



Citizen Participation Plan

Prepared by:
Collier County, Florida

Submitted to:
The Community Planning and Development Division
Miami Field Office
U.S. Department of Housing and Urban Development

Approved: [Signature]

Collier County Citizen Participation Plan

Table of Contents

INTRODUCTION	1
Applicability and Adoption of the Citizen Participation Plan	1
Encouragement of Citizen Participation.....	3
CITIZEN PARTICIPATION PLAN (CPP).....	5
CPP Update	5
Citizen Comment on the Citizen Participation Plan (CPP) and Amendments	5
FIVE YEAR CONSOLIDATED PLAN (CP).....	6
CP Preparation	6
Criteria for Amendment(s) to Five Year Consolidated Plan	7
Availability to the Public.....	7
Access to Records	7
Complaints.....	8
ANNUAL ACTION PLAN (AAP).....	9
AAP Preparation	9
Criteria for Amendment(s) to the AAP	9
Availability to the Public.....	10
Access to Records	10
Technical Assistance	11
Complaints.....	11
Solicitation Process	11
Selection of Sub-recipients and Contractors	12

**COMPREHENSIVE ANNUAL PERFORMANCE AND EVALUATION REPORT
(CAPER) 13**

Availability to the Public..... 13

Access to Records 13

SAMPLE NOTICES 15

CITIZEN PARTICIPATION PLAN

INTRODUCTION

The US Department of Housing and Urban Development requires that the Five Year Consolidated Plan (CP) for each entitlement agency adopt a Citizen's Participation Plan (CPP). This Citizen Participation Plan has been adopted by Collier County and is in conformance with the provisions of Federal regulations.

Required by HUD regulation and Public Law 100-242, the Citizen's Participation Plan (CPP) outlines the methods used in the development, from a public input process, of the Five Year Consolidated Plan (CP) and Annual Action Plans (AAP) and how Collier County provides for maximum citizen participation in the development of these plans.

The methods used by Collier County Housing, Human and Veteran Services Department (HHVS) for allowing citizen participation and input for the development of the Consolidated Plan provides for the most basic and appropriate level of citizen participation. It is the intent of the County to provide for the maximum level of citizen participation in order to gather the most meaningful, thorough and effective input from its citizens. Citizen participation is broad due to the types of areas the County covers, which includes urban, rural and agricultural. At the same time, the process makes sure that the low and moderate income, disabled, elderly and other special populations are involved in the total input process. As the County is over 2,305 square miles in size and the second largest county in the State of Florida in land mass, it is important for the County to insure that all areas and populations are involved in the process. The diversity of this County is illustrated by the wealthy enclaves on the coast and islands along the Gulf of Mexico contrasted to the less endowed farming communities in the eastern agricultural portions of the County.

The citizen participation/input process consists of the following summary of steps which maximizes the citizen's participation in the development of the Five Year Consolidated Plan and the Annual Action Plan for Collier County, as well as the substantial amendments for either document. Details of each of these steps follow in the sections of this Citizen's Participation Plan.

Citizen participation requirements shall not be construed to restrict the responsibility or authority of the County for the development and execution of its entitlement program activities. The Board of County Commissioners remains the sole approving authority for the Plan and any amendments.

Applicability and Adoption of the Citizen Participation Plan

Pursuant to 24 CFR Part 91, Consolidated Submissions for Community Planning and Development Programs, the jurisdiction is required to certify that it has developed and is acting in compliance with a Citizen Participation Plan that sets forth the jurisdiction's policies and procedures for citizen participation. The plan must include the following topic areas:

1. **CITIZEN PARTICIPATION:** Provide for and encourage citizen participation, with particular emphasis on participation by persons of low and moderate-income. Of particular importance are those residents living in slum and blighted areas and where Federal funds are proposed to be used. Encourage the participation of all residents, including minorities, non-English speaking persons and persons with disabilities;
2. **CITIZEN COMMENTS:** Provide citizens with a reasonable opportunity to examine the proposed Consolidated Plan, Action Plans and Consolidated Annual Performance and Evaluation Reports. Provide a mechanism to submit written and oral comments and to provide for the consideration of these comments. Provide for a system for handling citizen complaints;
3. **SUBSTANTIAL AMENDMENTS:** Provide for specification of criteria that Collier County will use to determine what constitutes a substantial change in the Collier County's planned or actual activities. This process will include a procedure for notification of the public and receipt of comments;
4. **PUBLIC HEARINGS:** Provide public hearings to obtain citizen views on housing and community development needs, at times and locations that are convenient to potential and actual beneficiaries. Allow for citizens to respond to proposals relative to the selection of funded activities. Respond to questions at all stages of the community development program, including the development of needs, the review of proposed activities and the review of past program performance;
5. **REASONABLE AND TIMELY ACCESS:** Provide citizens with reasonable and timely access to local meetings, information and records related to Collier County's proposed and actual use of funds at times and locations convenient to potential or actual beneficiaries including;
 - Annual Action Plans (AAP)
 - Consolidated Annual Performance and Evaluation Reports (CAPERs)
 - Five Year Consolidated Plan (CP)
 - Substantial Amendments to any plan

