

# CDBG Public Services: *Community Engagement and Monitoring*

Presented by: Melissa Pond, City of Quincy Department of Planning & Community Development

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# What I find to be most effective ...

- Develop ***community engagement*** tools to increase diversity of applicants and ensure public services match community needs
- Make use of the ***monitoring*** process as an opportunity to increase communication and drive success

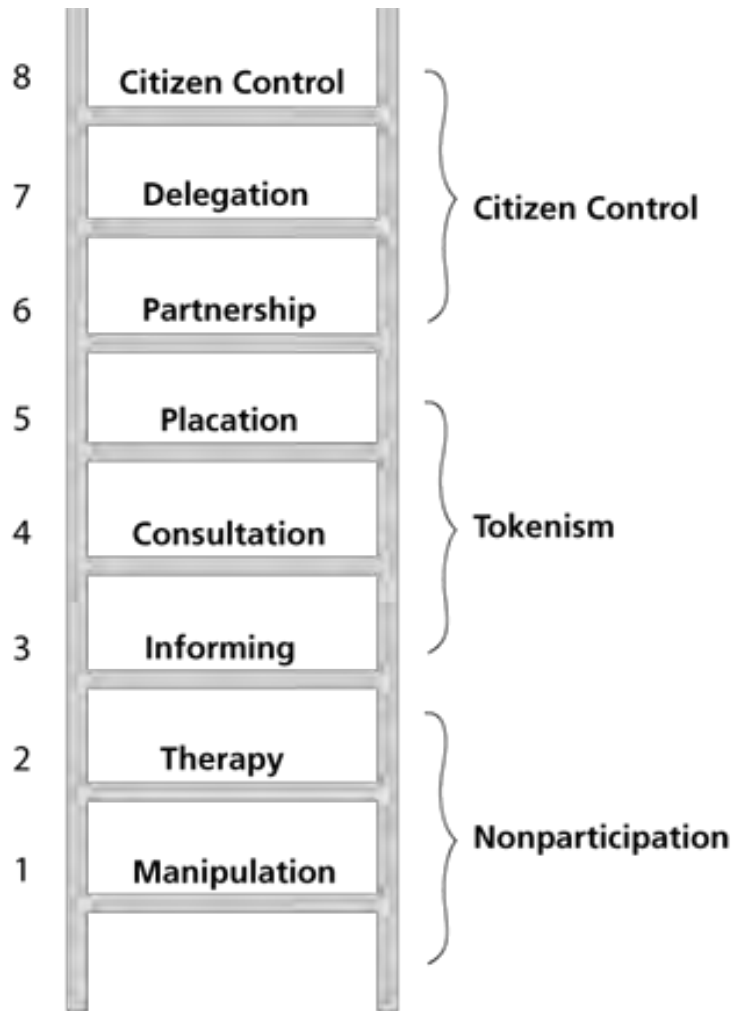


# Community Engagement

- Theories
  - Arnstein's Ladder of Citizen Participation
  - Universal Design Concepts
- Organizational / Professional Engagement
  - Request for Proposal (RFP)
  - Annual Community Development Symposium
  - Local Collaborative Networks
- Citizen / Resident Engagement

# Arnstein's Ladder

## Degrees of Citizen Participation



**Citizen Control:** Citizens handle all, majority, or shared planning, policy making and managing a program with no intermediaries between it and the source of funds.

**Tokenism:** Important and legitimate steps. Informing is a one way flow with no channel for feedback. Consultation and placation allow citizens to advise or plan but retain for power holders the right to judge the feasibility of the advice.

**Nonparticipation:** The proposed plan is best and the job of participation is to achieve public support through public relations and educating the public.

