



# Program Year 2015

## Consolidated Annual Performance and Evaluation Report

\*\*\*\*\*



The City of Carrollton's NOTICE was awarded third place in the *Neighborhoods USA* 2007

**Best Neighborhood Program of the Year Award** under the category of physical revitalization/beautification.

Prepared By:

**Brian Passwaters, City of Carrollton, Environmental Services, 1945 East Jackson Road, Carrollton,  
Texas 75006**



### **City Council**

Mathew Marchant, Mayor

James Lawrence, Place 1

Anthony Wilder, Place 2

Doug Hrbacek, Place 3

Bob Garza, Place 4

Glen Blanscet, Place 5

Steve Babick, Place 6

John Sutter, Place 7

### **Neighborhood Advisory Commission**

Lora Cormier, Seat 1

Russell Tether, Seat 2

Cissy Sylo, Seat 3

Joseph Marquez, Seat 4

BJ Cadwalader, Seat 5

Pam Mulligan, Seat 6

Frances Cruz, Seat 7

Scott Windrow, Seat 8

Jeffery Van Matre, Seat 9

## CR-05 - Goals and Outcomes

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

The following Consolidated Annual Performance and Evaluation Report represents the second year completed under the City of Carrollton's 2014-2018 Consolidated Plan. The objective of the City of Carrollton's Community Development Block Grant (CDBG) Program is to support activities which meet at least one of the primary national CDBG objectives, i.e. development of viable urban communities by providing a suitable living environment, decent housing and expansion of economic opportunities for persons of low and moderate income. Based on the needs analysis in 2014, the following strategy areas were identified and are reaffirmed in this annual report.

- Improve Neighborhood Infrastructure: Use CDBG funds to leverage infrastructure improvements.
- Enhance Code Enforcement: Use CDBG funds to pay for one salaried code enforcement officer to work in 2014-2018 CDBG Target area.
- Provide Neighborhood Matching Grants: Use general funds to create a more proactive municipal presence in order to preserve and enhance neighborhoods throughout the city.
- Preserve Existing Housing Stock: Use CDBG and general funds to provide interior and exterior home repairs for income qualifying homeowners.
- Assist Social Service Providers: Use general funds for the enhancement of services to meet the needs of low-to-moderate income citizens
- Promote Economic Development: Use general funds for the improvement of aging retail spaces.

### RESOURCES AVAILABLE

The City of Carrollton is an entitlement community under HUD's CDBG Program. During the 2015 Program Year, October 1, 2015 through September 30, 2016, \$841,720 in CDBG funds were made available to the City of Carrollton, \$696,061 in PY2015 CDBG funds and \$145,659 in prior year cost savings, to further the objectives of the 2014-2018 Consolidated Plan:

- 64.59% - \$543,720 for infrastructure improvement in the Carrollton Down Phase II subdivision
- 17.82% - \$150,000 for infrastructure improvement in Rhoton Park
- 7.13% - \$60,000 for Enhanced Code Enforcement in CDBG target area
- 7.13% - \$60,000 dedicated to Minor Home Repair for interiors and exterior repairs
- 1.78% - \$15,000 for Emergency Repair Grant as part of the Housing Rehabilitation Program
- 1.54% - \$13,000 for People Helping People as part of the Housing Rehabilitation Program

The City of Carrollton made available general funds to meet the goals and objectives in the following amounts:

- \$1,745,055 for infrastructure improvements in the Carrollton Downs Phase II N.O.T.I.C.E. area
- \$362,820 to enhance local social service agencies activities for Carrollton's vulnerable populations
- \$128,566 to fund two staff positions implementing CDBG and Neighborhood Partnership Activities
- \$60,000 for beautification and identify programs through the Neighborhood Enhancement Matching Grant Program
- \$30,000 for neighborhood Empowerment Zone minor home repair projects
- \$8,000 for Single Family Rehabilitation incentives for homeowners of all income levels in the Neighborhood Empowerment Zones.

**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	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Goal 1. Improve Neighborhood Infrastructure	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		575	156	27.13%
Goal 1. Improve Neighborhood Infrastructure	Non-Housing Community Development	CDBG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	500	344	68.80%			
Goal 2. Enhance Code Enforcement	Non-Housing Community Development	CDBG: \$	Buildings Demolished	Buildings	25	0	0.00%	5	0	0.00%
Goal 2. Enhance Code Enforcement	Non-Housing Community Development	CDBG: \$	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	7500	4992	66.56%	1500	2701	180.07%
Goal 4. Preserve Existing Housing Stock	Affordable Housing Non-Housing Community Development	CDBG: \$	Homeowner Housing Rehabilitated	Household Housing Unit	100	39	39.00%	20	19	95.00%

Goal 5. Assist Service Providers	Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$0	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted		0				
Goal 5. Assist Service Providers	Homeless Non-Homeless Special Needs Non-Housing Community Development	CDBG: \$0	Homelessness Prevention	Persons Assisted	75000	31672	42.23%	15000	15116	100.77%
Promote Economic Development	Non-Housing Community Development	CDBG: \$0	Facade treatment/business building rehabilitation	Business	0	0		5	0	0.00%

**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.**

In PY 2015 the City of Carrollton accomplished all of the proposed outcomes, and five out of the six goals identified in the 2014-2018 Consolidated Plan. The City of Carrollton spent over 96.77 percent of the PY 2015 CDBG allocation within the year, but also allocated an additional \$2,326,441 in general funds towards the identified goals.

Improve Neighborhood Infrastructure:

- N.O.T.I.C.E. Carrollton Downs Phase II (CDBG Funds \$543,720, General Funds \$1,745,055): Infrastructure repairs of streets, sidewalks, water and sewer lines
- N.O.T.I.C.E. Roton Park Infrastructure improvement (CDBG Funds \$150,000) Public park infrastructure repair/replacement of lights and sidewalks.

Enhance Code Enforcement (CDBG Funds \$58,341): Resolved 2701 new code enforcement cases in CDBG target area.

