



# City of Glendale Citizen Participation Plan

Amended 8.29.2022



# City of Glendale

## Citizen Participation Plan

This Citizen Participation Plan (CPP) sets forth the City of Glendale's policies and procedures for citizen participation for the use of Community Development Block Grants (CDBG), Emergency Solutions Grant (ESG), HOME Investment Partnership Act (HOME), and other HUD administered grant programs. The Citizen Participation Plan provides an opportunity for the community to work in partnership with the City to identify needs and to allocate CDBG, ESG and HOME funds, as well as to comment on any Section 108 Loan Application.

The City of Glendale holds the following standards regarding citizen involvement:

1. All citizen participation is to be done openly.
2. Involvement of low- and moderate-income persons, minorities, project area residents, elderly, handicapped and others is to be evident.
3. Reasonable efforts to ensure continuity of involvement of citizens throughout all stages of the CDBG, ESG and HOME programs are to be evident.
4. Timely and adequate information is to be given to citizens.
5. Citizens are encouraged to submit their views and proposals regarding the Consolidated Plan and use of CDBG, ESG and HOME funds.

While the Citizen Participation Plan will aim to ensure the participation of all residents, special assurances will be made to ensure the participation of the following groups:

- extremely low-, low-, and moderate-income persons;
- persons living in areas where CDBG, ESG, HOME, and Section 108 Loan funds are proposed to be used;
- residents of publicly assisted housing;
- low-income residents of target neighborhoods;
- minorities;
- non-English speaking persons; and
- persons with physical disabilities.

## Definitions

For purposes of the CDBG, ESG and HOME programs, the following definitions will apply:

**Community Development Block Grant (CDBG):** A grant program administered by the U.S. Department of Housing and Urban Development (HUD). This grant allots money to cities and counties for housing rehabilitation, affordable housing assistance, community services, and community development activities (including community facilities, neighborhood revitalization-public improvements, and economic development).

**Emergency Solutions Grant (ESG):** A grant program administered by HUD and allocated to cities and counties for the provision of emergency shelter beds to address the needs of the homeless. ESG funds can be used to provide a wide range of services and supports under the five program components: Street Outreach, Emergency Shelter, Rapid Re-housing, Homeless Prevention, HMIS.

**HOME Investment Partnership Program (HOME):** A grant program administered by HUD and is allocated to cities and counties for affordable housing development. Eligible activities include housing development and rehabilitation, and homebuyer assistance.

**Section 108 Loan Guarantee Program:** Section 108 is the loan guarantee provision of the Community Development Block Grant (CDBG) program, allowing local jurisdictions to transform a small portion of their CDBG funds into federally guaranteed loans large enough to pursue physical and economic revitalization projects that can renew entire neighborhoods. Local governments borrowing funds guaranteed by Section 108 must pledge their current and future CDBG allocations to cover the loan amount as security for the loan. Eligible activities include economic development, housing rehabilitation, public facilities, and large-scale physical development projects.

**Consolidated Plan (Con Plan):** The Consolidated Plan is five-year planning document for the CDBG, ESG and HOME programs. The Con Plan must contain a housing and community development needs assessment, a five-year strategic plan to address the needs identified, a one-year action plan to identify specific activities and planned use of CDBG, ESG and HOME funds. The City of Glendale has historically prepared a five-year strategic plan along with the annual one-year action plan. The Con Plan is due to HUD 45 days before the beginning of a program year. The City of Glendale CDBG, ESG and HOME programs begin annually on July 1, making the Con Plan/ Action Plan due at HUD no later than

May 17 of each year, unless HUD issues an extension or the City requests and is granted one through HUD.

**Consolidated Annual Performance Evaluation Report (CAPER):** CAPER is an annual report summarizing the City's progress in implementing the Consolidated Plan. The CAPER is due at HUD 90 days after the close of a program year. For the City of Glendale, each program year ends on June 30, making the CAPER due at HUD no later than September 28 of each year.

**Median Family Income (MFI):** HUD surveys major metropolitan areas annually to develop an index of median family income by household size.