# Project Areas



Discussion of PROBLEMS in the community



Assessing potential SOLUTIONS to problems for project development



Project DESIGN



Selection of project SITE



TIMELINE decisions



FUNDING decisions



Decisions on how the community will CONTRIBUTE to the project



IMPLEMENTATION of the project



SUPERVISION of the work



Project MODIFICATIONS



Project EVALUATIONS

# Universal Accessibility



- **Visual**

- Large text (14+ pt)/graphics for both print and digital formats
- Adequate lighting, offer audio version
- Yellow has less glare than white and is easier to read

- **Hearing**

- Audio enhancers at events (mics and speakers), live captioning, ASL
- Speak clearly, make eye contact, allow lip reading
- Avoid distractions and background noise

- **Physical**

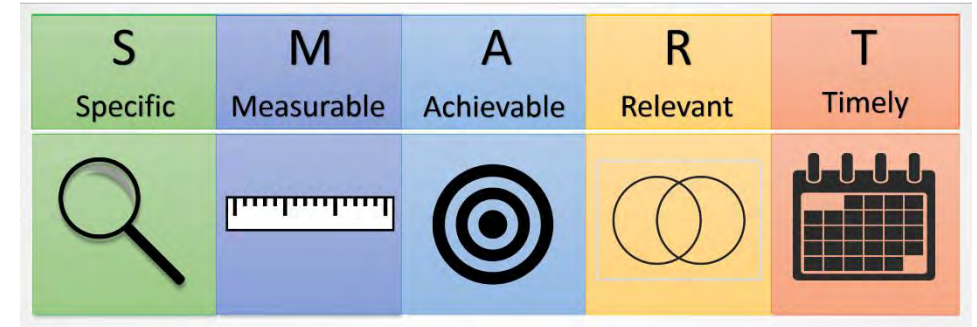
- Wheelchair access: restrooms, width of halls, ramps, elevators
- Public transportation: Available near site? Sidewalks handicap accessible near venue?



**Communication Access Real-time Translation (CART)**

# Specific Key Questions in the RFP

- Need Statement
- SMART Indicators
- Empowerment
- Outreach and Accessibility
- Community Collaboration
- Copy of Client Outreach Materials





# Community Development Annual Symposium

*Bring together public service professionals for a region-wide dialogue on a specific topic related to community development*





## **Symposium Topics:**

- Five Year Plan (2009, 2014, 2019)
- Inclusion & Disabilities (2018)
- Literacy & Screen Time (2017)
- Childhood Health & Wellness (2016)
- Social Media (2013)
- Opportunity Index (2012)
- Outcome Measurement (2011)
- Volunteerism (2010)

# Regional Collaborative Networks



**Coordinated Family and Community Engagement (CFCE) Network**



**Community Health Network Alliance (CHNA)**

PLEASE CHOOSE  
请选择

Affordable Housing  
保障性住房/政府补助

Homeownership  
买房补助



Rent  
租房补助



Housing Repair  
房屋修缮补助



Lead Paint Removal  
除铅涂料



Homeless Assistance  
无家可归



WHAT YOU THINK  
您认为昆士市

Public Facilities  
公共与基础设施

Parks & Recreation  
公园和娱乐设施



Community Centers  
社区中心



Handicap Access  
残障障碍改进



Health Facilities  
健康/医疗设施



Streets & Sidewalks  
街道/人行横道改进



IS A PRIORITY  
该考虑哪些

Economic Development  
经济发展

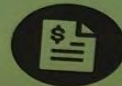
Job Training & Placement  
工作培训



Job Creation  
创造就业机会



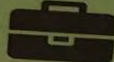
Business Expansion Loans  
商业扩张/贷款



Storefront Improvements  
商店修缮



Small Business  
小微企业发展



FOR QUINCY.  
优先项目

Public Services  
公共服务

Health Services  
健康/医疗服务



Transportation  
交通運輸



Childcare  
托儿服务



Youth Development  
青年发展



Food Pantry  
食品分发



30th Annual Quincy  
**August Moon**  
Festival

昆士市 中秋



# Reaching people where they are ...



Community Center



Homeless Shelter



Food Pantry

# Community Center Activity: Young Adults

- Developed three characters who were relatable to the teens from the community
- Developed a list of possible CDBG proposals that might come from the community
- Provided some context about CDBG and eligible activities
- Asked the youth to choose a character to become to participate in the activity
- Following the activity, we asked them to give us their own “character attributes” and feedback on possible CDBG eligible activities