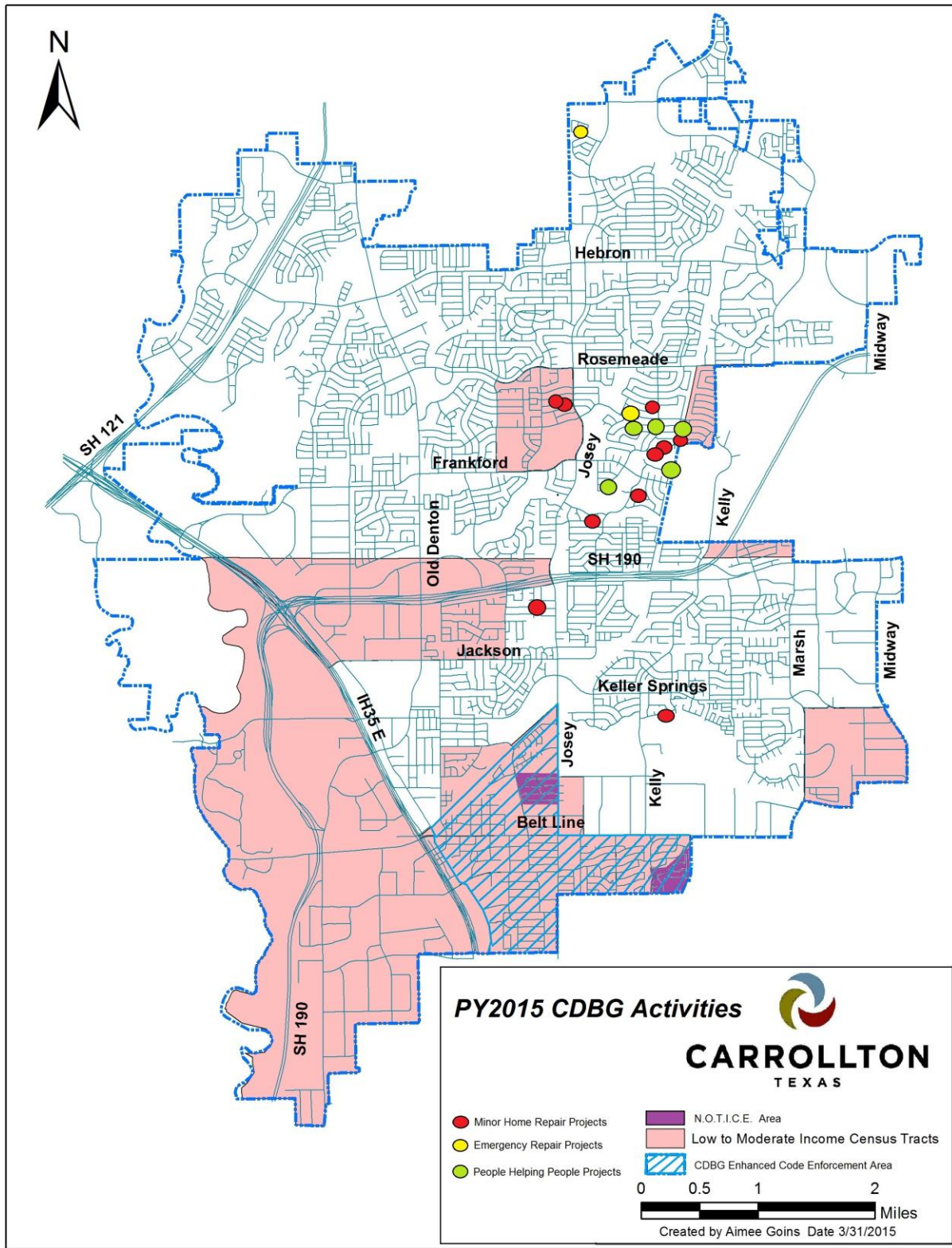
Provide Neighborhood Matching Grants (General Funds \$60,045): Funded 4 neighborhood beautification activities and 4 neighborhood identity sign topper grants.

Preserve Existing Housing Stock:

- Minor Home Repair Program (CDBG Funds \$60,163 ): Implemented 11 projects to assist low to moderate income homeowners with minor interior and exterior home repairs such as painting, siding, soffit and trim repair along with roofing projects.
- Emergency Repair Grant (CDBG Funds \$7,413): Completed 2 projects to assist low to moderate income homeowners with interior and exterior emergency repairs such as A/C heating unit repair and roofing work.
- People Helping People Program (CDBG Funds \$4,000): Completed 6 volunteer projects to assist low-to-moderate income homeowners with minor exterior home repairs.
- Neighborhood Empowerment Zone Minor Home Repair (General Funds \$24,857): completed 5 repair projects to assist low to moderate income homeowners with exterior repairs such as sewer line and drainage issues.
- Single Family Rehab Incentive (General Funds \$1,967): Completed 2 driveway renovation projects.

Assist Social Service Providers (General Funds \$362,820): Served 15,116 low-to-moderate income individuals in Carrollton of which 59.69% of the funding reached Carrollton's extremely low income population as recorded by the social service providers.





## PY2015 CDBG Activities

## 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	16
Black or African American	1
Asian	2
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
<b>Total</b>	<b>19</b>
Hispanic	6
Not Hispanic	13

**Table 2 – Table of assistance to racial and ethnic populations by source of funds (Minor Home Repair, Emergency Repair and People Helping People activities)**

### Narrative

Housing rehabilitation projects accounted for 11.37% of the total CDBG funding in PY 2015. The table above accounts for the distribution by race of the housing activities. In PY 2015 19 homes were rehabilitated using CDBG funds. Hispanic recipients accounted for 31.58% of the clients, Black - 5.26% and White (non-Hispanic) - 52.63%.

Neighborhoods receiving improvements in Carrollton are ranked according to infrastructure needs and low income status. In PY 2015 94.61% of CDBG funds were allocated for neighborhood projects located in minority, primarily Hispanic, concentrated areas. In 2013 the Hispanic ethnic group accounted for 31 percent of Carrollton's population, and the Hispanic poverty rate was twice as high as other ethnic and racial groups in Carrollton. The Carrollton Downs subdivision in the Rhoton Park Neighborhood, in Census tract 137.15, block group 1, and enhanced code enforcement efforts were focused on southwest Carrollton in the A.W. Perry, Carrollton Heights, Carrollton Highlands, Hill 'n Dale, Holiday Park, Old Downtown Carrollton, Rhoton Park and Woodcrest Estates neighborhoods.