Accommodations for persons with disabilities and groups of non-English speaking persons will be made upon notification to the County within a reasonable time frame.

6. **INFORMATION PROVIDED:** Provide information to citizens, public agencies and other interested parties, that includes the amount of Federal Assistance available to the Collier County and the activities that may be undertaken. The information will include the estimated amount of funds that will benefit persons of low and moderate-income as well as plans to minimize displacement (even if no displacement is expected to occur);
7. **TECHNICAL ASSISTANCE:** Provide technical assistance to group representatives of persons of low- and moderate-incomes that request such assistance;
8. **PUBLIC HOUSING AUTHORITIES:** Provide for consultation between Collier County and public housing authorities in order to encourage participation by residents of public and assisted housing developments in the process and implementation of the Consolidated Plan. Provide information to these agencies about Consolidated Plan activities, so this information can be used in the Comprehensive Grant program process;
9. **NON-ENGLISH SPEAKING RESIDENT NEEDS:** Identify how the needs of non-English speaking residents will be met in the case of public hearings where a significant number of non-English speaking residents can be reasonably expected to participate;
10. **PERSONS WITH DISABILITIES:** Provide accommodations for access to public hearing sites and public meetings for Persons with Disabilities;
11. **COMPLAINT RESOLUTION:** Provide for timely written answers to written complaints and grievances.

Encouragement of Citizen Participation

To obtain the views of citizens, i.e., low to moderate-income persons, those living in slum and/or blighted areas and in areas where entitlement funds are proposed to be used, minorities, non-English speaking persons, persons with disabilities, public agencies, residents of public and assisted housing developments and other interested parties on housing and community development needs, the following strategies will be implemented:

1. Consult with interested area social/health service/housing providers such as: the Collier County Health Department, the Housing Authority, etc.
2. Maintain a directory and contact list for these agencies.

3. Specify how the contacts will be made and what media sources will be used.
4. Provide bi-lingual notices, if necessary.

This Citizen Participation Plan (CPP) is divided into four sections with each one addressing a separate report or document required by HUD. Each section will address the goals, requirements and procedures for each of the documents. The four sections are:

- Citizen Participation Plan (CPP)
- Five Year Consolidated Plan (CP)
- Annual Action Plan (AAP)
- Comprehensive Annual Performance and Evaluation Report (CAPER)

DRAFT

CITIZEN PARTICIPATION PLAN (CPP)

CPP Update: To update the existing Citizen Participation Plan (CPP) under the auspices of the Collier County Board of County Commissioners after receiving input from the public and any advisory bodies. The CPP shall be included in conjunction with the Five Year Collier County Consolidated Plan submission to HUD.

1. Submit revisions to the Citizen Participation Plan to the public and any advisory bodies for their input/recommendations.
2. Submit the revised Citizen Participation Plan to the Collier County Board of County Commissioners in conjunction with submitting the approved plan as part of the Five Year Collier County Consolidated Plan to HUD.

Citizen Comment on the Citizen Participation Plan (CPP) and Amendments: Citizen comments at all public meetings/hearings will be solicited.

1. A summary of citizen comments received in writing, or orally at public meetings, will accompany all submissions to HUD. Advertising and conducting public hearings will be the responsibility of the County HHVS Department.
2. Where a significant number of non-English speaking residents can be reasonably expected to participate, a method of communication will be provided for non-English speaking residents as well as accommodations for persons with disabilities, upon forty-eight (48) weekday hour notification to the Collier County Housing, Human and Veteran Services Department.
3. When possible, citizen surveys will be included at appropriate public meetings and with agencies involved with providing services. Bi-lingual surveys will be available where it is anticipated that a significant number of non-English speaking residents will attend.
4. Written comments should be addressed to the office of:

Director Collier County
Housing, Human and Veteran Services Department
3339 East Tamiami Trail
Suite 211
Naples, Florida 34112-5361
Phone: 239-252-4663
5. The County shall respond to any written responses or comments from citizens within fifteen (15) working days, where practical.