2009 - Germantown Neighborhood Center



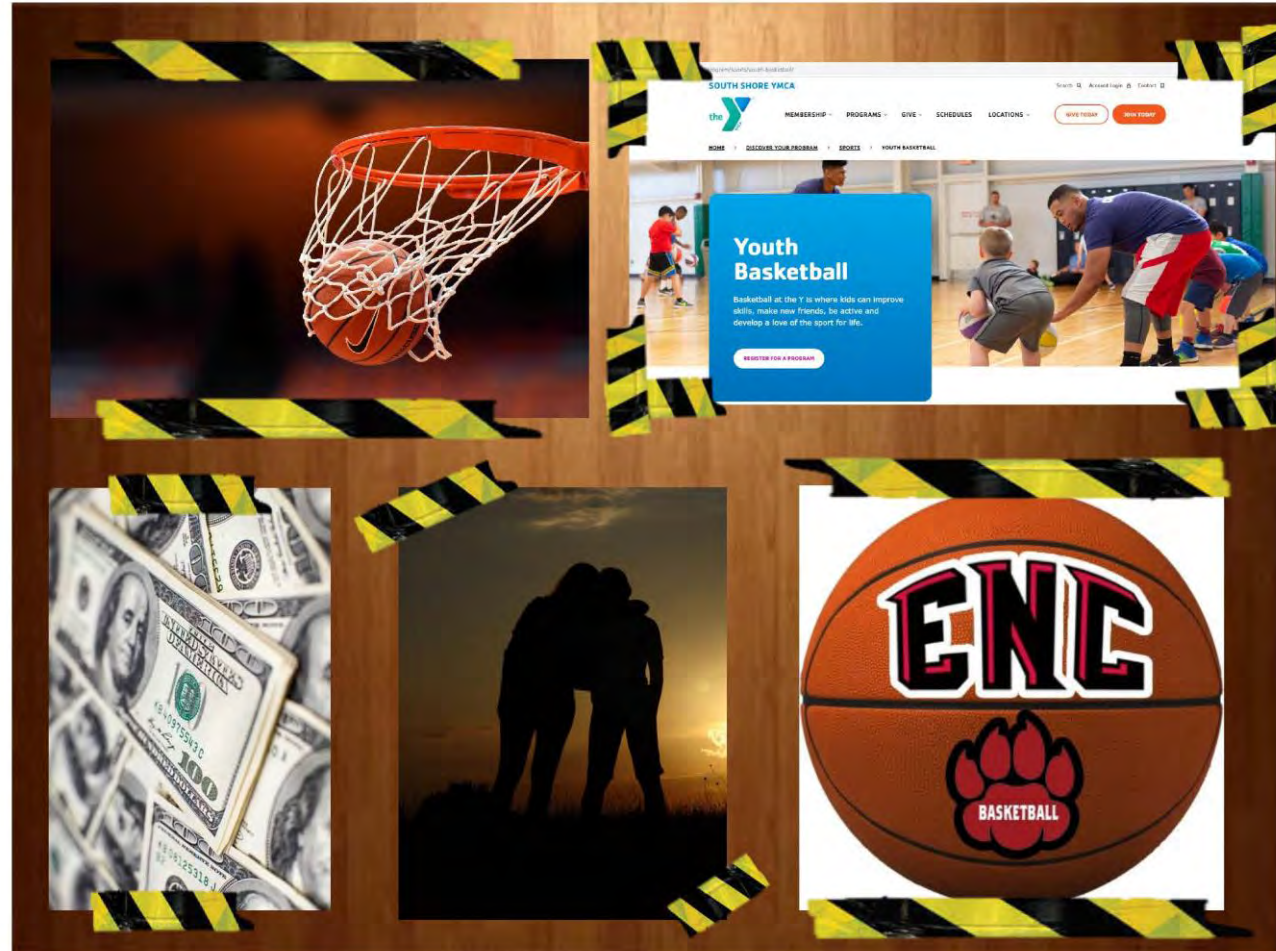
2016 - GNC Music Clubhouse<sup>16</sup>



Amelia is 15 years old and lives in the Germantown neighborhood of Quincy, Massachusetts. She is an exceptional singer. She was paralyzed in a car accident and uses a wheelchair to help her get around. She has a therapy dog who she loves very much. She is passionate about learning the guitar. She is obsessed with reading. She wants to be able to perform music locally. In 5—10 years, she sees herself working for Eastern Nazarene College in the Department of Language, Theatre, and Communication Arts.