The map below shows where Hispanic concentrated tracts are located in Carrollton. The calculation is based on the following definition: a minority concentrated area is any neighborhood or Census tract in which: 1) The percentage of households in a particular racial or ethnic minority group is at least 20 percentage points higher than the percentage of that minority group for the housing market areas; 2) the total percentage of minority persons is at least 20 percentage points higher than the total percentage of all minorities in the housing market areas as a whole; or 3) if a metropolitan area, the total percentage of minority persons exceeds 50 percent of its population. The housing market area is

the region where it is likely that renters and purchasers would be drawn for a particular housing project. Generally the housing market area is the county.

The following table illustrates the total number and demographic characteristics of individuals served by the social services agencies that received general funds from the City of Carrollton in PY 2015 (Fiscal Year 2016). Of Carrollton residents, 3.56% of the clients served were Asian, 68.35% were White, 21.67% were Black or African American, 5.44% were of a mixed or unknown race. 56.79% of the clients identified themselves as Hispanic. In the American Communities Survey for 2013 Carrollton's ethnic and racial breakdown was roughly 14% Asian, 67% White, 9 % Black and 31% Hispanic. The data show that Black and Hispanic families are utilizing social services resources at a higher rate as compared to their population than other races or ethnicities.

## 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			867,653

**Table 3 – Resources Made Available**

### Narrative

In the 2014-2018 Consolidated Plan the City of Carrollton identified the preservation of existing housing stock as a priority. There are currently three housing rehabilitation programs in the City of Carrollton CDBG program: The Minor Home Repair Program, the Emergency Repair Grant and the People Helping People Program. These programs are not limited to a specific geographic area, but are only for low to moderate income homeowners that live within the City of Carrollton; \$79,000 or 11.35% of the total CDBG allotment was dedicated to housing rehabilitation projects for low to moderate income homeowners.

In PY 2015 the CDBG funding allocated for housing rehabilitation was:

- 7.13% for Minor Home Repair

The Minor Home Repair Program is an interior/exterior home repair program targeting income qualified homeowners in Carrollton. The funding is not a grant but instead a deferred loan in which homeowners are required to live in their homes for 3-5 years in exchange for the loan repayment. In PY 2015 \$60,000 was allocated for the program and a total of 11 homes were repaired for items such as painting, siding, roofing and drywall.

- 1.78% for Emergency Repair Grant

The Emergency Repair Grant is an interior/exterior home repair program targeting low income homeowners in Carrollton. This grant targets items in need of immediate attention. It provides up to \$5,000 in repairs that present an immediate health and safety issues for the resident such as HVAC units, water heaters and plumbing. It is the only program under which mobile homes qualify. In PY 2015 \$15,000 was allocated for this relatively new program, and 2 homes were completed.

- 1.54% for People Helping People

The People Helping People Program is a minor exterior home repair program targeting low income homeowners in Carrollton. This grant uses local volunteer groups to complete needed repairs and updates. It provides funding for supplies and tools for the volunteers to complete work such as painting and minor siding repairs. In PY 2015 \$13,000 was allocated for this relatively new program, and 6 homes were completed.

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

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
2014 – 2018 CDBG Target Area	65	64.59	Carrollton Downs Phase II NOTICE Project
2014 – 2018 CDBG Target Area	18	17.82	Rhoton Park Improvements
2014 – 2018 CDBG Target Area	7	7.13	Enhanced Code Enforcement

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

#### Narrative

For the 2014-2018 Consolidated Plan, low and moderate income (LMI) areas were identified based on the 2008-2012 and 2013 American Community Survey (ACS) and the 2014 HUD income designations for the DFW metro region. In Carrollton for a Census tract to be designated low income, over 42.5 percent of the population must live at 20% or below the designated median family income for the area. In Carrollton the median income for a family of four is \$67,561; therefore for a family of four to be considered low income they must make less than \$56,301 a year. During the 2015 Action Plan year, the City of Carrollton allocated 80.26% of all CDBG funding to the LMI census tracts, designating the funding specifically for the *Neighborhood Oriented Targeted Infrastructure and Code Enforcement (N.O.T.I.C.E.) program*.

The City's N.O.T.I.C.E. program focuses on low-moderate income neighborhoods to provide safe streets, sidewalks, alleys and utility lines. This program has been a vital change agent in the community and it positively impacts the quality of life of the citizens. In general, the N.O.T.I.C.E. Program targets financial resources for the design and implementation of all necessary street, sidewalk, and water and sewer line

projects in one neighborhood at a time until the entire public infrastructure in that area has been repaired or reconstructed. In addition, the City conducts targeted and strengthened code enforcement efforts in the same neighborhood to foster a greater sense of neighborhood pride and an overall healthier community. Finally the City follows up with improvements to public parks and/or other neighborhood facilities.

In PY 2015 the CDBG funding allocated in the 2014-2018 LMI Target Areas was:

- **64.59% for N.O.T.I.C.E. Carrollton Downs Phase II**

Phase II was a total cost of \$543,720 of CDBG funds. 43% of the residents in this area are low income and it is a Hispanic resident concentrated census tract.

- **7.13% for Enhanced Code Enforcement**

In PY 2015 \$60,000 in CDBG funds was allocated for code enforcement focusing on the LMI census tracts in southwest Carrollton. The low to moderate income population in the CDBG code area is 59.7% and is located in a Hispanic concentrated resident area. The utilization of Enhanced Code Enforcement preserves infrastructure repairs and ensures the improved aesthetic and structural quality of the neighborhood will last.

## **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.**

**N.O.T.I.C.E. Carrollton Downs Phase II.** Since beginning the N.O.T.I.C.E. program in 2001, the City of Carrollton has been able to complete needed infrastructure improvements by breaking up large, very challenging projects into smaller, more manageable endeavors. Each project has requested annual CDBG funding rather than a large lump sum payment, or using bond funding for attacking the entire project at once. Because Carrollton has pursued funding on a year-to-year basis, the City has secured CDBG funding and leveraged general funds on each project. This has allowed Carrollton to focus and complete more projects than just using general funds. Carrollton Downs Phase II completed the alleys, streets and sewer lines for 183 homes. With a total cost for the project at \$2,288,775 general funds accounted for 63 percent of the total project. In PY 2015 \$543,720 along with spending from PY 2014 brought the total CDBG funding to 37 percent of the total cost.