**Low- and Moderate-Income Households:** Pursuant to HUD regulations, the primary beneficiaries of the CDBG, ESG and HOME programs should be low- and moderate-income households, defined by HUD as follows:

- Extremely Low-Income* - 0-30% County Median family income (MFI) adjusted for household size.
- Low-Income* - 31-50% County MFI adjusted for household size.
- Moderate-Income* - 51-80% County MFI adjusted for household size.

**Low- and Moderate-Income Neighborhood:** Generally defined as a census tract(s) or block group(s) in which a minimum of 51 percent of the residents have an income not exceeding 80 percent of the Los Angeles County median family income.

**State Eligible Income Households:** The City of Glendale uses State resources, including redevelopment housing set-aside funds to complement these federal funds. Therefore, households meeting the State's definition of moderate income (81-120% County MFI adjusted for household size) may also be discussed in the housing portion of the Con Plan and Action Plan.

**Slum or Blighted Area:** An area where a substantial number of deteriorating or dilapidated buildings or improvements are present throughout the area, or that meets the definition of a slum, blighted, deteriorated or deteriorating area under State or local law, typically identified as Redevelopment Project Areas.

**Publicly Assisted Housing Developments:** Housing projects (either rental or ownership housing) developed with the assistance of public funds such as HOME, CDBG, and/or redevelopment set-aside funds.

## **A. Citizen Involvement**

### **1. Citizen Participation Plan (CPP)**

The City of Glendale recognizes that CDBG, ESG and HOME funds are tax money returned to the City to be used primarily to benefit extremely low-, low-, and moderate-income persons. City staff and officials are stewards of these public monies and will openly discuss all records, except those confidential records protecting a household's privacy. The City presents the following Citizen Participation Plan (CPP), in accordance with 24 CFR Parts 91, et al.

The Citizen Participation Plan seeks to involve the participation of citizens of Glendale and social service agencies in the development and adoption of the Consolidated Plan, the Action Plan, any substantial amendments, and the Consolidated Annual Performance Evaluation Report (CAPER). In addition, efforts will be made to focus on the involvement of low- and moderate-income persons, those persons living in slum and blighted areas, persons living in low- and moderate-income areas and persons living in areas where CDBG, ESG and HOME funds are proposed to be used. The Citizen Participation Plan consists of a number of elements designed to foster community involvement as specified in each section of the Plan.

Pursuant to HUD regulations, City will conduct a minimum of two hearings annually at different stages in the CDBG/HOME program year (July 1 through June 30). The City will conduct public hearings at locations and at times that are convenient to the public, especially for those persons affected by program resources, and the locations will be equipped to accommodate persons with physical disabilities. As such, all public hearings will be conducted in a southern Glendale school/community facility accessible to persons with disabilities with meeting times at 7:00 p.m. in the evening and/or at 10:00 a.m. on weekends. Public hearings sites may include: Pacific Community Center, 501 South Pacific Avenue; Adult Recreation Center, 201 East Colorado Street; Roosevelt Middle School, 1017 South Glendale Avenue; and Mann Elementary School, 501 E. Acacia Street. City Council/Housing Authority public meetings and/or hearings will usually be held at Glendale City Hall, 613 East Broadway, Council Chambers.

Spanish and Armenian translation will be available at public hearings where a significant number of non-English speaking residents are expected to attend. Translation availability will be announced at the beginning of the hearing. Translation will be provided by bi-lingual Community Services & Parks staff and volunteer translators from community agencies serving non-English speaking population (i.e. Armenian Relief Society, Catholic Charities, and Glendale Unified School District). Other requests for translation services and/or reasonable accommodations (such as sign language) must be made three (3) days prior to the hearing date and the City will provide appropriate assistance to the extent feasible.

In the case of disaster/emergency events that may not allow for in-person public hearings, which may include: (1) Man-Made-disasters, (2) Natural disasters, (3) Pandemic, and (4) Terrorism/Bio-Terrorism, public hearings may also be held via online platforms and are pursuant to HUD regulations.

