding was provided to the rental assistance program that is run by the Village's Social Service Division. (1 person assisted)

# **CR-10 - Racial and Ethnic composition of families assisted.**

Describe the families assisted (including the racial and ethnic status of families assisted). 91.520(a)

	CDBG
White	326
Black or African American	94
Asian	29
American Indian or American Native	2
Native Hawaiian or Other Pacific Islander	5
American Indian or American Native & White	1
Asian & White	1
Black or African American & White	0
American Indian or American Native & Black or	
African American	1
Other Multi-Racial/ Unknow	57
Total	516
Hispanic	110
Not Hispanic	406

Table 2 – Table of assistance to racial and ethnic populations by source of funds

#### **Narrative**

The race and ethnicity of people assisted using CDBG funds are identified above. The other category includes a combination of races and ethnicities not stated. This data is compiled from the public services, the Residential Rehab Loan Program, and the Handy worker Program. When compiling this information, the resident/client has the option to self-report racial/ethnic data.

### CR-15 - Resources and Investments 91.520(a)

#### Identify the resources made available.

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	Public - federal	\$909,527.58	\$577,817.62
	Program income	\$70,170	\$70,170

Table 3 - Resources Made Available

#### **Narrative**

The Village received an entitlement allocation of \$378,404. Additional funds were made available from unspent uncommitted and committed prior year funds totaling \$531,123.58. The Village received \$70,170 in program income. The total amount available in PY 2023 was \$979,697.58.

The Village also received CDBG-CV funds through the Coronavirus Aid, Relief and Economic Security (CARES) Act, to prevent, prepare for, and respond to the coronavirus pandemic. Under the CARES Act, the Village was awarded \$929,915 in CDBG-CV funding. To date, the Village has expended \$836,835.20 in CDBG-CV funds with \$4,330.93 being spent during Program Year 2023.

#### Identify the geographic distribution and location of investments.

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
N/A	N/A	N/A	N/A

Table 4 – Identify the geographic distribution and location of investments.

#### **Narrative**

For the most part, funds were made available Village-wide to residents in need. The Village spent some funds on geographic-specific projects, including sidewalk replacement/installation projects in low- and moderate-income areas. The Village also funded a kitchen renovation of a group home, design work for the renovation and abatement of another group home, and an exterior improvement project for a public facility that serves the seniors and youth. The Village does not have any target areas (as defined by HUD) identified for improvement

#### Leveraging

Explain how federal funds leveraged additional resources (private, state, and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

CDBG does not have a match requirement; however, additional resources were leveraged on behalf of CDBG-funded subrecipients and applicants.

For public service agencies, the Village's CDBG contribution is usually less than 10% of the agency's program budget. The public service agencies provide additional funding through state and local grants as well as private donations and in some instances, program fees. Additionally, support from the municipalities increases their credibility when seeking other donations and applications for other funding opportunities.

The Village joined the Cook County HOME Consortium during Program Year 2013. HOME funds are awarded annually as formula grants to participating jurisdictions and can be used for housing-related activities, including housing counseling, homebuyer assistance, owner occupied residential rehabilitation, rental rehabilitation, and largescale housing developments (i.e., senior housing, housing for persons with disabilities, etc.). Joining the consortium allowed Cook County to access additional HOME funds on behalf of the Village. The Village was required to change its CDBG fiscal year to coincide with Cook County's fiscal year. Although HOME funds were not utilized within Schaumburg, other communities in the northwest suburbs have received the benefit of HOME funds. Staff will continue to coordinate with Cook County about utilizing HOME funds within the Village.

Since 2013, the Village has participated in the CDBG North Suburban Network, which consists of other, local, CDBG entitlement municipalities. The CDBG North Suburban Network has come together in an effort to streamline documentation, monitoring and resources for subrecipient agencies that may receive CDBG funds from multiple CDBG entitlement communities. Examples include streamlining the application and reporting paperwork and conducting joint monitoring visits when appropriate.

The Village's administrative offices are used for administration of the CDBG program, Handy worker Program, Small Business Loan Program, and coordination of public facility and infrastructure projects.

The Village has allocated CDBG funds to renovate the Jennings House, which is owned by the Village but leased to Shelter, Inc for use as an emergency home for girls. The Village conducted a lead-based paint risk assessment on the property during PY20 in anticipation of the renovation and an appraisal in PY22. In PY 23 design drawings were completed and the village solicited bids for the project. The village continues to work to determine the best scope for this project and anticipates completion in PY 24.

# CR-20 - Affordable Housing 91.520(b) -

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be		
provided affordable housing units	0	0
Number of Non-Homeless households to be		
provided affordable housing units	0	0
Number of Special-Needs households to be		
provided affordable housing units	0	0
Total	0	0

**Table 5 – Number of Households** 

	One-Year Goal	Actual
Number of households supported through		
Rental Assistance	0	0
Number of households supported through		
The Production of New Units	0	0
Number of households supported through		
Rehab of Existing Units	4	2
Number of households supported through		
Acquisition of Existing Units	0	0
Total	4	2

Table 6 – Number of Households Supported

# Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

The Village's 2023 Action Plan goals included the renovation of 4 housing units through the Residential Rehabilitation Loan Program. During PY 2023, the Village completed 2 renovation projects, and 1 correction to work done on a rehab project from PY19.

In PY 2021 the Village contracted out administration of the Residential Rehabilitation loan Program to North West Housing Partnership. North West Housing Partnership currently has one active application with work to be completed in PY 2024. This year there were challenges receiving income eligible applications for the program. The Village will continue to work on more ways to advertise the program to the community. Through this program the Village was able to accomplish 50% of the goal.