**People Helping People.** In PY 2015 \$13,000 in CDBG funding was allocated and 6 homes were completed. For the 6 homes completed, 87 volunteers worked for a total of 435 hours that accounted for over \$4,350 in-kind donations of volunteer hours.

**Assist Service Providers:** Since 1998 the City's Community Development Program has worked to develop partnerships throughout the community. In PY 2015 the City of Carrollton continues to support social service agencies by providing \$362,820 in general funds for eight different service providers that serve primarily low to moderate income residents in Carrollton. This funding in all cases amounts to less than 30 percent of the entire budget of any social service provider, yet was used to leverage and add to many existing programs. These programs are discussed in more detail in section CR-25 of this report. They create necessary social safety nets for Carrollton's vulnerable populations and prevent overuse of other public services staff like police, school districts, courts and emergency personnel.

## 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
<b>Total</b>	<b>0</b>	<b>0</b>

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	15	19
Number of households supported through Acquisition of Existing Units	0	0
<b>Total</b>	<b>15</b>	<b>19</b>

Table 6 - Number of Households Supported

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

Carrollton has no current program to provide homeless or non-homeless affordable housing units.

The City of Carrollton had a one year goal to rehab 15 existing household units.

In PY 2015 19 housing rehabilitation projects were completed exceeding the One-Year Goal.

All affordable housing goals were met in PY 2015.

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

The City of Carrollton will proceed with current measures and no changes are expected to be made.

**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.**

<b>Number of Persons Served</b>	<b>CDBG Actual</b>	<b>HOME Actual</b>
Extremely Low-income	7	0
Low-income	6	0
Moderate-income	2	0
<b>Total</b>	<b>15</b>	<b>0</b>

**Table 7 – Number of Persons Served**

### **Narrative Information**

The Minor Home Repair Program, the Emergency Repair Grant, and the People Helping People Program provide low to moderate income homeowners with assistance for interior and exterior repairs on their homes. Funding for all rehabilitation projects in these three programs amounts to \$79,000.

One hundred percent of all CDBG funding for the housing rehabilitation program was dedicated to persons of low to moderate income and were for needed repairs affecting the health, safety and long term sustainability of the homes and the surrounding neighborhood. 15 homes were completed in PY 2015. Of these homes 7 (46.67%) were occupied by extremely low income homeowners and 6 (40%) were from low income families. Senior homeowners accounted for 8 homes, or 53.33% of the projects in PY 2015 and female head of household accounted for 11 homes, or 73.33% of the projects completed.



**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**

For the strategies addressing the homeless and non-homeless with special needs populations included in the 2014-2018 Consolidated Plan, the City continues to allocate a portion of its General Fund towards grants to Carrollton service providers that target low to moderate income residents. The City also provides information, referral and technical assistance along with financial support to local agencies serving the homeless and non-homeless citizens with special needs. While to date no homeless programs have been funded with CDBG resources, the City has provided general funds to Metrocrest Services in PY 2015 in the amount of \$310,000 and to Christian Community Action \$3,320 for the assistance in anti-poverty initiatives, homelessness prevention and special needs populations.

The table below illustrates the agencies and the individuals assisted by income level last year. Of the total population of individuals served in PY 2015 through the City's social service agencies strategy programs 58.93% were categorized as extremely low income. To be categorized as extremely low income, for example, a family of four would have to earn less than \$24,300 a year.

Agency Name	Moderate (>80% MFI)	Low (50- 80% MFI)	Very Low (30-50% MFI)	Extremely Low (>30% MFI)	Income Unknown	Total
Bea's Kids	-	-	94	70	-	164
CASA of Denton County	-	-	-	-	38	38
Children's Advocacy Center	6	13	9	80	-	108
Christian Community Action	22	30	75	264	-	391
The Family Place	-	-	-	-	156	156
Metrocrest Community Clinic	72	406	242	68	10	798
Metrocrest Services	228	1052	3537	8426	218	13,461
Total	328	1501	3957	8908	422	15,116

**Table 8 - Agencies and Individuals assisted by income level in 2015**

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

The City of Carrollton does not receive Emergency Shelter Grant (ESG) funding.

**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**

As noted earlier, in addition, the City Council made available \$362,820 in general fund resources to fund agencies which are actively engaged in the provision of social services in Carrollton.

In exchange for the funding, the agencies and organizations work closely with the City in providing social services to all citizens in need. The close partnership the City has with each agency grows with each year of collaboration. The staff who are employed as part of the CDBG grant administration and planning activity provide technical, referral and capacity building assistance for the agencies on an ongoing basis.

The table below identifies some of the principal partners for the City's PY 2015 (Fiscal Year 2016) priority funding for Carrollton's social service agencies:

In PY 2015, the City helped accomplish the following goals through its local non-profit partners in an attempt to reduce the overall number of persons living in poverty in Carrollton:

- Funded food pantries in both Dallas and Denton counties in Carrollton.
- Improved access to preventive care, basic health care and medical services for low to moderate income families thus reducing costs for medical services and expensive trips to the emergency room.
- Improved the linkage between job training programs and local job creation efforts to attract jobs that pay above minimum wages and provide people with the ability to service a home mortgage.
- Promoted financial counseling and classes on budgeting and money management. In PY 2015, the City continued to promote area training and educational opportunities in this area.
- Promoted linkages between housing, employment and educational systems and/or facilities.
- Promoted programs and training that help families-in-need to become more self-sufficient.
- Funded after school programs to low income students providing tutoring and college preparation for junior high school and high school students coming from families where the majority of parents never finished high school.
- Funded domestic violence and leadership training for adults and children.
- Funded vocational training and residential support for 13 developmentally disabled adults.

<b>Organization</b>	<b>Type of Service</b>	<b>Persons Assisted</b>	<b>Amount Funded</b>
Bea's Kids	Youth Services	164	\$5,000
CASA of Denton County	Youth Services	38	\$2,500
Children's Advocacy Center	Youth Services	108	\$25,000
Christian Community Action	Homeless and Crisis Services and Elderly Services	391	\$3,320
The Family Place	Family Services	156	\$5,000
Metrocrest Community Clinic	Medical Services	798	\$12,000
Metrocrest Services	Homeless and Crisis Services & Elderly Services	13,461	\$310,000
Total		15,116	\$362,820

**Table 9 - City Funding to Social Service Agencies and individuals served**

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

The City has expressed an interest and willingness to assist and participate in the Dallas Area Consortium on Homelessness. Efforts have also been made to work with the Denton County Consortium on Homelessness. The City's position on this issue will continue to be one of supporting and assisting agencies that are working to address this challenge in a coordinated and proactive manner.