FIVE YEAR CONSOLIDATED PLAN (CP)

CP Preparation: To obtain input from public and private agencies, as well as State and/or local health and child welfare agencies that assist in housing, health, economic development, social services and child care agencies to low to moderate-income residents of Collier County.

1. Consult with interested area social/health service/housing providers such as: the Collier County Health Department and the Housing Authority; etc.
2. Conduct a minimum of one (1) and preferably two (2) neighborhood meetings for the purpose of citizen input on community needs. The first meeting will be held in an area of predominantly low and moderate-income residents and the second at a location that is accessible to beneficiaries of the funds.
3. A summary of citizen comments received in writing, or orally at public meetings, will accompany all submissions to HUD. Advertising and conducting public hearings will be the responsibility of the County HHVS Department.
4. Advertise all public meetings and workshops to solicit input for the preparation of the CP in a newspaper of general circulation at least fourteen (14) days prior to the scheduled meeting/hearing. The advertisement will include:
 - the purpose of the hearing;
 - date;
 - time; and
 - location
5. Provide a draft of the CP for public review and comment at sites of public access such as government buildings, libraries, etc., as well as on the County's website not less than thirty (30) days prior to the plan's submission.
6. The public hearings/meetings will be held at sites that are accessible to low and moderate income persons, persons with disabilities, the elderly and other special populations.
7. Electronic copies of the plan will also be made available to the public upon request.
8. Where a significant number of non-English speaking residents can be reasonably expected to participate, a method of communication will be provided for non-English speaking residents and accommodations will be provided for persons with disabilities, upon forty-eight (48) weekday hours notification to the Collier County Housing, Human and Veteran Services Department.
9. Response to inquires, comments and complaints that are received will be answered by HHVS within 15 days of receipt.

Criteria for Amendment(s) to Five Year Consolidated Plan

Amendment to Five Year Consolidated Plan (CP): The County may from time to time find it necessary to amend its CP. The following will define what constitutes and does not constitute a substantial amendment to the CP:

Definitions:

The following definitions are essential to understanding the elements regarding the entitlement funding. These definitions refer to the main elements of **Activities** and **Projects**.

Activities: Activities refer to the specific services that are provided to the low to moderate income population. HUD provides a list of these activities as well as a description of what comprises the Activity, eligibility and identification numbers.

Projects: Each Activity may be comprised of one or more Projects that are designed to achieve the goal of the particular Activity. The Projects are the specific requests for funding from subrecipients that are included in the Annual Action Plan.

Changes that **are** considered a substantial amendment:

- A change in the methodology of the distribution of funds.
- Addition of an activity not previously covered in the Five Year Consolidated Plan.

Changes that **are not** considered a substantial amendment:

- A change to one of the priorities.
- Addition of a project not previously covered in the Five Year Consolidated Plan.

Any proposed changes that are considered a substantial amendment shall be advertised for public review and comment in a newspaper of general circulation. Comments from the general public will be given due consideration by County staff before written notice of the plan amendment is sent to HUD.

Availability to the Public

To provide the public an opportunity to share their views and to respond to the Five Year Consolidated Plan and any substantial amendments as adopted, the following strategies will be implemented:

1. The Collier County will post the CP on the Collier County website.
2. All reasonable efforts will be taken to make the CP, accessible to persons with disabilities, upon request.

Access to Records

To provide an opportunity for citizens to receive information, submit comments and/or submit grievances on the proposed CP the following strategies will be implemented:

1. Advertise a summary of the Five Year Consolidated Plan, or a substantial amendment in a newspaper of general circulation, soliciting comments for a period of thirty (30) days. The summary will describe the contents and purpose of the CP and will include locations where the entire plan may be examined.
2. Copies of the documents will also be placed on the County website.
3. The County will make available electronic copies of the documents to citizens and groups that request it.
4. Comments on the documents can be forwarded to;

Collier County
Housing, Human and Veteran Services Department
3339 East Tamiami Trail
Suite 211
Naples, Florida 34112-5361

Phone: 239-252-4663

5. If not satisfied at the local level, complaints may be forwarded to HUD.

Complaints

The HHVS will act swiftly and objectively in resolving all written complaints and grievances utilizing the following strategies:

