



# **Citizen Participation Plan**

COMMUNITY RELATIONS & DEVELOPMENT

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## **INTRODUCTION**

Goldsboro, North Carolina has an estimated population of 32,181 (World Population Review). Its legal representative and policy-making body is a seven-member City Council consisting of the Mayor and six district representatives (councilmembers).

## **PURPOSE AND PHILOSOPHY**

The effectiveness of the Citizen Participation Plan (CPP) is enhanced when both citizens and elected officials are aware of its benefits. Elected officials and policymakers benefit from the variety of viewpoints that citizens can bring to local government planning in areas such as, affordable housing, neighborhood revitalization, self-help, recreation, transportation, human services, public services, and neighborhood organization. Citizens benefit from the knowledge that their opinions and views are considered and contribute to the overall decision-making process.

While the comments and opinions of all citizens are important, it is necessary for Goldsboro's low- to moderate-income<sup>1</sup> citizens, those living in slum or blighted areas, residents of public and assisted housing, minorities, non-English speaking persons, and persons with disabilities have the opportunity to be heard. These citizens are in most need of supportive services and stand to benefit the most from activities undertaken as part of the CDBG and HOME Programs. As such, it is important that Goldsboro seeks to include these groups in the decision-making process for activities funded through the CDBG and HOME Programs. Goldsboro's CPP provides the means by which citizens can assist with problem identification, propose solutions to problems, set goals and determine priorities, and recommend which projects should become a part of these programs.

## **COMMISSION ON COMMUNITY RELATIONS & DEVELOPMENT (CCRD)**

The Commission on Community Relations and Development (CCRD), one of the primary avenues for public participation related to the CDBG and HOME Programs, is an eleven-member volunteer commission of Goldsboro citizens, which serves in an advisory capacity to the Community Relations and Development Director and Goldsboro City Council concerning the CDBG and HOME programs and other community issues.

The Mayor and each member of the City Council appoint members of the CCRD. All potential CCRD members must be approved by City Council. All CCRD members serve three-year terms with eligibility for re-appointment. CCRD members are limited to two consecutive terms. The CCRD meets once a month, and all meetings are conducted in an open manner.

The CCRD assists the Community Relations and Development Director and City Council to enhance community harmony and promote awareness of Goldsboro's growing multiculturalism by facilitating community dialogue and meetings and coordinating residential and organizational coalitions to address community issues and concerns. The CCRD will also serve as a citizen input mechanism for the community

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<sup>1</sup> [Per 12 U.S. Code §1430\(j\)\(13\)](#): The term "low- to moderate-income citizen" means any citizen or household who has an income of eighty percent (80%) or less of the area median income (AMI). The term "low- to moderate-income neighborhood" means any neighborhood in which fifty-one percent (51%) or more of the households are low- to moderate-income households.

and in an advisory capacity to Goldsboro for community development administered programs funded through CDBG and HOME Grant Funds.

More information on the CCRD, along with departmental program plans and reports, are available for public review at the Community Relations and Development Department within Historic City Hall at 214 N. Center Street, Goldsboro, NC 27530 or <https://www.goldsboronc.gov/cdbg-home-plans-and-reports/>.

Citizens are encouraged to refer any comments or questions to either Community Relations and Development Staff or members of the CCRD. Copies of the Plan will be made available to individuals/groups and can be provided in an alternative format for people with disabilities upon request.

## **PROVISION OF TECHNICAL ASSISTANCE**

Besides administering, planning, and evaluating the CDBG and HOME Programs, Community Relations and Development Staff provide technical and analytical assistance to the CCRD, non-profit organizations, neighborhood/community groups, and interested citizens in building community capacity, developing project proposals, and project implementation.

In addition to assisting in the preparation of the CPP, staff also prepare the Five-Year Consolidated Plan (ConPlan), the One-Year Annual Action Plan (AAP), and the Consolidated Annual Performance and Evaluation Report (CAPER) for review by the CCRD and City Council. Staff also assist in the preparation of a comprehensive development strategy that includes each Community Development target area and describes the types of projects that would have the most significant impact.