The Village also implemented the Handy worker Program to assist seniors and persons with disabilities with minor home repairs. The 2023 Action Plan goal included assistance to 6 housing units through the Handy worker Program. A total of 6 households were assisted through the Handy worker Program. During majority of PY22 and the first quarter of PY23, the village did not have a contractor to conduct handy work. Once a contractor was obtained the village was able to work through the waitlist from PY22. Staff continues to receive inquiries for the program and anticipates continued need for the program in PY24.

#### Discuss how these outcomes will impact future annual action plans.

Village staff will continue to track inquiries to determine if program requirements or funding for the programs needs adjustments. Village staff will also continue to work on various ways to advertise the programs to Village residents. Staff will also work on obtaining more contractors to perform the handywork in the village.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	1	0
Low-income	0	0
Moderate-income	1	0
Total	2	0

Table 7 – Number of Households Served

#### **Narrative Information**

The Village provides two affordable housing programs to correct code violations, improve energy efficiency and repair items in disrepair. Providing these programs helps to foster and maintain affordable housing. A total of 8 households were assisted.

The Village has social workers on staff to assess and refer "worst-case" housing needs situations as the Village's initial point of contact. Referrals are then made to partner nonprofit agencies, including Journeys, Northwest Compass, WINGS, and Fellowship Housing, depending on the specific situation. The Village funds these public service agencies to assist Schaumburg residents.

CDBG-CV funds were used to provide rental assistance through the Village run Rental Assistant program.

The Village also funded renovation of a transitional group home for youth experiencing homelessness.

### CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

# Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

The Village of Schaumburg provides CDBG funds to Journeys the Road Home/Journeys from PADS to HOPE, which provides outreach and supportive services to homeless persons.

The Village is also part of Cook County's Alliance to End Homelessness, and Police Social Workers attend meetings.

During the C-19 pandemic, the Village also conducted outreach to various organizations that assist homeless persons. CDBG-CV funds were used to provide emergency housing through hotel stays and rent assistance.

#### Addressing the emergency shelter and transitional housing needs of homeless persons

The Village of Schaumburg allocated CDBG funds to Journeys the Road Home/Journeys from PADS to HOPE to provide homeless and homeless prevention services. Journeys typically provides emergency shelter during the winter months at local churches; however, they have been using hotels because of the pandemic. CDBG funds are specifically used to provide quality of life services, including a food pantry, clothing closet, and bathing facilities. Direct services also include mental health counseling, job training, housing counseling, and healthcare.

The Village also funded a renovation for The Harbour transitional group home for youth experiencing homelessness. The Harbour completed a kitchen repair/ renovation project for the home in PY24.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections

# programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

The Alliance to End Homelessness in Suburban Cook County is the Continuum of Care that serves Schaumburg. Agencies meet monthly to share information, discuss resources for clients in need, and discuss ways to streamline the point of entry for potential clients, which includes development of a coordinated entry system. Coordinated entry is a community-wide system that standardizes and expedites access for people experiencing homelessness or who are at imminent risk of homelessness. Coordinated entry will help suburban Cook County better target the limited resources provided by the homeless assistance system to people who are experiencing homelessness.

Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner. Coordinated entry processes also provide information about service needs and gaps to help communities plan their assistance and identify needed resources. In addition, one of the main purposes of coordinated entry is to ensure that people with the most severe service needs and levels of vulnerability are prioritized for housing and homeless assistance. HUD's policy is that people experiencing chronic homelessness should be prioritized for permanent supportive housing.

Coordinated entry offers a more organized, efficient approach to provide households experiencing homelessness with services and housing by creating quicker linkages to programs. When implemented effectively, it simplifies the roles of providers, and shortens the path to permanent housing for households experiencing homelessness. Phases of the coordinated entry system have begun being implemented.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

In addition to providing assistance to Journeys the Road Home/Journeys from PADS to HOPE and WINGS, the Village also provided housing assistance to Northwest Compass and Fellowship Housing Corporation. Northwest Compass provides housing assistance, including mortgage and rental assistance, housing counseling and budgeting assistance to Schaumburg residents. Fellowship Housing Corporation provides a transitional housing program for single mothers and their children. This transitional housing program is a 2-year program, with a successful graduation rate to transition single mothers from transitional housing to self-sufficiency.

The Harbour and Shelter Inc are other organizations within the Village that provide housing to youth in need. The Schaumburg Township office has a veteran's services division to assist veterans and make referrals as needed.

### CR-30 - Public Housing 91.220(h); 91.320(j)

#### Actions taken to address the needs of public housing.

The Housing Authority of Cook County provides Housing Choice Vouchers used within the Village.

Emerald Village (150 W. Wise Road) and Cedar Village (1325 Mercury Drive) are project-based Section 8 properties. Subsidized rents are provided for low-income households at these locations.

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

Public housing is under the jurisdiction of the Housing Authority of Cook County. The Housing Authority of Cook County has a homeownership program.

#### Actions taken to provide assistance to troubled PHAs.

Public housing is under the jurisdiction of the Housing Authority of Cook County. The Housing Authority of Cook County is not designated as a troubled Public Housing Authority.

# CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The Village actively reviews various policies that serve as barriers to affordable housing. The Community Development Department regularly reviews land use controls and zoning codes. During PY23, the Village has had fair housing discussions within the CDBG Network.

The Village of Schaumburg implemented its first property tax in 2009. Property taxes are used to pay a portion of day-to-day Public Safety operations such as Police, Fire, and Emergency Medical Services. Previously, it was also used to pay principal and interest on bonds sold to fund infrastructure improvements and Police and Fire Pension obligations. The village held the property tax at the same level from 2014 through 2017, reduced it by 1% in 2018 and then 5% in 2018. The 2023 levy is equal to the levies in 2019 – 2022.

Overall, residential permit fees are provided at a reduced rate when compared to commercial projects. Additionally, any construction permit fees for CDBG-funded projects are waived up to \$5,000.

#### Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

The Village continues to seek out individuals and agencies who demonstrate a need. The underserved may be less vocal and therefore overlooked. Public hearings are held to discuss what community members and public service agencies think are the needs of Schaumburg residents. The Village relies on the public service agencies to bring forth the concerns of the underserved populations who are unable to attend public hearings or express their needs to the Village.

#### Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

The Village acts to reduce lead-based paint by addressing hazards through the Residential Rehabilitation Loan Program. Homes approved for the program are required to undergo a lead-based paint inspection if the home was constructed prior to 1978.

Public facilities that were constructed prior to 1978 are also tested for lead-based paint. The Village is working on a plan to address lead-based paint found at the Jennings House. Lead-based paint safe practices and abatement will be conducted during the Jennings House renovation. The discovery of lead-based paint has delayed the project.

#### Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

Families below the poverty level may have encountered great setbacks through divorce, domestic abuse, illness, or other obstacles. These families may be transient in nature and move from relatives and friends' homes, emergency shelter sites, parks, automobiles, and other short-term accommodations as they search for somewhere to stay. Those families who need financial help and a home are referred to subsidized housing programs and social service agencies that can provide counseling, shelter, and programs to help them become self-sufficient. The Village funded various public service agencies to assist poverty-level families.

#### Actions taken to develop institutional structure. 91.220(k); 91.320(j)

The Village has continued to improve its communication with other agencies and nonprofit organizations by talking individually with numerous service providers and by contributing to regional organizations. This increased presence has improved the Village's awareness of housing and community development needs. The Village has additional staff that is assisting with CDBG and is learning about what programs are undertaken by various agencies. This improved communication should enhance future cooperative efforts with other regional entities. The Village also participates in Cook County's Continuum of Care to address homelessness.

The Village has also worked on improving relationships with for-profit organizations. Financial institutions work with the Village to improve programs and marketing efforts that are available to low-income residents.

The Village has been actively participating in the CDBG North Suburban Network, which is comprised of northwest suburban entitlement communities. The Network has coordinated with public service agencies that may receive funding from multiple CDBG entitlement communities.

The Village also has a partnership with North West Housing Partnership (NWHP), who routinely receives grant funds from Cook County for housing assistance. NWHP also administers the Village's Residential Rehabilitation Loan Program.

This year, the Community Development Department has also improved coordination of services within the Village, specifically with the Village Economic Development Department, Police Social Services Division, and Fire Senior Services Division to assist businesses and residents in need. New staff received CDBG training through a CDBG consultant and a HUD funded CDBG-CV consultant to help in setting up and administering economic development programs.

# Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

The Village of Schaumburg is involved in all aspects of providing community development services to the residents of Schaumburg. The Village also provides the administrative services that are necessary to ensure the effectiveness of the program through other Village Divisions and Departments. Both the Code Enforcement Division and the Building Division are involved in conducting inspections of the homes that are being rehabilitated under the Residential Rehabilitation Loan Program. Any construction permit fees up to \$5,000 are waived for any CDBG-funded projects. The Finance Department assists with the handling of CDBG funds. Economic Development department assists with administering CDBG Economic Development Programs. Additionally, the Village's Health & Human Services Committee and Village Board were also part of the CAPER review.

The Village also provides direct services to persons in need without the use of CDBG funds:

- The Police Department's <u>Multi-Family Crime Free Housing Program</u> is designed to assist tenants, owners, and managers of rental property in keeping drugs and other illegal activity away from their properties. Topics such as Housing Choice Vouchers and Fair Housing are included in the program. The benefits of the program allow for a stable, more satisfied tenant base, increased demand for rental units, lower maintenance and repair costs, increased property values, improved personal safety for tenants, landlords and managers.
- The Village social workers assist the homeless, abused, elderly and other persons that need immediate help. Services provided by the social workers to these populations include transportation to a shelter, legal assistance, or money for emergency assistance. The social workers manage the following programs:
- <u>Community Assistance Fund</u>: Assists families in crisis and victims of domestic violence and other crimes referred from the police department. This fund provides critical services such as transportation, housing, legal fees, and expenses that other agencies cannot provide.

- Neighbors Helping Neighbors: Assists with residents who are at risk of having their water shut
  off.
- The Village's Nursing Division provides a variety of services to promote the physical and emotional well-being of Village residents. Services include limited in-home care, blood pressure/heart rate, blood sugar tests, body composition analysis, medication review, nurse consultation, children's immunizations, and memory screening. The Division also provides blood drives, lending of medical equipment and disposal of medication and syringes.
- The Village of Schaumburg Barn houses the Teen Center and several senior programs including the Senior Meal Program, free health clinics, intergenerational programs with local youth, medical seminars, financial seminars, and social activities.
- The Transportation Department administers the Senior and Disabled Taxi Program, which
  provides subsidies in cooperation with licensed taxi companies for eligible seniors aged 65 or
  older or persons with a medically certified disability who reside in Schaumburg.
- The Economic Development Department manages various business incentives and economic development initiatives.

# Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

This year, the Village completed specific actions identified within the Analysis of Impediments (AI) to Fair Housing. During Program Year 2023, the following actions were taken:

- 1. The Village made a Proclamation to promoted fair housing month in April 2024.
- 2. Forwarded complaints to agencies that manage fair housing complaints.
- 3. Conducted outreach to agencies that manage fair housing complaints.
- 4. Attended meetings to continue discussions about a regional Assessment of Fair Housing (AFH)
- 5. Staff participated in Fair Housing training series provided by the Chicago Area Fair Alliance.

#### CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements.

#### Fiscal Monitoring

The Village's Finance Department is the fiscal agency for the Village. The Finance Department has preventative internal control systems which ensure timely and accurate expenditure of CDBG resources. Additionally, the Village is audited on an annual basis, and CDBG funds are included in that audit.