Brett is 17 and lives in the Germantown neighborhood of Quincy, Massachusetts. He is exceptional with basketball skills. He lives with his mom and he cares a lot about her. He is passionate about teaching younger kids how to play basketball. He is obsessed with making money. He wants to be able to play basketball at the college level. In 5—10 years, he sees himself coaching basketball at Eastern Nazarene College.



Caroline is 17 years old and lives in the Germantown neighborhood of Quincy, Massachusetts. She is an exceptional cook. She is a teen mom and loves her baby very much. She is passionate about gardening and obsessed with nutrition and wellness. She wants to be able to earn a business degree. In 5—10 years, she sees herself owning her own catering business.



Qualities	Fill in the Blank
Exceptional Skill / Trait:	
Someone you care about other than yourself:	
Passion:	
Obsession:	
Something you want more than anything?	
Challenge:	
Where you see yourself in 5—10 years:	

Challenge:	To work on my communication skills
Where you see yourself in 5—10 years:	An actor or Author
Passion:	- For me and my <del>to</del> sisters to get good collages and scholarships
Obsession:	- to work hard in school - get good grades
Where you see yourself in 5—10 years:	Teaching Music
Where you see yourself in 5—10 years:	In college or in the military
Passion:	Cooking
Obsession:	

Instructions: Step into the shoes of one of the three characters. As this character, you now sit on a committee that makes recommendations about the CDBG funding to the Mayor. The following proposals have come in to review. What are your recommendations as a committee? You have a budget of \$100,000. Keep in mind that Public Services are only allowed a 15% cap so there's only \$15,000 available for public services.

CDBG Proposals	\$
Public Services—Assistance with college applications	
Public Services—College and career counseling	
Public Services—Program to set up mentors with teens	
Public Services—Program to provide free groceries	
Public Services—Program for teens to play basketball	
Public Services—Program for youth to learn music	
Housing—Project to create affordable rent	
Housing—Project to create affordable homeownership	
Public Facilities and Infrastructure—Project to make streets and sidewalks more handicap accessible	
Public Facilities and Infrastructure—Project to expand the community health center	
Economic Development—Job training and placement for culinary program	
Economic Development—Job training and placement for masonry and construction	

What are (CDBG eligible) projects or programs you want to see in Quincy that will help you meet your 5—10 year aspirations?

I want Mentoring and Music Programs expanded. I have seen these programs change lives and they're in danger of closing.

I want to see better houses built.

- food for Programs
- MUSIC Program
- Children activities

More affordable rent, having more staff in the music clubhouse, Assistance with college applications, Assistance with college program, early learning education, and Mentoring programs for the teens in all neighborhoods in Quincy like Germantown.

# What Did We Learn?



- Desire for job training and placement
- Potential first generation college students – college and career counseling, mentorship
- Food insecurity
- Rental v. Homeownership (families in public housing feel trapped, when they make more, their rent goes up, can't save for a home)

# Monitoring

*Make use of the monitoring process as an opportunity to increase communication and drive success:*

- Summary of Playing by the Rules: A Handbook for CDBG Subrecipients on Administrative Systems (HUD, 2005)
- Program examples of strategic document requests



# **Summary of *Playing by the Rules* (HUD, 2005)**

“In using Federal funds, the cardinal rule is: documentation... If your activities, personnel, expenditures, and results are not documented properly, from the Federal Government’s perspective, you have not done your job, regardless of accomplishments” (p vi).

# **Summary of *Playing by the Rules* (HUD, 2005)**

- Financial Management
- Procurement and Contracting
- Property Management
- Record Keeping and Reporting Requirements

# Asian Senior Center

ASIAN SR [REDACTED] 2022  
 [REDACTED] Management Company 7/14/2018 1,265.00

[REDACTED] Bank [REDACTED] s July 2018 Salary 1,265.00  
 [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

## [REDACTED] SERVICE ASSOCIATION Payment Request Form

Pay To [REDACTED]  
 Amount \$1265.00  
 For [REDACTED]  
 Requested by [REDACTED] Date: 7/13/18