The schedule for review and adoption of the Consolidated Plan, Annual Action Plan and Consolidated Annual Performance and Evaluation Report is as follows:

- October - Community Meeting/Public Hearing to review community needs, anticipated amount of assistance the City expects to receive and the range of activities that may be undertaken in preparation of the Consolidated Plan and/or Annual Action Plan for use of Community Development Block Grant, Emergency Solutions Grant, or HOME funds.
- November - Glendale Continuum of Care Collaborative Applicant (City of Glendale) issues a Request for Proposal (RFP) for the Emergency Solutions Grant (ESG).
- October to December - Staff meetings with the CDBG Advisory Committee, various stakeholder groups to gain an understanding of community needs, trends and potential opportunities to address community needs.
- February/March - Public Meeting of the CDBG Advisory Committee, providing an opportunity for the Committee to comment on the proposed CDBG funding allocations. Public Meeting of the Glendale Continuum of Care Board review and comment on proposed funding allocations for programs assisting the homeless.
- March/April - Public Hearing on the Proposed Consolidated Plan and/or Annual Action Plan to review the proposed Consolidated Plan and/or Annual Action Plan programs and funding allocations.
- April/May - Public Meeting and Adoption of the draft Consolidated and/or draft Annual Action Plan by the City Council and Housing Authority.
- April/May - Publication of the Proposed Consolidated Plan and/or Action Plan Summary describing the content and purpose of the Plan and locations where copies of the entire plan(s) may be examined during a 30-day

- comment period. At a minimum, copies will be available at the office of the Community Services & Parks Department, CDBG Section, 613 East Broadway, Room 120.
- May/June – Submittal of the final Consolidated and/or Annual Action Plan to U.S. Department of Housing and Urban Development in Los Angeles.
  - September – 15-day Public Review period of the Consolidated Annual Performance and Evaluation Report (CAPER).

## **Adoption of the Citizen Participation Plan**

Prior to the adoption of the Citizen Participation Plan (CPP), implementation of the following public comment, review, and adoption procedures will ensure that all citizens have a chance to participate in development of the Plan.

- i. The City will provide a notice of the 30-day public review period and public hearing on the Citizen Participation Plan in a local Newspaper publication (i.e. *Glendale News Press/L.A. Times*). The notice will be printed in the local newspaper(s) a minimum of ten days prior to the public hearing date whenever possible and appropriate.
- ii. The proposed Citizen Participation Plan will be available for public review at the following locations:
  - Glendale Community Services & Parks, CDBG Section (613 E. Broadway, Room 120)
  - Glendale Community Services & Parks/CDBG Section website at [www.glendaleca.gov/CDBG](http://www.glendaleca.gov/CDBG)

Upon request, the CPP will be made accessible to any person with disabilities. The City will provide a reasonable number of free copies of the CPP to citizens and groups that request copies.

- iii. Comments or views of citizens received in writing during the public review period or orally at the public hearing will be solicited by the Glendale City Council.
- iv. The Draft CPP will be adopted upon a majority vote of the Glendale City Council and Housing Authority at a designated and publicly noticed City Council and Housing Authority meeting. After adoption of the CPP, a Final CPP will be prepared. The Final CPP will include a summary of public comments and a summary of any comments not accepted and the reasons therefore, all of which will be attached to the final Citizen Participation

Plan.

## **Amendment of the Citizen Participation Plan**

The City will amend its approved Citizen Participation Plan whenever a change in the public participation process, as outlined in this plan, is proposed. An amendment to the approved Citizen Participation Plan will be reviewed and approved by the CDBG Advisory Committee. Notice of any amendment to the Citizen Participation Plan will be published in the local newspaper no less than 10 days prior to the review and adoption by the Committee to allow the public the opportunity to review and comment on the amendment. Appeals concerning the amendment should follow the Appeal procedures outlined in Section G of this document.

## **2. Consolidated Plan (Five-Year Strategy and Annual Action Plan)**

In developing the Consolidated Plan and annual updates, the City of Glendale is guided by two leading principles:

1. **Exceptional Customer Service:** focus program efforts on the most critical needs.
2. **Comprehensive Approach:** achieve empowerment of individuals and families while ensuring long-term economic independence.

Inherent in these principals is extensive, relevant, and ongoing citizen participation. The City of Glendale believes it is essential to have widespread, meaningful participation throughout the planning process to ensure genuine community "ownership" of the plan.