#### **Performance Reporting**

The Village utilizes HUD's Integrated Disbursement and Information Systems (IDIS) to manage all financial and programmatic information that is generated through its CDBG program for each fiscal year. The CAPER is used to analyze the Village's annual activities and programs of the Five- Year Consolidated Plan. The CAPER includes the summary of programmatic accomplishments, resources available, and the status of activities that were undertaken to implement the priority needs established in the Five-Year Plan.

#### **Timeliness**

Village Staff checks its timeliness ratio on a regular basis to ensure that funds are spent in a timely manner. HUD requires a maximum timeliness ratio of 1.5, which equates to having less than 1.5 times the annual entitlement amount of funds available to spend. This year, the Village was not in compliance with the timely expenditure of CDBG funds for the timeliness test conducted on August 2, 2024. The village had an adjusted line of credit balance of 1.77 times the most recent entitlement grant.

The Village's untimeliness was due to extenuating circumstances with timing of public infrastructure/facility projects, as well as unanticipated receipt of program income.

As required by HUD Office of Community Planning and Development the Village of Schaumburg has developed and submitted the following Workout Plan detailing the steps that will be taken to ensure the CDBG line of credit is no greater than 1.5 times the allocation for PY24 by the August 2, 2025, timeliness test.

#### **Work out Plan**

In PY23 the village received \$70,170 in unanticipated program income from the repayments of three Residential Rehabilitation loans. The village plans to use unanticipated program income to increase funding for public facility or infrastructure projects that may require more funding than currently allocated. The Village also experienced delays in the timeline for completion of large facility and infrastructure projects such as the following:

#### The Barn Deck and Ramp Project (IDIS Activity ID 497).

• This project was funded at \$175,000 in PY23. The project was initially set to start construction in May of 2024 with a completion date in early July 2024. However, due to delays in permitting and other extenuating circumstances the project did not start until June 2024. The project was completed in September 2024 and funds for the project have been drawn.

At the end of PY23 the Village's CDBG line of credit was significantly less than 1.5 times the grant entitlement allocation for PY23. Table 1 below, outlines Village of Schaumburg's Workout Plan for all projects and activities through the end of PY23.

Table 1: Schaumburg Program Year 2023 (Oct 2	2023 – Sep 2024) Actual & Estir	mated Expenditures	
Projects and Activities	Oct thru July Actual	Aug & Sep Estimated	
	Expenditures	Expenditures	
Totals	\$328,047.41	\$251,530	
Timeliness Ratio	1.72	1.06	
Estimated Total Expenditure by end of PY23	\$579,577.41		
PY 2023 Entitlement + PI	\$979,697.58		
1.5 of Annual Allocation (\$378,404.00)	\$567,606.00		
Minimum required expenditure	\$412,091.58		

The Village will continue to work on the timely implementation of all activities especially large infrastructure projects to ensure completion before the next timeliness test on August 2, 2025. PY24 large public infrastructure and facility projects include:

#### Jennings House abatement and Renovation Project (IDIS Activity ID 389)

This project is funded at \$200,000 and has a remaining balance of \$174,335. Construction
documents for the project were completed in May of 2024. The project was opened for bid on
September 13, 2024, with a bid submission deadline of October 4, 2024. Zoning Entitlement and
Permitting is proposed to be obtained between November 2024 and end of January 2025. The
estimated construction start date for this project will be in February of 2025, with a completion
date in May of 2025.

#### CDBG Sidewalk Project PY24.

This project is funded at \$180,000. The project is proposed to be completed in the Village's 25/26 Fiscal Year that starts in May of 2025. A project area for the PY24 Sidewalk project will be identified by November of 2024. An Environmental assessment will be conducted in December of 2024 before the project is put out for bids in January of 2025. Bids are estimated to be awarded before March of 2025 for a construction start date in May, and completion date before July of 2025.

Table 2 below outlines the Village of Schaumburg's Workout Plan for PY24 starting from October 2024 through the end of July 2025.

Table 2: Schaumburg Program Year 2024 (Oct 2024 – July 2025) Estimated Expenditures						
Projects and Activities	Q1 (Oct - Dec)	Q2 (Jan - Mar)	Q3 (Apr - Jun)	July, 2025		
Public Services	\$14,587.00	\$14,587.00	\$14,587.00			
Administration	\$8,000.00	\$8,000.00	\$8,000.00	\$2,000.00		
Economic Development	\$15,000.00		\$15,000.00			
Harbour (Public Facility)				\$35,000.00		
Little City (Public Facility)			\$29,000.00			
Handy Worker Program	\$500	\$500	\$500	\$250.00		
Residential Rehab Program	\$2,000.00	\$2,000.00	\$17,000.00			
Jennings House (Public Facility)			\$174,335.00			
CDBG Sidewalk Project PY24	\$0.00	\$0.00		\$180,000.00		
Projected Totals	\$40,087.00	\$25,087.00	\$258,422.00	\$217,250.00		
Timeliness Balance	1.92	1.86	1.20	0.64		
Anticipated Total Expenditures		\$540,846.	00			
Oct to July						
Total PY24 Entitlement		\$789,318.00				
1.5 of Annual Allocation	\$583,797.00					
(\$389,198.00)						
Minimum required expenditure		\$205,521.00				

As demonstrated from the estimates above, the Village anticipates significant draws for large facility and infrastructure projects in spring and summer of 2025. Per these calculations, there would be latitude if a project were delayed, and the Village would still meet its timeliness in August of 2025.

#### MBE/WBE

Annually, the Village is required to report on Minority Business Enterprises (MBE) and Women Business Enterprises (WBE). Of the four contracts awarded, one of the contractors was owned by an MBE or WBE. The Village encourages minority and women-owned businesses to bid on projects.