1. The Housing, Human and Veteran Services Department will respond to citizen complaints/grievances within fifteen business (15) days. The Director's response will indicate the avenue(s) of appeal to the complainant.
2. Citizens may, at any time during the complaint resolution process, contact the U.S. Department of Housing and Urban Development (HUD) directly at the following address:

U.S. Department of Housing and Urban Development
Office of Community Planning and Development
909 SE First Avenue, Room 300
Miami, Florida 33131-3028

ANNUAL ACTION PLAN (AAP)

AAP Preparation: To obtain input from public and private agencies, as well as State and/or local health and child welfare agencies that assist in housing, health, social services and child care agencies to low to moderate-income residents of Collier County.

1. Conduct a public meeting for the purpose of citizen input on the AAP.
2. A summary of citizen comments received in writing, or orally at public meetings, will accompany all submissions to HUD. Advertising and conducting public hearings will be the responsibility of the County HHVS Department.
3. Advertise all public meetings and workshops to solicit input for the preparation of the AAP in a newspaper of general circulation at least fourteen (14) days prior to the scheduled meeting/hearing. The advertisement will include:
 - the purpose of the hearing;
 - date;
 - time; and
 - location
4. Provide a draft of the AAP for public review and comment at sites of public access such as government buildings, libraries, etc., as well as on the County's website not less than thirty (30) days prior to the plan's submission.
5. The public hearings/meetings will be held at sites that are accessible to low and moderate income persons, persons with disabilities, the elderly and other special populations.
6. Electronic copies of the plan will also be made available to the public upon request.
7. Where a significant number of non-English speaking residents can be reasonably expected to participate, a method of communication will be provided for non-English speaking residents and accommodations will be provided for persons with disabilities, upon forty-eight (48) weekday hours notification to the Collier County Housing, Human and Veteran Services Department.
8. Response to inquires, comments and complaints that are received will be answered by HHVS within 15 days of receipt.

Criteria for Amendment(s) to Annual Action Plan

Amendment to Annual Action Plan (AAP): The County may from time to time find it necessary to amend its AAP. The following will define what constitutes and does not constitute a substantial amendment to the AAP:

Definitions:

The following definitions are essential to understanding the elements regarding the entitlement funding. These definitions refer to the main elements of **Activities** and **Projects**.

Activities: Activities refer to the specific services that are provided to the low to moderate income population. HUD provides a list of these activities as well as a description of what comprises the Activity, eligibility and identification numbers.

Projects: Each Activity may be comprised of one or more Projects that are designed to achieve the goal of the particular Activity. The Projects are the specific requests for funding from subrecipients that are included in the Annual Action Plan.

Changes that are considered a substantial amendment:

- A change in the methodology of the distribution of funds.
- Addition of an activity not previously covered in the Five Year Consolidated Plan.

Changes that are not considered a substantial amendment:

- Projects that are within the described, approved, and outlined activity plans that have been advertised to the public and submitted to HUD.
- Changes to project budget that are less than \$50,000 or 45% of the project budget (whichever is smaller).

Any proposed changes that are considered a substantial amendment shall be advertised for public review and comment in a newspaper of general circulation. Comments from the general public will be given due consideration by County staff before written notice of the plan amendment is sent to HUD.

Availability to the Public

To provide the public an opportunity to share their views and to respond to the Annual Action Plan the following strategies will be implemented:

1. The Collier County will post the AAP on the Collier County website.
2. All reasonable efforts will be taken to make AAP accessible to persons with disabilities, upon request.

Access to Records

To provide an opportunity for citizens to receive information, submit comments and/or submit grievances on the proposed AAP the following strategies will be implemented:

1. Advertise a summary of the AAP, or a substantial amendment in a newspaper of general circulation, soliciting comments for a period of thirty (30) days. The summary will describe the contents and purpose of the AAP and will include locations where the entire plan may be examined.
2. Copies of the documents will also be placed on the County website.
3. The County will make available electronic copies of the documents to citizens and groups that request it.
4. Comments on the documents can be forwarded to;

Collier County
Housing, Human and Veteran Services Department
3339 East Tamiami Trail
Suite 211
Naples, Florida 34112-5361

Phone: 239-252-4663
5. If not satisfied at the local level, complaints may be forwarded to HUD.