## **PUBLIC HEARINGS & PUBLIC MEETINGS**

In order to ensure adequate public comment concerning the activities related to the CDBG and HOME Programs, Goldsboro will hold at least two public hearings before the City Council during each program year to obtain citizens' review and answer questions concerning the CDBG and HOME Programs. Additionally, at least one public meeting will be held before the CCRD prior to the proposed ConPlan and AAP are published for comment. These hearings and meetings will focus on housing and community development needs, the development of program activities, and the review of the CDBG and HOME Programs.

Citizens will be notified and encouraged to attend public hearings and public meetings through advertisements in the Goldsboro News Argus, radio announcements, social media and E-Mail blitz, and/or Goldsboro's website. Notice of these public hearings and public meetings will be given at least 10 days prior, but no more than 30 days prior to the date of the hearing or meeting. The notices will include the date, time, and location of the hearing or meeting, a brief description of the purpose of the hearing or meeting, and state how persons with disabilities can make arrangements to participate. Public hearings and public meetings will be held at times and locations convenient to potential and actual beneficiaries of CDBG and HOME Programs.

All public hearings and public meetings will be held at a convenient time and place to facilitate broad citizen participation, particularly by low- and moderate-income citizens and residents of targeted neighborhoods. All public hearings and public meetings will be held at locations accessible to persons with disabilities and provisions will be made to accommodate persons with disabilities. Public notices of hearings and meetings shall state that persons with disabilities may receive auxiliary aids or service to effectively participate in city

government activities by contacting the Community Relations & Development Department, at least five business days prior by calling (919) 580-4318.

Upon request, translators will be provided for people who do not speak English and sign language interpreters will be provided for hearing impaired persons. Online surveys in English and Spanish may also be used to gather resident input on the development of the ConPlan or filled out on paper surveys available at various locations.

All citizens will be encouraged to attend public hearings and public meetings related to the program planning and implementation processes. Low- to moderate-income citizens and those living in designated target areas will be particularly encouraged to attend these hearings and meetings through announcements at neighborhood association and community watch meetings and/or by the distribution of information through members of the CCRD or Community Relations and Development Staff.

## **CONSOLIDATED PLAN (ConPlan) AND ANNUAL ACTION PLAN (AAP)**

As a CDBG Entitlement Community and a HOME PJ, Goldsboro must submit a Consolidated Plan (ConPlan) to HUD at least every five years outlining the needs of low- to moderate-income citizens and special populations within Goldsboro and the strategies by which Goldsboro will address these needs. Each year Goldsboro must also submit an Annual Action Plan (AAP) stating how the needs of low- to moderate-income persons will be addressed with anticipated HUD and Local Funds. Goldsboro will actively encourage public participation in the development of the ConPlan and AAP.

During the development of the ConPlan, Goldsboro will consult within the community to set priorities for addressing these needs. Citizens residing within designated target areas will be encouraged to comment on needs and priorities through existing or newly created neighborhood associations and community watch groups. Goldsboro, in conjunction with the Housing Authority of the City of Goldsboro (HACG), will work to encourage the participation of public and assisted housing residents in providing input to the ConPlan. Goldsboro will also provide information related to planned activities that will occur in or near public and assisted housing developments to HACG.

The ConPlan and AAP include the amount of funds Goldsboro expects to receive, the range of activities that may be undertaken, and an estimate of the benefit to low- to moderate-income citizens from these projects. A minimum of one public meeting is to be held before the CCRD prior to the proposed ConPlan and AAP being published for comment and one public hearing to be held before the City Council prior to the adoption of the ConPlan and AAP to receive comments on the Plans. Notice will be given in the Goldsboro News Argus at least 10 days prior, but no more than 30 days prior to the date of the hearing or meeting and will include a brief summary of the purpose and contents of the Plans and the locations of where the full Plans are available for public review. Any individual or group may receive a copy of the ConPlan and AAP upon request. A summary of all comments, and any actions taken concerning these comments, will be submitted along with the Plans to HUD.