#### **Monitoring of Sub-Recipients**

The Community Development Department is responsible for creating a contract with its CDBG sub-recipients that outlines the procedures necessary for the sub-recipients to meet all compliance provisions required under the applicable program. The sub-recipients are monitored based on specific objectives and performance measures that are outlined in the agreement. The Village may utilize two methods to monitor its CDBG Sub-Recipients including quarterly status reports and an annual site visit (if determined necessary by Staff). Additionally, the Village will provide technical assistance to sub-recipients to ensure that the federal and local requirements are being met.

This year the village monitored subrecipients using quarterly status reports. No on-site monitoring visits were conducted.

#### Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The Village will conduct a public hearing on November 7, 2024. A public notice will be published in the Daily Herald. A copy of the plan will be made available on the village website, social media and at Village Hall. Copies are available to be provided to interested parties. Those needing special assistance to attend the hearing are encouraged to contact the Village. The CAPER will be made available for public comment period between October 28, 2024, and November 15, 2024. A minimum 15-day comment period is required per HUD regulations.

Any comments received on the 2023 CAPER will be forwarded to the Village Board and HUD.

## CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

The Village had additional carryover funds not originally identified in the 2023 Action Plan. The Action Plan was amended to include the following:

- 1. Identification of carryover projects and budget redistribution for other activities due to unexpected carryover funds and projects not completed in previously approved Action Plans.
- 2. Increased funding for existing activities, such as the Residential Rehab Loan Program, public facilities, public infrastructure and CDBG administration.
- 3. Specifying a location for low-mod area infrastructure projects.

Does this Jurisdiction have any open Brownfields Eco	onomic Development Initiative (BEDI)
grants?	

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

N/A

### CR-58 - Section 3

# Identify the number of individuals assisted and the types of assistance provided.

Total Labor Hours	CDBG	HOME	ESG	HOPWA	HTF
Total Number of Activities	0	n/a	n/a	n/a	n/a
Total Labor Hours	0	n/a	n/a	n/a	n/a
Total Section 3 Worker Hours	0	n/a	n/a	n/a	n/a
Total Targeted Section 3 Worker Hours	0	n/a	n/a	n/a	n/a

**Table 8 – Total Labor Hours** 

Qualitative Efforts - Number of Activities by Program	CDBG	HOME	ESG	HOPWA	HTF
Outreach efforts to generate job applicants who are Public Housing Targeted Workers	0	n/a	n/a	n/a	n/a
Outreach efforts to generate job applicants who are Other Funding Targeted Workers.	0	n/a	n/a	n/a	n/a
Direct, on-the job training (including apprenticeships).	0	n/a	n/a	n/a	n/a
Indirect training such as arranging for, contracting for, or paying tuition for, off-site training.	0	n/a	n/a	n/a	n/a
Technical assistance to help Section 3 workers compete for jobs (e.g., resume assistance, coaching).	0	n/a	n/a	n/a	n/a
Outreach efforts to identify and secure bids from Section 3 business concerns.	0	n/a	n/a	n/a	n/a
Technical assistance to help Section 3 business concerns understand and bid on contracts.	0	n/a	n/a	n/a	n/a
Division of contracts into smaller jobs to facilitate participation by Section 3 business concerns.	0	n/a	n/a	n/a	n/a
Provided or connected residents with assistance in seeking employment including drafting resumes, preparing for interviews, finding job opportunities, connecting residents to job placement services.	0	n/a	n/a	n/a	n/a
Held one or more job fairs.	0	n/a	n/a	n/a	n/a
Provided or connected residents with supportive services that can provide direct services or referrals.	0	n/a	n/a	n/a	n/a
Provided or connected residents with supportive services that provide one or more of the following: work readiness health screenings, interview clothing, uniforms, test fees, transportation.	0	n/a	n/a	n/a	n/a
Assisted residents with finding childcare.	0	n/a	n/a	n/a	n/a
Assisted residents to apply for or attend community college or a four- year educational institution.	0	n/a	n/a	n/a	n/a
Assisted residents to apply for or attend vocational/technical training.	0	n/a	n/a	n/a	n/a
Assisted residents to obtain financial literacy training and/or coaching.	0	n/a	n/a	n/a	n/a
Bonding assistance, guaranties, or other efforts to support viable bids from Section 3 business concerns.	0	n/a	n/a	n/a	n/a
Provided or connected residents with training on computer use or online technologies.	0	n/a	n/a	n/a	n/a
Promoting the use of a business registry designed to create opportunities for disadvantaged and small businesses.	0	n/a	n/a	n/a	n/a
Outreach, engagement, or referrals with the state one-stop system, as designed in Section 121(e)(2) of the Workforce Innovation and Opportunity Act.	0	n/a	n/a	n/a	n/a
Other.	0	n/a	n/a	n/a	n/a

Table 9 – Qualitative Efforts - Number of Activities by Program

#### **Narrative**

The Village did not have any projects where Section 3 applied. All projects were below \$200,000 in construction costs.

# Attachments (to be added prior to submission to HUD)

- CAPER Public Notice
- Public Hearing Minutes
- PR26 Report
- CDBG-CV PR26 Report



## **AGENDA ITEM SUMMARY**

# Health Services Needs Assessment (Phase II Priority Discussion) - Informational 10/24/2024

#### **Health and Human Services Committee**

Presenter: Andrew Buckwinkler; Management Analyst Rachel Sacks; President of Leading

Healthy Futures

Lead Department: General Government

# Executive Summary:

In March, staff presented Phase I results of the Health Services Needs Assessment to the Health and Human Services Committee, identifying gaps in health services within the community. Based on these findings, the Village Board directed staff to proceed with Phase II, which includes drafting a Community Health Improvement Plan (CHIP) to prioritize these gaps and collaborate with partner agencies to address them.