The above mentioned services are provided to the homeless population, population at risk of becoming homeless and those transitioning from homelessness. The City of Carrollton also supplements the work of the various City-funded social service agencies to end chronic homelessness by promoting the preservation and maintenance of existing housing through its Minor Home Repair Program, People Helping People and Emergency Repair Grant.

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

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

This section is not applicable, as the City of Carrollton does not have a public housing authority. Also, the City does not receive or administer funds for assisted housing. Data on the number of individuals with Section 8 housing in Carrollton was not available.

#### **Dallas County Housing Authority**

The waiting list for Section 8 housing in Dallas County currently exceeds 5,000 families.

#### **Denton County Housing Authority**

Denton County maintains 1,526 Section 8 housing vouchers for the whole county. The Section 8 waiting list is closed with a five year waiting period until the end of the list is reached.

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

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

## **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 City of Carrollton continues to maintain a strong emphasis on safe and affordable housing for all residents. The City of Carrollton Environmental Services Department has two inspection programs geared toward maintaining rental property, one for single-family rental property and another for multi-family rental property.

The Single-Family Rental Registration and Inspection Ordinance adopted by the City Council ensures tenants and landlords of single-family residential rental properties are involved in maintaining the homes in a safe and sanitary condition. The Single-Family Rental Inspection Program is effective in ensuring a sustainable community and safe housing is available in all of the neighborhoods in Carrollton. The ultimate goal is to improve the overall condition of rental properties and to prevent health and safety problems and to prevent blight which affects surrounding homes, thus helping enhance property values within the affected neighborhoods. This ordinance requires all property owners and companies who rent or lease single-family homes or duplexes in Carrollton to register those rental properties with the City and to have them inspected by the City. A review of code enforcement cases found single-family rental properties are approximately 15 percent of single family homes in Carrollton but they account for a disproportionately high percentage of neighborhood code violations. This diverts staff time from other code enforcement duties and has a negative effect on the surrounding homes. In PY 2015 Code Enforcement staff processed 181 single-family units of unsafe and substandard housing in the CDBG Target area.

The Multi-Family Inspection Program stabilizes, maintains and enhances the apartment communities in Carrollton. The program operates in partnership with the residents and management staff of those apartment communities to achieve this goal through the enforcement of Title 9, Chapter 96 of the Carrollton Code of Ordinances and the Comprehensive Zoning Ordinance. The Multi-Family Inspection Program operates by performing annual inspections of apartment communities, responding to complaints about potential violations of the Carrollton Code of Ordinances and the Comprehensive Zoning Ordinance, and meeting with apartment management on a regular basis to apprise them of various City Codes and regulations. In PY 2015 Code Enforcement staff processed 584 multi-family units of unsafe and substandard housing in the CDBG Target Area.

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

### **Neighborhood Empowerment Zones**

In 2013 the City of Carrollton launched a new initiative to better address the issues of the aging housing stock. City Council approved the creation of five (5) Neighborhood Empowerment Zones in neighborhoods at the greatest risk of distress due to housing conditions, age and condition of infrastructure. The boundaries of the Neighborhood Empowerment Zones were determined to coincide with the NOTICE Neighborhoods program already in effect.

One of the current programs for residents and owners within the Neighborhood Empowerment Zones waives construction fees, including building permit fees, impact fees, platting fees, and project permit fees (fences, electrical, plumbing, etc.), within the Zones, for both commercial and residential properties to encourage repair, rehabilitation and redevelopment.

Two programs operating in conjunction with the Neighborhood Empowerment Zones:

- Neighborhood Empowerment Zone Minor Home Repair (\$30,000 General Funds): Income qualifying homeowners living in one of the five Neighborhood Empowerment Zones can receive up to \$7,500 for exterior improvements, including items that are not on the house itself, such as fences, sewers and tree trimming. In PY 2015 Carrollton successfully completed 4 projects to assist low to moderate income homeowners for sewer line and drainage repairs, housing repairs, and fence repairs.
- Single-Family Rehabilitation Incentive (\$8,000 General Funds): Any homeowner living in a Neighborhood Empowerment Zone in a home that is at least five years old qualifies for payment equivalent to up to four years or 50 to 75 percent of municipal ad valorem property tax for improvements made to the front facing exterior of the home and that including fencing and landscaping improvements. The homeowner must invest a minimum of \$2,000 and will receive a portion of the investment back. In PY 2015 Carrollton successfully completed 1 driveway renovation projects in the Carrollton Downs N.O.T.I.C.E. area.

These concepts offer another level of support to property owners and neighborhoods in concert with the infrastructure reinvestment and targeted code enforcement efforts that are already part of each N.O.T.I.C.E. initiative.

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

During the 2015 program year, the City of Carrollton has continued to demonstrate its commitment to the eradication of lead-based paint hazards in the community.

For residents receiving assistance under the City's Minor Home Repair, Emergency Repair Grant and People Helping People Programs where a lead based paint hazard is involved, the City complies with federal regulations when levels are greater than *de minimis* standards. To determine if a lead-based paint hazard is present, houses built before 1978 are tested for the presence of lead by a certified

technician. In the event lead-based paint is present the City hires technicians certified in safe work practices for the removal of lead-based paint.

All CDBG-funded projects meet all applicable regulations related to lead-based paint. Residences built before 1978 utilizing the Minor Home Repair Program are tested for lead-based paint to comply with HUD requirements. In the event that lead-based paint is detected, HUD guidelines are followed including the distribution of lead-based paint information.

Year Housing Unit Built	Number of Housing Units	Estimated % at Risk	Estimated Number of Housing Units at Risk
1939 and Earlier	157	90%	141
1940-1959	1,429	80%	1143
1960-1979	12,797	62%	7,934
Total Older Housing	14,383	64%	9,218

**Table 10 - Estimated Number of Housing Units at Risk for Lead-Based Paint Hazards in Carrollton**

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

During PY 2015, the City of Carrollton funded eight social service agencies to address local objectives and strategies identified in the 2014-2018 Consolidated Plan. These activities were funded from the General Fund in an amount of \$362,820. All of the agencies identified below predominantly serve persons of low-to-moderate income.