## **CONSOLIDATED ANNUAL PERFORMANCE & EVALUATION REPORT (CAPER)**

Each year, Goldsboro must prepare a Consolidated Annual Performance and Evaluation Report (CAPER) describing and evaluating the community development activities undertaken during the previous program year. Goldsboro will follow HUD public notification and comment requirements to ensure that the public, particularly focusing on those citizens residing within designated target areas, has the opportunity to review the report and comment on Goldsboro's community development activities.

As part of the review process, the public will be provided with a fifteen-day review period for comment on the report. A notice for the comment and review period will be placed in the Goldsboro News Argus prior to the commencement of the review period. The CAPER will also be made available for public review at City Hall and a variety of public access sites prior to its submittal to HUD. A summary of the public's comments and reviews will be incorporated into the CAPER upon submission to HUD.

## **AMENDMENTS TO CONSOLIDATED PLAN & ANNUAL ACTION PLAN**

Goldsboro shall amend its approved plan whenever it makes one of the following decisions:

1. To make a change in its allocation priorities or a change in the method of distribution of funds;
2. To carry out an activity using funds from any program covered by the ConPlan (including program income) not previously described in the AAP; or
3. To change the purpose, scope, location, or beneficiaries of an activity.

### **Minor Amendments**

Any minor amendments to the ConPlan and/or AAP will be made administratively and will be incorporated into Goldsboro's CAPER at the end of the program year. A minor amendment is one that maintains the integrity of the plan and does not include any substantial change in policy or in funding priorities while still maintaining flexibility in meeting the planned goals and objectives.

### **Substantial Amendments**

Citizen participation is required for any substantial amendment made to a previously approved ConPlan and/or AAP. The criteria Goldsboro will use for determining a substantial amendment to its ConPlan and AAP includes changes in the Plans requiring the reprogramming of more than 25% of the CDBG or HOME allocation.

Substantial amendments to the ConPlan and/or AAP will be made available for public comment at City Hall and the established public access sites at least 30 days prior to its adoption. A public hearing for the substantial amendment will be held before Goldsboro City Council and citizens will be notified of this hearing through an ad placed in the Goldsboro News Argus at least 10 days prior, but no more than 30 days prior to the hearing. The notice will include the date, time, location for the hearing, a brief description of the proposed amendment, and will state how persons with disabilities can make arrangements to participate. A summary of citizens' comments concerning the substantial amendment to the ConPlan and/or AAP will be summarized and attached to the amendment upon its submission to HUD.

## **Emergency Amendments**

In the event of a natural disaster or catastrophic occurrence threatening public health and/or safety, Goldsboro may determine the need to make a substantial amendment to the ConPlan and/or AAP to address the unforeseen needs of the community. Goldsboro may request and obtain from HUD a complete waiver or reduction in days of the required thirty-day public review and comment period for substantial amendments. A public hearing for the substantial amendment will be held before the Goldsboro City Council and citizens will be notified of the hearing through an ad placed in the Goldsboro News Argus at least 10 days prior, but no more than 30 days prior to the hearing. Emergency amendments require Goldsboro appointed officials to hold a public meeting for recommendation to, and approval by, City Council in accordance with North Carolina Public Meeting Laws.

## **COMPLAINTS & GRIEVANCES PROCEDURES**

Complaints and grievances concerning CDBG and HOME activities should be filed, in writing, to the Community Relations and Development Director at P.O. Drawer A-1017, Goldsboro, NC 27533. All comments will be initially reviewed by staff and referred to the appropriate City Department or CCRD for reply. An appropriate response will be made to complainant within 15 working days. If after review and investigation, the complainant is not satisfied with the outcome at this level, they should notify the Community Relations and Development Director and arrange a meeting.

If the complainant is still not satisfied with the outcome, the matter should then be referred to the Assistant City Manager. Every effort will be made to resolve complaints at the local level, however, if a satisfactory resolution of the complaint is not achieved at the municipal level, the complete record of correspondence, meetings, and research information shall be forwarded to the U.S. Department of Housing and Urban Development (HUD) for final disposition.