In September, staff collaborated with partner agencies to refine the Phase I findings into three key priorities that will shape the village's CHIP. These priorities will guide action items established for each participating agency encouraging collaboration. The attached memo outlines the identified priorities and invites the committee to review and provide feedback before the formal CHIP is drafted.

## Recommended Action:

Informational.

#### **ATTACHMENTS:**

Description Type

Memo Exhibit



**Date:** October 11, 2024

To: Village Manager

From: Management Analyst – General Government

Subject: Phase II: Health Services Needs Assessment - Identified Priorities

#### Introduction

In March, staff presented Phase I results of the Health Services Needs Assessment to the Health and Human Services Committee, identifying gaps in health services within the community. Based on these findings, the Village Board directed staff to proceed with Phase II, which includes drafting a Community Health Improvement Plan (CHIP) to prioritize these gaps and collaborate with partner agencies to address them.

In September, staff worked closely with partner agencies, including nonprofit organizations that serve Schaumburg residents and other government entities, to refine the Phase I findings into three key priorities that will shape the village's Community Health Improvement Plan (CHIP). These priorities will guide the development of specific action items, which will be included in the CHIP. It is important to emphasize that the responsibility for the CHIP's success will not rest solely with the village. Instead, each partner agency will play a crucial role in executing action items where appropriate, ensuring a collaborative and shared approach to achieving the plan's goals. This memo outlines the identified priorities and invites the committee to review and provide feedback before the formal CHIP is drafted.

#### **Discussion**

Following the partner meeting in September and community feedback gathered through the village's engagement platform in August, the following priorities were identified:

#### Mental Health and Substance Abuse:

Mental health and substance use disorder services emerged as top priorities across all Phase I assessments. Data revealed high rates of stress, anxiety, and depression among local adolescents, while many adults reported poor mental health for more than half of the previous month. Significant barriers to accessing these services were identified, including cost, lack of knowledge about available resources, lack of health insurance, and concerns around fear, stigma, or trust. Among local partners, 95% cited mental health care access as a major challenge, and 54% of public respondents ranked mental health services as one of their top three priorities.

As Schaumburg's population changes, the growing demand for mental health and substance use disorder services should be considered. As a result, the CHIP would focus on ensuring these services meet the unique needs of specific groups such as older adults, individuals with disabilities, individuals experiencing homelessness, and youth. Additionally, the CHIP would ensure these services are culturally responsive to the increasing number of residents who speak languages other than English. By prioritizing mental health and substance use disorder services, Schaumburg can reduce these barriers, expand access to the full range of behavioral health services, and improve overall mental health in the community.

#### Access to Care

Access to health care, one of the five core social determinants of health identified by Healthy People 2030, was highlighted as a key issue in Phase I. Transportation is a major barrier, despite Schaumburg offering stronger public transit and individualized services than other nearby suburbs. However, these options remain limited in terms of coverage and availability. While many health facilities are located near Schaumburg, few are within the village limits, and transit or shuttle options for seniors, low-income residents, and those without personal vehicles are insufficient. Approximately one-third of public respondents identified transportation to and from providers as a top concern, while over one-quarter prioritized the location of health facilities. Other barriers include health insurance coverage (6% of residents are uninsured), challenges with using insurance (e.g., copays or coverage issues), and a lack of services in languages other than English.

To improve access, the village's CHIP will explore ways to bring residents closer to health care services and bring services closer to residents. This could involve expanding transit options, introducing mobile services, or establishing co-located and satellite health sites. Additionally, addressing challenges related to insurance and language barriers will help ensure equitable access to care for seniors, people with disabilities, non-English speakers, uninsured individuals, and other underserved populations. These considerations would also be included under this priority in the CHIP.

#### Collaboration and Communication between Organizations

Phase I highlighted collaboration as one of the village's key strengths, with the village, government agencies, and nonprofits praised for their teamwork in addressing the needs of underserved populations. However, collaboration, communication, and outreach across organizations also emerged as a major area for improvement. Most nonprofit partners (70%) reported lacking sufficient resources or capacity within their own organizations, and many were unaware of the full range of services provided by other agencies, limiting their ability to refer clients effectively. This gap is particularly challenging for individuals with co-occurring needs such as those requiring health, behavioral health, housing, or food assistance who may not receive the integrated care necessary to support their well-being.

To strengthen collaboration among partner agencies, the CHIP will prioritize information sharing to address these concerns. By increasing awareness of each organization's services, agencies can more effectively connect residents with the appropriate resources. Furthermore, collaboration may open joint funding opportunities, enabling agencies to tackle larger community challenges such as supportive housing and workforce development.

#### **Next Steps**

After finalizing these priorities, staff will reconvene with partner agencies to develop action items for each priority. These action items will address key concerns and specify the roles each agency will play in their implementation. Once drafted, the action items will be incorporated into the village's CHIP and presented to the Health and Human Services Committee, with a target date of January 2025.

#### Recommendation

Informational.



### AGENDA ITEM SUMMARY

# Overview of the Village's Health Division Programs - Informational 10/24/2024 Health and Human Services Committee

Presenter: Sharrita Vantrece, Health Supervisor

Lead Department: Community Development

### Executive Summary:

At the request of Trustee Patel, village staff has prepared an overview presentation of the Health Division. The Health Division works to protect public health by enforcing regulations associated with the operation of all licensed food establishments, daycare centers, body care establishments, hotels, and home-based businesses within the Village of Schaumburg. This work includes conducting construction plan reviews, licensing, and routine inspections, responding to complaints, advising the public on environmental health issues that adversely impact human health, and pursuing enforcement action when warranted. The attached memo and supplemental document provides information on the Health Division programs.

### Recommended Action:

Information only.