The Consolidated Plan consists of three parts: the needs assessment, housing and community development strategic plan, and an action plan. Commonly known as the Consolidated Plan, the needs assessment and housing and community development strategic plan are updated every five years. The Action Plan is updated annually, reflecting annual CBDG, ESG, and HOME funding allocations.

The Consolidated Plan identifies the housing and community development needs in the City, prioritizes the needs for funding, and prescribes a comprehensive strategy for addressing the needs. To maintain relevance, an annual One-Year Action Plan is developed which includes the following elements:



- Dollar amounts proposed for each activity
- A description and location of each activity
- The entity responsible for implementation of each activity
- Time frame for each activity

In all cases, the Consolidated Plan and Action Plan seek to minimize the displacement of residents from their homes or places of business.

The groups involved in the process of Consolidated Plan and Action Plan development include:

- CDBG Advisory Committee - a five-member Committee appointed by the City Council
- Glendale Continuum of Care Committee - focusing on programs for the homeless
- Glendale Continuum of Care Board- five members appointed by the Glendale CoC through open nominations from the Community.
- City Council and Housing Authority

**CDBG Advisory Committee** - The CDBG Advisory Committee is a Title 2 Commission of five (5) Glendale citizens appointed by the City Council. Their task is to participate in the CDBG program planning process and make funding recommendations to City Council on proposed projects submitted through the RFP process. Meetings of the CDBG Advisory Committee are open to the public, Brown Acted and televised, and the citizens of Glendale are invited to attend and participate in the discussion of the agenda items. The date, time and location of CDBG Advisory Committee public meetings shall be advertised along with Brown Act notices at Glendale City Hall.

**Glendale Continuum of Care Committee** -The Glendale Continuum of Care (CoC) Committee comprised Homeless Services agencies represents a community based approach to the development and implementation of a strategy designed to address the needs of homeless persons and provides planning oversight and implementation coordination. The CoC Committee convenes every other month and is attended by all community service agencies working to address homelessness in Glendale and the Service Planning Area (SPA 2) region in Los Angeles. The CoC meeting agenda consists of new funding opportunities, resource sharing between agencies, updates from existing programs, and strategic planning for future funding opportunities.

**Glendale Continuum of Care Board-** The City of Glendale CoC board is the primary planning body for the Glendale CoC. Board members determine the policy direction of the CoC and ensure that CoC fulfills its responsibilities as assigned by the U.S. Department of Housing and Urban Development (HUD).

Additionally, the board oversees and approves the work of the Glendale CoC committees and working groups. The Glendale CoC Board consists of five (5) members to act on its behalf that are appointed through an open nomination process. The CoC Board reviews and makes funding recommendations to the City Council/Housing Authority on proposed projects submitted through the Homeless ESG RFP process. The group meets 5-6 times annually and conducts open meetings.

**City Council/Housing Authority** - The City Council is comprised of five (5) elected positions; the Housing Authority is comprised of the five Council members and 2 tenant members (participants in Housing Authority programs). The Council and Authority make the final determination about the priority of various community needs that will guide the Council/ Authority when annually allocating CBDG, ESG and HOME funds in the ConPlan and/or Annual Action Plan.

The City will affirmatively publicize its activities and meetings related to the ConPlan in publications circulated in Glendale's non-English speaking communities, including but not limited to, local Spanish and Armenian publications, as well as local English written newspapers to outreach to all of the ethnic diversity of the City. Information may be obtained by calling the Community Services & Parks Department at (818) 548-2000.

## **Development of the Consolidated Plan (Five-Year Strategy) and Annual Action Plan**

The City of Glendale will implement the following strategies to solicit meaningful community input in preparation of the Consolidated Plan and Action Plan. Specifically, the City will:

- i. Review past year performance with the CDBG Advisory Committee and discuss priority needs for upcoming year(s).
- ii. Consult public agencies including City staff, adjacent local governments, economic development interests, and state and local health agencies.
- iii. Consult private and public/community agencies that provide health services, social services for children, elderly, disabled, homeless, persons with AIDS, victims of domestic violence, and persons with alcohol/drug abuses, etc.
- iv. Conduct at least one public meeting during the development of the housing and community development needs assessment.