## **OBJECTIONS TO CDBG/HOME CONSOLIDATED PLAN & ANNUAL ACTION PLAN APPLICATION**

Objections to the contents of a ConPlan and/or AAP, which are not considered complaints or grievances, are to be filed directly with the HUD area office located at 1500 Pinecroft Road, Suite 401, Greensboro, NC 27407, before or during the ConPlan and AAP review period. HUD will consider objections made only on the following grounds:

1. The description of needs and objectives is plainly inconsistent with available facts and data; or
2. The activities to be undertaken are plainly inappropriate to meeting the needs and objectives identified in the application; or
3. The application does not comply with the requirements of HUD regulations or other applicable law; or
4. The application proposes activities that are otherwise ineligible.



## PROVISION OF PROGRAM INFORMATION

Program information is available to all citizens who are interested in learning more about the CDBG and/or HOME Programs, or in being a member of the CCRD. Special arrangements will be made for providing information or assistance to non-English speaking residents upon request. For special assistance, call the Community Relations & Development Department, at least five business days prior by calling (919) 580-4318.

The records of the CDBG and HOME Programs are public records and must be retained for a minimum of five years. However, some records deal with personal income and other information on individuals directly affected by program activities and must be kept confidential. Apart from these, all records of the CDBG and HOME Programs are available for review by the public at the Community Relations and Development Department at 214 N. Center Street, Goldsboro, NC 27530, 8:00 a.m. to 5:00 p.m. Monday through Friday.

Other provisions intended to give interested citizens the broadcast opportunity to obtain program information, read, analyze, and comment on Goldsboro CDBG and HOME Programs are:

- ✓ Department Website: <https://www.goldsboronc.gov/community-relations/>
- ✓ Mailing List: Citizens may request to have their name placed on the departmental mailing list of interested parties. Each person on the mailing list periodically receives program information.
- ✓ Citizen Participation Plan (CPP): Goldsboro's CPP will be reviewed each Fiscal Year. The CPP is made available to any citizen or community organization upon request.
- ✓ Notification of Significant Program Action: At various points during the program year, significant program actions will be published in the Goldsboro News Argus. Such actions may include: completion of the CAPER, Notice of Findings of No Significant Effect on the Environment (by project), Notice of Intent to Request Release of Funds (from HUD), announcements of public hearings and public meetings, and the projected use of funds.
- ✓ CCRD Meetings: CCRD meetings are typically held the second Tuesday of each month of the year. Regular meetings are held at 6:00 p.m. in the Anteroom of Historic City Hall at 214 N. Center Street, Goldsboro, NC 27530. Interested citizens should contact the Community Relations and Development Department or the City Clerk at City Hall to confirm meeting dates. All CCRD meetings are open to the public.

## CONCLUSION

Goldsboro recognizes the importance of citizen participation in the formulation and successful accomplishment of its CDBG and HOME Programs. The CDBG and HOME Programs can be most effective and responsive when citizens are continuously involved. This CPP was designed to serve as a guide to fulfill these purposes.

Goldsboro CCRD provides an orderly procedure for input and participation from the general public. It is a volunteer group charged with the responsibility of advising the Mayor and Goldsboro City Council as it relates to CDBG and HOME Program expenditures and general city issues.



The Community Relations and Development Department provides many opportunities for citizens to find out about Goldsboro's programs and to have a voice in the decision-making process. To be kept up to date on the activities of the Community Relations and Development Department and the CCRD, call, email, or write the Community Relations and Development Staff at:

City of Goldsboro  
Community Relations and Development Department  
P.O. Drawer A  
Goldsboro, NC 27533  
Phone: (919) 580-4360 E-Mail: [FDWilliams@goldsboronc.gov](mailto:FDWilliams@goldsboronc.gov)  
or visit the Department's website at:  
<https://www.goldsboronc.gov/community-relations/>