#### **ATTACHMENTS:**

Description
Type
Memo
Exhibit
Flowchart
Exhibit

#### **MEMORANDUM**

To: Village Manager

For: Health and Human Services Committee

From: Sharrita Vantrece, MPH, LEHP, Environmental Health Supervisor

Date: June 6, 2024

**Subject:** Overview of Health Division Programs - Informational

#### Introduction

The Health Division works to protect public health by enforcing regulations associated with the operation of all licensed food establishments, daycare centers, body care establishments, hotels, and home-based businesses within the Village of Schaumburg. This work includes conducting construction plan reviews, licensing, and routine inspections, responding to complaints, advising the public on environmental health issues that adversely impact human health, and pursuing enforcement action when warranted. The following is an overview of programs and services provided by the Environmental Health Division.

#### **Staffing**

Staffing currently consists of three full-time Health Inspectors and a Health Supervisor. All staff have backgrounds in a biological, physical, or chemical science and all staff are licensed by the State of Illinois Department of Financial and Professional Regulation as Environmental Health Practitioners. The Health Division is part of the Hazardous Homesite Task Force, and we also attend Public Health Advisor meetings and Board of Health meetings to provide updates on Health Division programs.

#### **Health Inspection Programs**

#### Inspection Process

Health Inspectors are assigned a number of establishments in each program to inspect throughout the year. Inspections are conducted using a standardized electronic or paper inspection form that is specific to each program. During the inspection, Inspectors will document any violations that are observed along with a correct by date. A copy of the inspection report is provided to the person in charge at the end of each inspection. Follow up inspections are conducted to verify that any violations observed are brought into compliance. Depending on the type of violation identified, further enforcement action may be required. Serious repeat violations that have not been corrected by the second follow up inspection may result in a citation and fine being issued to the establishment. If a violation is identified as an imminent health hazard, the establishments license is suspended, and the establishment is required to cease operations until the violation has been brought into compliance. Examples of an imminent health hazard are as follows:

- An extended loss of water supply.
- An extended power outage.
- A sewage backup into the establishment.
- A severe vermin infestation.
- A confirmed communicable disease putting others at risk.
- Gross unsanitary conditions.

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In addition to conducting inspections, health staff also review plans for all new construction and remodeled establishments that are required to comply with health and sanitations codes. Plan reviews are conducted to verify that the establishments proposed design, equipment, and menu if applicable, meet code requirements.

#### Food Establishment Inspections

The primary goal of the food inspection program is to reduce the occurrence of foodborne illness. Health staff follow the requirements outlined in the Illinois Food Code which incorporates the 2022 FDA Food Code and the Village of Schaumburg ordinance to determine compliance when conducting food inspections. Inspections conducted under the food inspection program are as follows:

- Food service finals and licensing inspections food service finals and licensing inspections are conducted for all new establishments and existing establishments that have remodeled or changed ownership. During a final inspection, Inspectors verify that all equipment is operational, refrigeration is at the proper temperature, garbage and refuse disposal is onsite, running water at the proper temperatures has been provided to all sinks, proper food safety certifications are onsite, and contracts have been obtained with a licensed pest control operator and licensed grease hauler, if applicable. Food safety packets are also provided to all new food service operators. Finals are conducted prior to the issuance of a certificate of occupancy and to approve the issuance of the establishment's food license.
- Routine food inspections once a food establishment is licensed and operating, health staff will periodically conduct unannounced inspections to ensure the establishment is following Illinois Food Code and village ordinance requirements. Inspection frequencies are dependent on the risk level assigned to the establishment. Risk levels are based on the Illinois Food Code and are determined by the menu items served, food preparation processes performed, and the population to be served. A high-risk establishment such as a nursing home or a full-service restaurant will receive 3 inspections a year. A medium risk establishment that only prepares food to order receives 2 inspections a year, and a low-risk establishment that only sells commercially processed prepackaged food that must be refrigerated receives 1 inspection every other year.

Currently, Health staff conduct routine inspections for over 500 food establishments in the Village of Schaumburg. This includes restaurants, gas stations, grocery stores, schools, nursing homes, hotels, and mobile food trucks. During inspections, health staff focus on eliminating foodborne illness risk factors, or violations that are more likely to lead to consumers getting sick. These types of violations include improper cooking and hot/cold holding temperatures, improper or lack of handwashing, and improper use of toxic substances. Health staff also check for proper food safety certifications, health policies and pest control reports. In addition, Health staff also check for grease trap manifests to verify that establishments are having their grease traps cleaned as required by section 51.035 of the village water and sewer code.

• Follow-up inspections – follow up inspections are conducted to recheck any violations that were observed during a routine inspection. Violations that can lead to consumers getting sick require

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immediate corrective action and a follow up inspection may be conducted within 24-72 hours to verify that the violation has been brought into compliance. Follow-up inspections are conducted as many times as needed to verify compliance. However, adjudication may be used for enforcement if serious repeat violations are not corrected by the second follow up inspection.

- Temporary event inspections –the Health Division is responsible for reviewing and approving temporary food service operations for special events. Operators are required to complete a temporary food service form and submit to the Health Division for review, prior to the event start date. Depending on the complexity of the food operation, a health inspection may be conducted prior to and during food service operations. Currently the Health Division conducts inspections for many of the Villages multi-day events, including Schaumburg Farmers Market, Prairie Arts Festival, and Septemberfest.
- Complaint investigations complaints related to improper food handling, unsanitary conditions, insect/rodent infestations, or foodborne illnesses are investigated by the Health Division. Most of these complaints come in anonymous through 311 and a customer service request is generated for the Health Division. The customer service request is handled by the Inspector assigned to inspect the establishment throughout the year. Depending on the nature of the complaint, staff may conduct a routine food inspection to determine if the complaint is valid. If violations are identified during the complaint investigation, follow up inspections will be conducted to verify compliance.