Technical Assistance

To provide technical assistance to groups representing low and moderate-income persons, the following strategy will be implemented:

1. Technical assistance will be provided by the staff of the Housing, Human and Veteran Services to group representatives of low and moderate-income persons that request such assistance in developing proposals for funding assistance under any programs covered by the Five Year Consolidated Plan.

Complaints

The Housing, Human and Veteran Services Department will act swiftly and objectively in resolving all written complaints and grievances utilizing the following strategies:

1. The Housing, Human and Veteran Services Department will respond to citizen complaints/grievances within fifteen business (15) days. The Director's response will indicate the avenue(s) of appeal to the complainant.

2. Citizens may, at any time during the complaint resolution process, contact the U.S. Department of Housing and Urban Development (HUD) directly at the following address:

U.S. Department of Housing and Urban Development
Office of Community Planning and Development
909 SE First Avenue, Room 300
Miami, Florida 33131-3028

Solicitation Process

There are several approaches approved by HUD that the Collier County may use to select projects to be included in the AAP for funding.

Basic Models: Depending on the situation and circumstance of the project or the needs of the community the staff may choose any one of the following models or variations of those approaches to assist in the solicitation process of sub-recipients. The basic models are as follows:

1. **Formal Application Process a.k.a. RFA or RFP:** Requires the submission of a formal application, typically undertaken once a year in conjunction with the grantee's planning process. Applications are evaluated based on explicit selection criteria. This process works best for projects with:
 - a. numerous or complex activities;
 - b. numerous potential applicants with varying degrees of experience;
 - c. limited funding and increasing competition
2. **Limited Application/Pre-Application Process:** This approach is similar to the formal application process a.k.a. RFP but the application is not detailed, allowing the Staff to review the applications and narrow the number of applications before requesting additional detailed information prior to making the final selections. This process is useful for grantees interested in encouraging additional participation of potential sub-recipients unfamiliar with the process or when the grantee is providing matching dollars for a larger project.
3. **Request for Qualifications (RFQ):** The Staff will identify potential qualified sub-recipients through an informal process or through a general RFQ. From the identified group, the staff will identify organizations qualified to carry out specific activities and will approach the organization about their interest in doing so. This process is proactive and is focused on qualified organizations that have the experience and capacity to present new and innovative approaches to solve approved objectives.

4. “Open Door” or Unsolicited Application Process: Allows application requests to be accepted and considered any time during the program year until funds are no longer available. The unsolicited application shall meet the same requirements of the solicitation process already in place for the identified funding source, and the application shall be evaluated based on the criteria used during the regular application process with selections to be made by staff.

Selection of Sub-recipients and Contractors: Collier County will select from applicants who are requesting funding using criteria established by the County.

DRAFT

COMPREHENSIVE ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER)

To provide an opportunity for citizens to receive information and/or submit comments regarding the Comprehensive Annual Performance Report (CAPER) the following strategies will be implemented:

1. Notification will be given of the availability for review of the CAPER in a newspaper of general circulation, soliciting comments for a period of fifteen (15) days. The summary will describe the contents of the CAPER and will include locations where the entire CAPER may be examined.
2. Citizens will be given a period of fifteen (15) days in order to submit comments to the CAPER prior to the report's submission to HUD.
3. CAPER results will also be presented at a public meeting that is held annually in the first quarter of the succeeding year following the publication of the performance report.

Availability to the Public

To provide the public an opportunity to share their views and to respond to the Consolidated Annual Performance and Evaluation Report as adopted, the following strategies will be implemented:

1. The Collier County will post the Consolidated Annual Performance and Evaluation Report, as adopted on the Collier County website.
2. All reasonable efforts will be taken to make the Consolidated Annual Performance and Evaluation Report accessible to persons with disabilities, upon request.

Access to Records

To provide an opportunity for citizens to receive information, submit comments and/or submit grievances on the CAPER the following strategies will be implemented:

1. Advertise that the CAPER or a summary of the CAPER is available for period of 15 days for public comment. This advertisement will be in a newspaper of general circulation. The advertisement will describe the contents and purpose of the CAPER and will include locations where the document may be examined.
2. Copies of the documents will also be placed on the County website.
3. The County will make available electronic copies of the documents to citizens and groups that request it.

4. Comments on the documents can be forwarded to;

Collier County
Housing, Human and Veteran Services Department
3339 East Tamiami Trail
Suite 211
Naples, Florida 34112-5361

Phone: 239-252-4663

5. If not satisfied at the local level, complaints may be forwarded to HUD.

DRAFT

SAMPLE NOTICES

DRAFT