- v. Conduct interactive surveys at community events throughout the planning phase of development of the Con Plan.
- vi. Develop an ongoing, on-line web survey to identify community development and housing needs during the development of the ConPlan.
- vii. Since the Analysis of Impediments (AI) to Fair Housing Choice is a component of the Consolidated Plan, the citizen participation requirement for the Consolidated Plan applies. Therefore, the City of Glendale will solicit meaningful community input in the preparation of its AI.

Citizen participation during the development of the Consolidated Plan and Action Plan will take place at the CDBG Advisory Committee and Glendale Continuum of Care meetings, which are open to the public. The citizens of Glendale are invited to take an advisory role in policy formation regarding program implementation by attending the CDBG Advisory Committee meetings and making their views known. This will be made clear in all public announcements of the CDBG Advisory Committee meetings.

## **Adoption of the Consolidated Plan (Five-Year Strategy) and Annual Action Plan**

The following procedures will ensure that all citizens will have a chance to influence the final Consolidated Plan and Action Plan. Specifically, the City will:

- i. Publish a notice announcing public hearing on the Draft Consolidated Plan and Action Plan. The notice will be published in the local newspaper and include a summary of the Draft Consolidated Plan and Action Plan that describes the contents and purpose. The notice will be published at least ten days prior to the public hearing.
- ii. The City Council and Housing Authority will conduct a public hearing on the Draft Consolidated Plan and Action Plan. The Draft Consolidated Plan and Action Plan will be adopted upon a majority vote of the Glendale City Council and Housing Authority.
- iii. Publish a notice announcing the 30-day public comment period for the Draft Consolidated Plan and Action Plan. The Draft Consolidated Plan and Action Plan will be available for public review at the following locations:

- Glendale Community Services & Parks, CDBG Section (613 E. Broadway, Room 120)
- Glendale Community Services & Parks/CDBG Section website at: [www.glendaleca.gov/CDBG](http://www.glendaleca.gov/CDBG)

Upon request, the Draft Consolidated Plan and Action Plan will be made accessible to any person with disabilities. The City will provide a reasonable number of free copies of the Draft Consolidated Plan and Action Plan to citizens and groups that request copies.

- iv. At the end of the 30-day review period, the Final Consolidated Plan and Action Plan will be prepared for submittal to HUD. The Final Consolidated Plan will include a summary of public comments and a summary of any comments not accepted and the reasons therefore, all of which will be attached to the Final Consolidated Plan.

## **Amendment of the Consolidated Plan**

The City shall maintain the ability to amend the adopted Consolidated Plan and Action Plan. The following outlines the criteria and procedures to be used when amending the Consolidated Plan and Action Plan.

### ***Substantial Amendment Criteria***

**Consolidated Plan (Five-Year Strategy)** - The City will amend its approved Consolidated Plan (Five-Year Strategy) whenever a decision is made to propose a substantial change in allocation priorities. For the purpose of the Consolidated Plan, a “substantial change” will constitute a cumulative change equal to or in excess of 25% of the City’s program (CDBG/HOME) entitlement funds for a program year. (CDBG/HOME)

Changes in funding priority not amounting to more than 25% of the City’s program (CDBG/HOME) entitlement funds for a program year will not be considered a substantial change to the Consolidated Plan and no formal amendment to the Consolidated Plan requiring public review and comment will be warranted. (For example, an amendment to the Consolidated Plan is needed if the five-year Strategy identifies only a low priority need for historic preservation, but during the five-year timeframe the City decides to establish a CDBG-funded historic preservation program that amounts to more than 25% of the City’s CDBG annual entitlement allocation.)

**Annual Action Plan** - The City will amend its approved Action Plan whenever one of the following decisions is made to:

1. Carry out an activity not previously described in the Action Plan;
2. Cancel an activity previously described in the Action Plan;
3. Increase the amount to be expended on a particular activity from the amount stated in the Action Plan of the specific program allocation by more than 25% or \$15,000 whichever is greater; or
4. Substantially change the purpose, scope, location, or beneficiaries of an activity.