#### Body care Establishment Inspections

The Health Division conducts licensing and periodic inspections for all body care establishments in the Village of Schaumburg. This includes establishments that are engaged in the practice of barbering, cosmetology, esthetics, nail technology, electrolysis, massage therapy, tanning facilities, and health clubs. Currently, there are 230 body care establishments that are inspected by the Health Division. Health staff following requirements outlined in Chapter 114 for Body care Establishments and Chapter 126 for Massage Establishments, in the Village of Schaumburg ordinance to verify that body care establishments are compliant. Periodic unannounced inspections are conducted biennially using a standardized paper inspection form. During periodic inspections, staff verify that physical facilities and equipment are being maintained in good repair and sanitary condition, no rodents or pests are present onsite, employee hygiene is being maintained, and required state licenses are current and onsite. Tanning facilities and establishments that provide permanent makeup services are also licensed and regulated by the Illinois Department of Public Health.

#### *Home – Based Business Inspections*

Home-based businesses that are engaged in the care or treatment of humans or animals or handling of food are required to be inspected by the Health Division. This includes home kitchen operations, daycare homes, animal grooming, permanent makeup, and massage businesses. Home-based businesses that are involved in the care or treatment of humans or animals or handling of food are inspected annually. Daycare homes receive two unannounced inspections a year. There are currently 17 home-based businesses that require health inspections.

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#### Daycare Inspections

Environmental inspections are conducted annually at all licensed daycare centers in the Village of Schaumburg. These inspections are performed to ensure that the physical facilities and equipment are being maintained, staffing ratio is adequate, and the establishment holds a current license with the Illinois Department of Children and Family Services. Daycare centers with food service also receive a routine food inspection at least twice a year. There are currently 30 daycare centers that require an annual environmental inspection.

#### Hotel Housekeeping Inspections

Hotel housekeeping inspections are conducted two times a year to verify that hotels are providing housekeeping services at least once every seven days, as required by section 129C.06 of the village hotel establishment code. During inspections, Health Inspectors review room cleaning schedules, pest control reports, laundry facilities, and chemicals used for cleaning. Inspectors also select a certain number of rooms to inspect to verify that rooms are being maintained in clean and sanitary condition, linens have been changed, and towel service has been provided.

#### **Public Health Nuisance Complaints**

The Health Division conducts investigations of public health nuisances in the Village of Schaumburg. In fiscal year 23/24, the Health Division received 342 nuisance complaints. When investigating complaints, health staff use the Village of Schaumburg ordinance and the 2021 International Property Maintenance Code for enforcement. Complaints are often received through 311 and assigned to the Health Division through a customer service request. Complaints are also submitted directly to the Community Development Department. Customer service requests are then assigned to a Health Inspector to investigate and determine if a violation exists. If violations are identified, a warning notice or inspection report with a correct by date is provided to the property owner. If compliance is not obtained by the correct by date, Health staff will evaluate to determine if additional time can be given to obtain compliance, or if further enforcement action is required. Types of complaints investigated by the Health Division include:

#### • Animal Complaints

- o Excessive accumulation of animal waste on a residential property
- Ground feeding of animals

#### Housing complaints

- Concerns about mold
- Concerns about water or heat supply
- o Concerns about overcrowding

#### Smoking complaints

- Smoking in public places
- Noncompliance with Smoke-Free Illinois Act

#### • Insect and vermin complaints

- Lack of pest control at a commercial or residential rental property
- Rodent harborage or pest infestations

#### Swimming pools

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Lack of maintenance for swimming pools

o Abandoned swimming pools, stagnant water and mosquito breeding concerns

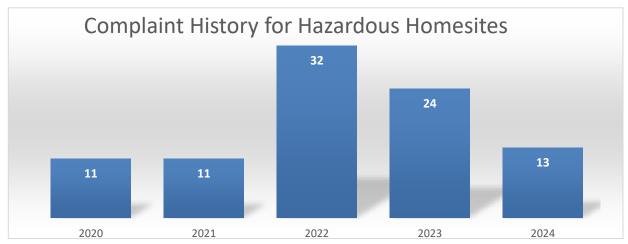
#### Unsanitary Conditions

 Unsanitary conditions at a body care establishment, hotel, daycare center, or other commercial properties that are not routinely inspected

#### Hazardous Homesite complaints

- A hazardous home site is defined as any dwelling or dwelling unit that contains conditions that present a clear danger to the health and safety of occupants or others, including animals. Conditions observed in a hazardous homesite may include one or more of the following:
  - Severe pest infestation.
  - Excessive human / animal waste.
  - Existing sewage back up / water damage.
  - No potable water for drinking or sanitary purposes.
  - Lack of ventilation, illumination, or heating facilities.
  - Inoperable or inaccessible bathroom or kitchen facilities.
  - Excessive accumulation of putrescible (rotting, foul) garbage.
  - An excessive accumulation of possessions that diminish the function of ones living space and pose a safety/fire hazard.

The Health Division continues to see a rise in the number of complaints received for hazardous homesites. Since each complaint presents with different challenges, we continue to assess our approach in obtaining compliance and to ensure public health hazards are remediated in a timely manner. All sites are initially evaluated, and issues communicated to the occupants. Some properties may pose more significant health risk depending on the conditions present or type of housing unit (attached units such as townhomes or condos/apartments have more potential to impact adjacent units). If the hazardous homesite presents a clear danger to the health and safety of occupants or others, and the occupant or property owner is uncooperative or unable to address the situation, then complaints are referred to circuit court. This may involve obtaining an administrative warrant to inspect the home, and in some more extreme cases "clean out" orders are obtained to remediate any immediate public health hazards. The chart below shows the number of complaints received in the last 5 calendar years.



#### FLOW CHART FOR RESPONDING TO HAZARDOUS HOME SITE COMPLAINTS

This flowchart is designed to be used in conjunction with the SOP for Responding to Hazardous Home site Complaints.