The City Council considers the award of social service contracts annually. The City of Carrollton is proud of its continued partnership with the above-identified agencies/organizations. A brief outline of the specific services and activities offered by each of the agencies listed above is included in Appendix 4.

The following table illustrates the total number and demographic characteristics of individuals served by the agencies that received funding from the City in PY 2015. Cumulatively, these agencies served 15,116 individuals in Carrollton. Of the individuals, 1564 (10.35%) were elderly, 133 (0.89%) were disabled and 5049 (33.4%) were identified as female head of household. The numbers and types of specific services provided over the last year have not been presented in this document due to the overwhelming number of social services provided by these agencies. Further details are available through the City's Community Development Office.

<b>Service Type</b>	<b>Christian Community Action</b>	<b>Metrocrest Services</b>
Information and Referral	94	10,514
Counseling and Advocacy	14	458
Emergency Financial Assistance	201	1464
Medical and/or Assistance	29	165
Transportation	-	506
Home Repair and/or Maintenance	-	122
Food Assistance	238	14,775
Clothing	-	1012
GED Prep Classes	-	-
Financial Education	-	1558
Meals on Wheels	-	-
Holiday Assistance	-	-
Sack Summer Hunger	-	1919
School Supplies	-	-
Misc	-	1414
Total	576	33,907

**Table 11 - Anti-Poverty Services**

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

### **Neighborhood Reinvestment - N.O.T.I.C.E. General Funds**

The City's N.O.T.I.C.E programs uses general funds for one project a year in Carrollton's moderate income neighborhoods to provide safe streets, sidewalks, alleys and utility lines, similar to CDBG-funded N.O.T.I.C.E projects. This program has been a vital change agent in the communities and it positively impacts the quality of life of the citizens. In general, the N.O.T.I.C.E. program targets financial resources for the design and implementation of all necessary street, sidewalk, and water and sewer line projects in one neighborhood at a time until the entire public infrastructure in that area has been repaired or reconstructed. In addition, the City conducts targeted and strengthened code enforcement efforts in the same neighborhood to foster a greater sense of neighborhood pride and an overall healthier community. Finally the City follows up with improvements to public parks and/or other neighborhood facilities.

### **Neighborhood Matching Grants**

In order to establish a more proactive municipal presence in neighborhoods across the city during PY 2015 the City reinforced its commitment to provide matching grants to neighborhood groups to upgrade and restore public property. The City made available \$65,000 of general funds for Neighborhood Enhancement Matching Grants (NEMGP) in PY 2015. The residents of Carrollton have increasingly embraced neighborhood revitalization initiatives throughout the community.

The City awarded 4 NEMGP beautification grants in PY 2015 for a total of \$49,939.



The City awarded 4 NEMGP Sign Topper grants in PY 2015 for a total of \$8,912.

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

This section is not applicable, as Carrollton does not have a public housing authority.

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

In PY2014 the City of Carrollton completed the Analysis of Impediments to Fair Housing and will consider to implementation of relevant aspects in PY 2015.

## **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**

The City of Carrollton's Community Development Program continuously monitors programs and projects to ensure compliance with all applicable laws and regulations. Staff focuses on the following areas: environmental, financial, labor relations and programmatic.

The environmental standards and procedures developed and implemented include the completion of compliance checklists for all activities and the City's annual Environmental Review Record (ERR). Staff maintains a copy of the ERR available for year round public review during regular business hours in the Community Services Office at City Hall, 1945 E Jackson Road, Carrollton Texas.

Community Development Program staff and the City's accounting staff administer financial monitoring for all projects, programs and activities. The City's Treasury Division works closely with Community Development Program staff to ensure that all drawdowns are made after all ledgers and records have been reconciled and approved. The City's Purchasing Department assists with procurement and the general bidding process to ensure compliance with all applicable state and federal regulations. The financial operations and expenditures of the City are audited on an annual basis by an independent accounting firm.

The Community Development staff administers, monitors, and reviews labor standards on all CDBG-funded capital improvement projects. Contractors are provided with training prior to the start of each project. All applicable Davis-Bacon and Related Acts (DBRA) are explained to the contractor. All contractor payments are contingent upon payment of proper wages to employees and the City's receipt of appropriate payroll records.

## **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.**

Information on the public hearing was developed and distributed to City Council, Neighborhood Advisory Commission (NAC) and through the City's website. Notices were also published in the Carrollton *Star-Leader*, the City's local newspaper of record.

Public hearing notices are published at least ten days prior to each public hearing. Citizen participation is welcomed in-person at the public hearing and in writing by mail, email and fax. One public hearing

notice is published before the NAC meeting and another public hearing notification is published before the City Council public hearing.

### **Public Comments**

Citizens are encouraged to offer input regarding the City's use of CDBG funds and several opportunities are available for input including public hearings.

### **Advertising**

After the CAPER PY 2015 was drafted, an advertisement was placed in the ***Carrollton Star-Leader*** summarizing the plan and announcing that the plan was available for public review. All public announcements are posted at City Hall and on the City's website. Language translation services at meetings as well as in general informational sessions are available and provided if requested. Public hearings are held at City facilities which are ADA compliant.

Instructions were also provided on how to submit comments regarding the document. The advertisement included pertinent information on upcoming public hearings. All comments were addressed before submitting the plan to HUD.

### **Neighborhood Advisory Commission (NAC) Public Hearing – November 10, 2016**

On November 10, 2016, the Neighborhood Advisory Commission (NAC) held a public hearing to receive comments on the draft PY 2015 CAPER.

No public comments were received relating to the 2015 Consolidated Annual Performance Evaluation Report as submitted to the Neighborhood Advisory Commission.

### **City Council – Public Hearing – December 6, 2016**

On December 6, 2015, the City Council held a public hearing to receive comments on the draft PY 2015 CAPER and, after receiving all comments, the City Council closed the public hearing and voted to adopt the report by resolution and transmit a final version of the document to the United States Department of Housing and Urban Development (HUD).