Changes in funding for an existing specific activity (project) not amounting to more than 25% or \$15,000 of the specific program allocation (whichever is greater) will not be considered a substantial change to the Action Plan; and no formal amendment to the Action Plan requiring public review and comment will be warranted.

### *Amendment Process*

The following procedures will ensure that all citizens will have a chance to comment on the proposed amendment to the Consolidated Plan and Action Plan.

- i. Publish a notice of the 30-day public comment period on the proposed amendment to the adopted Consolidated Plan and/or Annual Action Plan. The notice will be published in the local newspaper and include a summary of the amendment and/or a link where the proposed amendment may be reviewed.
- ii. When necessary, proposed amendments are reviewed by the CDBG Advisory Committee at a regular or special meeting for its recommendation to the City Council and Housing Authority.
- iii. The proposed amendment will be available for public review at the following locations:
  - Glendale Community Services & Parks, CDBG Section (613 E. Broadway, Room 120)
  - Glendale Community Services & Parks/CDBG Section website at: [www.glendaleca.gov/CDBG](http://www.glendaleca.gov/CDBG)

Upon request, the amendment will be made accessible to any person with disabilities.

- iv. A copy of the approved amendment will be sent to the Los Angeles Field Office of the U.S. Department of Housing and Urban Development along with the CAPER at end of the fiscal year.

### **3. Consolidated Annual Performance and Evaluation Report (CAPER)**

The Consolidated Annual Performance and Evaluation Report (CAPER) details the accomplishments of the Consolidated Plan and the Action Plan. The following procedures will ensure that all citizens will have a chance to comment on the CAPER.

- i. If necessary, the draft CAPER may be reviewed by the CDBG Advisory Committee at one of the CDBG Advisory Committee regular meetings.
- ii. Publish a notice of the 15-day public comment period on the draft CAPER. The notice will be published in the local newspaper. The notice will include a list of locations at which the draft CAPER can be reviewed.
- iii. The draft CAPER will be available for public review at the following locations:
  - Glendale Community Services & Parks, CDBG Section (613 E. Broadway, Room 120)
  - Glendale Community Services & Parks/CDBG Section website at: [www.glendaleca.gov/CDBG](http://www.glendaleca.gov/CDBG)

Upon request, the CAPER will be made accessible to any person with disabilities.

## **B. Public Notification of Public Hearings**

Staff will ensure adequate advance notice of all public hearings. Adequate noticing will include:

- Printing notices in the local newspaper, at least ten days prior to the public hearings.

- Social media platforms, surveys, and other papers used for noticing may include, but not be limited to, *Facebook, Twitter, Instagram*, and community newspapers which reach Glendale residents, whenever possible and appropriate.
- Posting notices at Glendale City Hall.
- Glendale Community Services & Parks/CDBG Section website at: [www.glendaleca.gov/CDBG](http://www.glendaleca.gov/CDBG)

## **C. Access to Records**

The City will provide citizens, public agencies, and other interested parties with reasonable and timely access to information and records relating to the Consolidated Plan documents and the use of assistance during the preceding five years.

At all times during City Hall operating hours, all information regarding the HUD programs will be made available upon request, including the Federal Regulations governing the CDBG, ESG and HOME programs, a year-by-year breakdown of the program expenditures, the minutes of the most recent CDBG Advisory Committee meeting, records of Committee meetings, mailings and promotional material, prior years application, letters of approval from HUD, grant agreements, the most current Citizen Participation Plan, reports required by HUD, the current proposed application, and any other documents regarding important program requirements by HUD.

During the period of planning for the next program year, information to be made available to the public will include such items as the amount of funds available to Glendale, the range of activities that may be undertaken with these funds, the kind of activities previously funded in Glendale, the processes involved in drawing up and approving Glendale's application, the role of Glendale's citizens in the CDBG, ESG and HOME programs and any other information necessary for Glendale's citizens to fully participate in the process. A public hearing will be held to review the program's performance and progress, thirty to forty-five days prior to the first public hearing concerning the application for a coming program year. The announcement of a public hearing and all other hearings concerning a new application for funds shall be announced in the local newspaper.

Requests for information and records must be made to the City of Glendale in writing. Staff will respond to requests for information within 10 working days and request for records within the City's Public Records Request policy.