[REDACTED] Church [REDACTED]  
 PTO PT =63.38 Bal HOURS  
 [REDACTED] Division  
 [REDACTED] Branch  
 [REDACTED] Department 0001  
 [REDACTED] Team  
 Hire Date 4/16/2008  
 Check Date 7/20/2018  
 Check Number -99971441

Earnings						Deductions		
Description	Location / Job	Rate	Hours/Pieces	Current	Year To Date	Description	Current	Year To Date
Regular		16.00	50.00	800.00	11740.00	Fed (M/1) (800.00)	19.62	291.36
		0.00				OASDI (800.00)	49.60	727.88
		0.00				Medicare (800.00)	11.60	170.23
		0.00				MA (1/1) (800.00)	29.05	423.50
		0.00				Checking - 1	690.13	10127.03
<b>Total Earnings</b>						<b>Total Deductions</b>	800.00	11740.00
<b>NET PAY</b>		690.13		<b>Total Direct Deposits</b>	690.13	<b>Check Amount</b>	0.00	0.00

# Counseling Agency

THERAPIST NAME: [REDACTED]

MONTH: July 2018 2018 ✓

## [REDACTED] Counseling Services Client Sessions Record

CDBG CODE	INS. Y/N	CO-PAY	DATE SEEN	\$ paid	DATE SEEN	\$ paid	DATE SEEN	\$ paid	DATE SEEN	\$ paid	DATE SEEN	\$ paid	Total \$ Paid	Total # Sessions
[REDACTED]	N	35	7/5	35	7/23	35								
[REDACTED]	N	0	7/6	0	7/10	0	7/17	0	7/23	0			70	2
[REDACTED]	N	25	7/6	25	7/12	25	7/19	25	7/30	25			0	4
[REDACTED]	N	20	7/2	20	7/16	20	7/12	20	7/17	20	7/24	20	100	4
[REDACTED]	N	25	7/9	25	7/16	25	7/19	25	7/24	25			100	5
[REDACTED]													100	4
[REDACTED]	N	25	7/9	25	7/16	25	7/23	25						
[REDACTED]	N	<del>20</del>	7/9	20	7/10	20	7/17	20	7/20	20	7/20	20	75	3
[REDACTED]	N	50	7/2	50									100	5
[REDACTED]	N	10	7/12	10	7/16	10	7/30	10					50	1
[REDACTED]	N	85	7/16	85	7/24	85							30	3
[REDACTED]	N	50	7/12	50	7/24	50							170	2
[REDACTED]	N	30	7/12	30	7/19	30							<del>100</del>	<del>2</del>
[REDACTED]	N	25	7/16	25	7/23	25	7/30	25					60	2
[REDACTED]	N	40	7/30	40									75	3
[REDACTED]	N	20	7/24	20									40	1
[REDACTED]													20	1

# LMA Neighborhood Center

Year Ending June 30, 2016

Activity	Proposed Unduplicated Count (Contract)	Actual Unduplicated Count (End of Year Report)	Actual vs. Proposed	Low/Mod Count (End of Year Report)	% Low-Mod
Youth	200	186	93%	186	100%
Community	1000	148	14.8%	148	100%
Pantry	1500	2621	262%	2621	100%

**COMMENTS:** *It is important to note that Time of performance for FY 13-14 was reduced from 12 months to 6 months. It is also important to note that the Women's program was consolidated with the Community program in FY 15-16 for CDBG streamlining purposes, meaning any women's activities could be counted for Community and any women beneficiaries would be counted as Community beneficiaries.*

*System database was changed from the [REDACTED] system – seems as though there may still be glitches with the new system. Excel and paper copies are also kept and maintained. Some hard copy documents were missing information. The filing system for hard copies also seemed confusing and difficult to navigate. Analysis was inconclusive if hard copy data matched summary data.*

**CORRECTIVE ACTION:** *Remedy of client data issues.*

**RECOMMENDATION:** *It is the recommendation of this Department to further define particular programs and services where CDBG is being applied so that files will not need to be maintained for hundreds of clients. CDBG is a small percentage of the budget of the [REDACTED] and should not be responsible for the overwhelming documentation of the programs. This effort should take effect for the FY 17-18 year.*

# Contact Information

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