Public comments received during the December 6, 2016 public hearing are as follows:

### **Public Notices**

The advertisement presented below was featured as a highlight on the City's website. In addition, a digital copy of the report was made available on-line. A slightly modified version of the advertisement was also published in ***The Carrollton Star-Leader***, the City's local newspaper of record, on October

30th and again on November 20th and November 27th, 2016.

families in  
for more in-  
isher House  
erhouse.org

## L ADS/ ANEOUS

ng, Structural  
y and Mold  
IMATES! Call

pet, Flooring &  
its. Ask about  
ials & our Low  
Offer Expires  
-888-906-1887

n Tub Alert for  
m falls can be  
y Arthritis Foun-  
tic Jets. Less  
-In. Wide Door.  
American Made.  
ided. Call 800-  
50 Off.

throom does not  
sive or take weeks  
hWraps makes it  
01-7297 today for  
nsultation.

**INSURANCE**  
RITY DISABILI-  
Unable to work?  
? We Can Help!  
hing! Contact Bill  
ociates at 1-800-  
tart your applica-

ictured settlement  
yments for CASH  
n't have to wait for  
yments any longer!  
3-3601

ecure a super low  
rtgage. Don't wait  
ease. Act Now!  
9539

h for SR-22 or

Victoria Littlepage, Nicholas Jason Hedberg, Brandon Perry

## LEGAL NOTICE

### NOTICE OF PUBLIC HEARING

On October 1, 2015, the City of Carrollton received \$696,061 of Community Development Block Grant (CDBG) funds from the United States Department of Housing and Urban Development (HUD). In accordance with federal regulations, these funds were used for the principal benefit of persons of low to moderate income in Carrollton.

The City of Carrollton is currently in the process of preparing a final Consolidated Annual Performance and Evaluation Report (CAPER) for the 2015 program year. This document reviews and reports on the accomplishments of the Carrollton CDBG program for the period spanning October 1, 2015 through September 30, 2016. A draft copy of the report is available for public review at City Hall, 1945 E Jackson Road, in the Office of Community Development and a digital copy is available on-line at <http://www.cityofcarrollton.com>.

The Neighborhood Advisory Commission (NAC) will hold a public hearing on November 10, 2016 to receive your comments on the Consolidated Annual Performance and Evaluation Report (CAPER) for the 2015 program year. The public hearing will be held at 6:30 p.m. in the City Council Briefing Room on the 2nd Floor of City Hall, 1945 E Jackson Road.

In addition, the City Council will hold a public hearing on December 6, 2016 to receive your comments on the Consolidated Annual Performance and Evaluation Report (CAPER) for the 2015 program year. The public hearing will be held at 5:45 p.m. in the City Council Chambers on the 2nd Floor of City Hall, 1945 E Jackson Road.

If you are unable to attend, you may submit written comments, concerns and/or ideas to the following address:

City of Carrollton  
c/o Brian Passwaters  
Community Services Manager  
1945 E Jackson Road  
Carrollton, Texas 75006

PHONE: (972) 466-5727 FAX: (972) 466-3175  
EMAIL: [community.development@cityofcarrollton.com](mailto:community.development@cityofcarrollton.com)

### Public Hearing Notice

**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.**

**Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?**

No

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

## CR-60 - ESG 91.520(g) (ESG Recipients only)

### ESG Supplement to the CAPER in *e-snaps*

#### For Paperwork Reduction Act

#### 1. Recipient Information—All Recipients Complete

##### Basic Grant Information

Recipient Name	CARROLLTON
Organizational DUNS Number	071378145
EIN/TIN Number	756000478
Identify the Field Office	FT WORTH
Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance	

##### ESG Contact Name

Prefix  
First Name  
Middle Name  
Last Name  
Suffix  
Title

##### ESG Contact Address

Street Address 1  
Street Address 2  
City  
State  
ZIP Code  
Phone Number  
Extension  
Fax Number  
Email Address

##### ESG Secondary Contact

Prefix  
First Name  
Last Name  
Suffix  
Title  
Phone Number  
Extension  
Email Address

#### 2. Reporting Period—All Recipients Complete

Program Year Start Date	10/01/2015
-------------------------	------------

**Program Year End Date**

09/30/2016

**3a. Subrecipient Form – Complete one form for each subrecipient**

**Subrecipient or Contractor Name**

**City**

**State**

**Zip Code**

**DUNS Number**

**Is subrecipient a victim services provider**

**Subrecipient Organization Type**

**ESG Subgrant or Contract Award Amount**



## CR-65 - Persons Assisted

### 4. Persons Served

#### 4a. Complete for Homelessness Prevention Activities

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
<b>Total</b>	

Table 12 – Household Information for Homeless Prevention Activities

#### 4b. Complete for Rapid Re-Housing Activities

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
<b>Total</b>	

Table 13 – Household Information for Rapid Re-Housing Activities

#### 4c. Complete for Shelter

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
<b>Total</b>	

Table 14 – Shelter Information

#### 4d. Street Outreach

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
<b>Total</b>	

Table 15 – Household Information for Street Outreach

#### 4e. Totals for all Persons Served with ESG

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
<b>Total</b>	

Table 16 – Household Information for Persons Served with ESG

#### 5. Gender—Complete for All Activities

	Total
Male	
Female	
Transgender	
Don't Know/Refused/Other	
Missing Information	
<b>Total</b>	

Table 17 – Gender Information

## 6. Age—Complete for All Activities

	Total
Under 18	
18-24	
25 and over	
Don't Know/Refused/Other	
Missing Information	
<b>Total</b>	

**Table 18 – Age Information**

## 7. Special Populations Served—Complete for All Activities

Number of Persons in Households				
Subpopulation	Total	Total Persons Served – Prevention	Total Persons Served – RRH	Total Persons Served in Emergency Shelters
Veterans				
Victims of Domestic Violence				
Elderly				
HIV/AIDS				
Chronically Homeless				
<b>Persons with Disabilities:</b>				
Severely Mentally Ill				
Chronic Substance Abuse				
Other Disability				
Total (unduplicated if possible)				

**Table 19 – Special Population Served**

## CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

### 10. Shelter Utilization

Number of New Units – Rehabbed	
Number of New Units – Conversion	
Total Number of bed - nighths available	
Total Number of bed - nights provided	
Capacity Utilization	