## **D. Technical Assistance**

Upon request, staff will provide technical assistance to groups representing extremely-low, low- and moderate-income persons to develop funding requests for CDBG, ESG and HOME eligible activities. Technical assistance will be provided as follows:

- i. Answer, in writing or verbally, all inquiries received from citizens or representative groups relating to funding requests.
- ii. Meet with groups or individuals as appropriate, to provide technical assistance in identifying specific needs in the preparation of application submittal.
- iii. Provide bi-lingual translation on as needed basis.



## **E. Comments and Complaints**

### **1. Comments**

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

City of Glendale  
Maggie Kavarian  
Community Services Manager  
Community Services & Parks Department/CDBG Section  
613 E. Broadway, Room 120  
Glendale, CA 91206  
E-mail: [mkavarian@glendaleca.gov](mailto:mkavarian@glendaleca.gov)

A written response by letter or e-mail will be made to all written and e-mail comments within ten working days, acknowledging the written response was received and identifying a plan of action, if necessary. Every effort will be made to send a complete response within 10 working days to those who submit written comments.

### **2. Complaints**

Citizen with complaints concerning the Consolidated Plan, the Annual Action Plan, substantial amendments and the CAPER should contact the City of Glendale personnel by phone, via e-mail, or in writing within 30 days from the date the document is published for comment. Complaints concerning any CDBG-funded, ESG-funded, or HOME-funded program in which the person believes access has been limited or denied, must be made within 30 days from the date of the occurrence. Staff will review each complaint based on the information provided within the complaint and provide a complete written response to citizen complaints within 10 working days from the date of their complaint when practicable. Persons with disabilities may request reasonable modifications to the complaint process to accommodate their disabilities.

The City will accept written complaints provided they specify the following:

- (1) The description of the objection, and supporting facts and data
- (2) Provide name, address, telephone number, and a date of complaint
- (3) Address the complaint as follows:

City of Glendale  
Maggie Kavarian  
Community Services Manager  
Community Services & Parks Department/CDBG Section  
613 E. Broadway, Room 120  
Glendale, CA 91206  
(818) 548-2000  
E-mail: [mkavarian@glendaleca.gov](mailto:mkavarian@glendaleca.gov)

A record will be maintained of all complaints received that will include the nature of the complaint, City investigation of facts and evidences, referrals made, and the final disposition.

Citizens may contact HUD directly if they wish to object to any part of the Consolidated Plan, Annual Action Plan or Consolidated Annual Performance or Evaluation Report, or if they feel that they have been aggrieved by any program, activity or procedure funded through the CDBG, ESG or HOME funds. Such objections should be made to: Community Planning Development Representative, Community Planning and Development Division; U.S. Department of Housing and Urban Development, Los Angeles Field Office, 300 N. Los Angeles Street, Suite 4054, Los Angeles, CA 90012.

## **F. Bilingual Opportunities**

Translation services will be provided upon advance request to the extent feasible. Translation services at public hearings and meetings will be provided in Armenian and/or Spanish. Requests for translation services for additional languages, or for reasonable accommodation should be made at least 3 days prior to the meeting date and the City will provide appropriate assistance to the extent feasible.

## **G. Appeals**

Appeals concerning the Consolidated Plan documents or decisions, statements, recommendations of the staff, or disposition of complaints should first be submitted to the Community Services Manager, then to the Deputy Director of Community Services & Parks, the Director of Community Services & Parks, the Glendale City Council/Housing Authority, and finally to the Los Angeles Area Office of HUD, in that order, if staff is unresponsive.

## **H. Anti-displacement/Relocation**

In the event that any residential displacement and relocation must take place in order to carry out a program activity, the City of Glendale ensures that it will develop an Anti-displacement and Relocation Plan in connection with that project as applicable per Federal regulations.

In the event that any acquisition and relocation must take place in order to carry out a program activity, Glendale will also comply with the acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended and implementing regulations of 49 CFR Part 24.

## **I. Assurances**

The City of Glendale assures that the most diligent effort will be made to comply with the process and procedures outlined in this Citizen Participation Plan.