Table 20 – Shelter Capacity

### 11. Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s)

## CR-75 – Expenditures

### 11. Expenditures

#### 11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Expenditures for Rental Assistance			
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance			
Expenditures for Housing Relocation & Stabilization Services - Services			
Expenditures for Homeless Prevention under Emergency Shelter Grants Program			
<b>Subtotal Homelessness Prevention</b>			

Table 21 – ESG Expenditures for Homelessness Prevention

#### 11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Expenditures for Rental Assistance			
Expenditures for Housing Relocation and Stabilization Services - Financial Assistance			
Expenditures for Housing Relocation & Stabilization Services - Services			
Expenditures for Homeless Assistance under Emergency Shelter Grants Program			
<b>Subtotal Rapid Re-Housing</b>			

Table 22 – ESG Expenditures for Rapid Re-Housing

#### 11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Essential Services			
Operations			
Renovation			
Major Rehab			
Conversion			
<b>Subtotal</b>			

Table 23 – ESG Expenditures for Emergency Shelter

**11d. Other Grant Expenditures**

	Dollar Amount of Expenditures in Program Year		
	2013	2014	2015
Street Outreach			
HMIS			
Administration			

**Table 24 - Other Grant Expenditures****11e. Total ESG Grant Funds**

Total ESG Funds Expended	2013	2014	2015

**Table 25 - Total ESG Funds Expended****11f. Match Source**

	2013	2014	2015
Other Non-ESG HUD Funds			
Other Federal Funds			
State Government			
Local Government			
Private Funds			
Other			
Fees			
Program Income			
<b>Total Match Amount</b>			

**Table 26 - Other Funds Expended on Eligible ESG Activities****11g. Total**

Total Amount of Funds Expended on ESG Activities	2013	2014	2015

**Table 27 - Total Amount of Funds Expended on ESG Activities**

# Attachment

## Social Service Agencies

### APPENDIX A – SOCIAL SERVICE AGENCIES AND SERVICES OFFERED

#### Bea's Kids

Contact: Ms. Bea Salazar – Director

P.O. Box 110165 Carrollton, TX 75011- 0065

Phone: 469-892-6300 Fax: 469-892-6304

Email: [beasalazar@beaskids.org](mailto:beasalazar@beaskids.org) or [gina.beas@yahoo.com](mailto:gina.beas@yahoo.com)

Website: [www.beaskids.org](http://www.beaskids.org)

- Bea's Kids is a non-profit 501(c)(3) organization that has been serving underprivileged children and parents since 1990. Services include educational, cultural, recreational and sports programs and activities. The program also provides food, clothing and medical/dental care. Bea's Kids leads a crusade against hunger, illiteracy, domestic strife, parental neglect, drugs, violence, gangs, school dropouts and poverty.

#### CASA of Denton County, Inc.

Contact: Ms. Sherri Gideon - Executive Director

614 N. Bell Avenue, Denton, Texas 76209

Phone: 940-243-2272 Fax: 940-243-1605

E-mail: [sgideon@casadenton.org](mailto:sgideon@casadenton.org)

Website: [www.casadenton.org](http://www.casadenton.org)

- CASA of Denton County, Inc. serves children (ages 0 to 18) who have been removed from their homes by Child Protective Services due to abuse or neglect. Their service area is Denton County and includes children from the portion of Carrollton within Denton County. CASA provides independent, objective guidance in court regarding the children's best interests and is a constant provider of support during that experience.

#### Children's Advocacy Center for Denton County

Contact: Mr. Dan Leal - Executive Director

1854 Cain Drive; Lewisville, Texas 75077

Phone: 972-317-2818 Fax: 972-317-6989

Email: [dan@cacdc.org](mailto:dan@cacdc.org)

Website: [www.cacdc.org](http://www.cacdc.org)

- This is a child-friendly environment for joint child abuse investigations by police and Child Protective Services. Some of the functions include video-taped interviews, comprehensive therapy services, information and referral and facilitation of joint investigations. Multiple professionals are involved in investigations including a Carrollton Police Child Abuse Investigator.

#### Christian Community Action

Jared Crump – Grant Administrator

200 South Mill St., Lewisville, TX 75057

Phone: 972-219-4379 Fax: 972-219-4339

E-mail: [jared.crump@ccahelps.org](mailto:jared.crump@ccahelps.org)

Website: [www.ccahelps.org](http://www.ccahelps.org)

- CCA provides Carrollton residents with the following services; weekly food, rental/utility assistance, transportation, vocational training, gas vouchers and healthcare. Some residents also enroll on CCA's

Vocational Training programs that include the following classes; General Educational Development (GED), English as a Second Language (ESL), Computer Training, Budgeting and Job Search.

### **The Family Place**

Contact: Ms. Paige Flink - Executive Director

P.O. Box 7999; Dallas, Texas 75209

Phone: 214-559-2170 Fax: 214-443-7797

Email: [phflink@familyplace.org](mailto:phflink@familyplace.org)

Website: [www.familyplace.org](http://www.familyplace.org)

- The Family Place provides proactive prevention and intervention, extensive community education, and caring advocacy and assistance for victims of family violence.

### **Metrocrest Community Clinic**

Contact: Lisa Rigby, Director

Plaza 1, Suite 149, One Medical Parkway, Farmers Branch, TX 75234

Phone: 972-484-8444, Fax: 972-484-0051

Email: [lrigby@metrocrestcommunityclinic.org](mailto:lrigby@metrocrestcommunityclinic.org)

- The Metrocrest Community Clinic provides low cost primary care and a limited number of specialty services to uninsured low income residents between the ages of 16 and 65. The focus of the clinic is on providing patients a medical home which will help them improve and maintain their health by regular visits with a physician, educational services and access to resources for Metrocrest Community Clinic

### **Metrocrest Services**

Contact: Mr. Tracy Eubanks - Executive Director

13801 Hutton Dr., Suite 150; Farmers Branch, Texas 75006

Phone: 972-446-2100 Fax: 214-694-2171

Email: [teubanks@metrocrestsocialservices.org](mailto:teubanks@metrocrestsocialservices.org)

Website: [www.metrocrestsocialservices.org](http://www.metrocrestsocialservices.org)

- Metrocrest Services provides information, referral and short-term emergency assistance for rent, utilities, food, clothing, medical and other financial needs in time of family crisis. Other services include job assistance, food bank and thrift store. Metrocrest Services collaborates and partners with local governments, business and non-profits for mobilization and maximization of resources.